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TO: All Bidders

DATE: 15 April 2024

TEL. NO.:

EMAIL:

FROM: Sally Alvarez de Schreiner  
Chief, Procurement Services Section

REF.: RFP 2024-0052/BUKVIC

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SUBJECT: **RFP 2024-0052/BUKVIC – Deployment of SAP ARIBA (Implementation Services)  
ClarificationNo. 2**

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Dear Bidders,

In reference to RFP 2024-0052/BUKVIC concerning the deployment of SAP ARIBA (Implementation Services), please find attached the Clarifications No .2 to questions raised by interested bidders.

Please take all these clarifications into account in the preparation and submission of your proposal.

We are looking forward to receiving your proposal prior to the extended submission deadline of **Monday 22 April 2024 17:00 hours, Vienna (Austria) local time.**

Sincerely,

Sally Alvarez de Schreiner For: OIC<sup>SB</sup>  
Chief, Procurement Services Section

**Attachments:**

1. *Questions and Answers – Clarifications No. 2*

Sr #	Query	Response from CTBTO Team
1	Could you please confirm whether all members of the team are required to hold ITIL certification, or if it is sufficient for only the individual responsible for Change Management to possess it? Our understanding is that a comprehensive team proficient in SAP Ariba might not necessitate ITIL certification across the board.	Only the individual responsible for change management is required to hold a valid ITIL certification. This certificate should be clearly specified in the submitted technical proposal