SUBJECT: Extension of the Deadline and Clarifications No. 3 – RFP No. 2024-0035/RAHMAN: "Software Engineering Services for a Station Operator Portal (SO-Portal) On Call-Off Basis"

Dear Bidders,

Please find attached Clarifications No. 3 related to queries raised by bidders in respect to the request for proposal (RFP) No. 2024-0035/RAHMAN: *"Software Engineering Services for a Station Operator Portal (SO-Portal) On Call-Off Basis"*.

The attached clarifications No. 3 are an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving your proposal prior to the extended submission deadline on **1 April 2024, 17:00 hours, Vienna (Austria) local time**.

Sincerely,

Bugubai Apylov
O-i-C
Procurement Services Section

Attachment

- *Questions and Answers - Clarifications No. 3*

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Questions and Answers - Clarifications No. 3 to RFP No. 2024-0035/RAHMAN:
"Software Engineering Services for a Station Operator Portal (SO-Portal) On Call-Off
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Item #	Question	Answer
1	On p. 2 of 7 Instructions for preparation and submission of Proposals – Request for Services, under Part 1: Technical Proposal, it states: The Technical Proposal shall include Attachment 1 (Mandatory Table of Contents and Format of the Technical Proposal). However, Attachment 1 is a Compliance Matrix, not a Mandatory Table of Contents, which doesn't appear anywhere in the RFP. Can you clarify whether or not there should be a mandatory TOC in our proposal, and if so, please provide it?	Attachment 1 is a Compliance Matrix. The title of Annex 1 in the Instructions for Preparation and Submission of Proposals is hereby corrected to read Compliance Matrix.
2	About the tasks listed as bullet points on pages 7-10 of Appendix B "Terms of Reference", named in the instructions for the financial proposal, for example: • Provide software solutions in accordance with IDC user requirements and/or review and refine existing software solutions provided by the PTS. The outcome of this step would be a formal document for guiding the work; • Manage Jira tickets for tracking the work; • Estimate the effort and resources to execute the work • Analyse the requirements keeping the design and code of the software in mind. • Analysis of the current functionality of a software system; [...] and so on, are these bullet points the tasks on which we should base our price and effort estimates?	As per section 4 "Organization of Work" of Annex B, the Services will be initiated by the Commission in writing through a Formal Request for Delivery (FRD)". With regards to the services, bidders are required to submit their unit prices (person-day rates). The total price for each period shall be based on those unit prices and the maximum number of days for that period, please refer to Attachment 4 "Price Schedule Format".
3	We need clarification on the 900-day allocation mentioned in Attachment 4. Are these 900 days allocated per: ● individual team member; ● professional role within the project (e.g. front-end developer… etc.); or ● for the whole team collectively?	The maximum number of person days for the initial Call-off Period as well as for the 2 optional extension Call-off Periods are allocated for the whole team.
4	The RFP mentions a Call-off Contract. Could you provide a clear explanation of how this type of contract works, including its legal basis, terms and conditions?	Please refer to section 4 "Organization of Work" of Annex B "Terms of Reference". For legal terms and conditions, please refer to Annex A "General Terms and Conditions of Contract".
5	In the tender details (Annex B), you mention technologies such as Java, Apache, PHP, Python, etc., for the services that need to be included in SO-Portal. Are these services ready for integration? For example, are RESTful endpoints, an API gateway, an SDK or some kind of middleware already in place to enable communication?	The applications are running as stand-alone systems, some of them are web-based services and others are client-server systems. the data layer resides on PostgreSQL and Oracle databases and some of them interact with the email system (parsing and notifications).

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	Or do they need changes to share data externally?	
6	What is the current technology solution your organization uses for hosting applications and managing infrastructure? Do you use a cloud provider (such as AWS, Azure, Google Cloud Platform), an on-premises solution, or a hybrid approach?	The applications are currently running in docker containers on RHEL 7 servers (on-premises).
7	In the clarifications published, you said that you mainly use Docker for your applications, but not Kubernetes (you're only considering using it in the short term): what kind of container orchestrator are you currently using to manage your Docker containers?	The CTBTO is evaluating the adoption of Kubernetes. Details of the docker implementation cannot be provided due to security reasons.
8	Item 5.1 of Annex B indicated that travels to be for "up to 4 times per year, each visit shall not exceed 5 days in duration". However, Attachment-4 refers to return transport maximum quantity of 4 under each period. Is it a maximum of 4 times in one year or 4 times in each period?	As per section 5.1 of Annex B, the maximum number of travels shall be 4 per year, that means a total maximum of 8 travels per period. Each visit shall not exceed 5 days in duration. The maximum quantity of 4 mentioned for the "Return transport" in Attachment-4 is therefore, corrected to read 8.