

## REQUEST FOR PROPOSAL

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**To:** ALL BIDDERS

**CTBTO Ref. No.:** 2024-0104/HASAN *Mal Hi*  
(PLEASE QUOTE ON ALL COMMUNICATIONS)

**Tel. No.:** +43 (1) 26030-6350

**E-mail:** procurement@ctbto.org

**Attn:**

Phone:

Fax:

Email:

**Date:** 12 Aug 24

**Subject:** Provision of SAP Support Services.

**Deadline for Submission:** 09 Sep 24

**Vienna Local Time:** 17:00

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the 'Commission') hereby invites you to submit a proposal that meets the requirements of the attached documents.

You are kindly requested to complete and return the acknowledgement form by email as soon as possible.

If you have any questions you should contact the email address indicated above.

Yours Sincerely,

O-i-C: *S Bukvic*  
for: Sally Alvarez de Schreiner  
Chief, Procurement Services Section

**ACKNOWLEDGEMENT FORM**

<b>Solicitation No:</b> 2024-0104	<b>Closing Date:</b> 09 Sep 24
<b>Title:</b> Provision of SAP Support Services.	<b>Vienna Local Time:</b> 17:00

**Procurement Staff:** Manzurul Hasan

**CTBTO Req. No.:** 0010024541

Please complete 'A' or 'B' or 'C'  
and Return

**WITHIN FIVE (5) DAYS**

THE PREPARATORY COMMISSION FOR THE  
COMPREHENSIVE NUCLEAR-TEST-BAN TREATY ORGANIZATION (CTBTO)

**by email to**  
procurement@ctbto.org

**A: We shall submit our proposal**

By: \_\_\_\_\_  
(date)

Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Email/Tel: \_\_\_\_\_

**B: We may submit and will advise**

By: \_\_\_\_\_  
(date)

Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Email/Tel: \_\_\_\_\_

**C: We will not submit a proposal for the following reason(s)**

\_\_\_ our current workload does not permit us to take on additional work at this time;  
\_\_\_ we do not have the required expertise for this specific project;  
\_\_\_ insufficient time to prepare a proper submission;  
\_\_\_ other (please specify) \_\_\_\_\_

Company Name: \_\_\_\_\_  
Contact Name: \_\_\_\_\_  
Email/Tel: \_\_\_\_\_

## INSTRUCTIONS FOR PREPARATION AND SUBMISSION OF PROPOSALS

### 1. General

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (the Commission) with its headquarters in Vienna is the International Organization mandated to establish the global verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which is the Treaty banning any nuclear weapon test explosion or any other nuclear explosions. The Treaty provides for a global verification regime, including a network of 321 stations worldwide, a communication system, an International Data Centre and on-site inspections to monitor compliance with the Treaty.

This Request for Proposal (RFP) is for the provision of services and supply and delivery of equipment as described in the Terms of Reference.

The Proposal shall meet all requirements stated in the Terms of Reference and be submitted in accordance with these Instructions for Preparation and Submission of Proposals. For this project, the Commission is seeking capabilities, which will ensure that the services are delivered and the tasks are accomplished expeditiously and at a reasonable cost.

### 2. Documents included in this RFP

This RFP consists of the following documents:

- (a) Letter of Invitation
- (b) These Instructions for Preparation and Submission of Proposals and Bidder's Statement Form with Attachments 1 to 3:
  - Attachment 1: Evaluation Criteria and Method
  - Attachment 2: Procedure for submission of electronic offers in 2 sealed files
  - Attachment 3: Price Response Form
- (c) Statement of Confirmation
- (d) Vendor Profile Form
- (e) The Commission's Model Contract and its Annexes A – B;
  - o The Commission's General Conditions of Contract (Annex A), incorporate herein by reference, found at [www.ctbto.org](http://www.ctbto.org) under [CTBTO General Conditions of Contract](#)
  - o Terms of Reference (Annex B)

Note: In the event of award, the Proposal will be incorporated as Annex C to the Contract.

### 3. Amendment of RFP Documents

At any time prior to the closing date for submission of Proposal, the Commission may, for any reason, modify the RFP documents by amendment. The Commission may consider extending the deadline in order to allow adequate time for considering the modifications in the preparation of the Proposal.

### 4. Language of the Proposal

The Proposal and all correspondence and documents relating to it shall be in English.

## 5. **Format and Submission of the Proposal**

The Proposal shall be typed, dated and signed by an official legally authorized to enter into contracts on behalf of your organization. The Proposal shall not contain any interlineation, erasures or overwriting except as necessary to correct errors, in which case such corrections shall be initialled by the authorized person(s) signing the Proposal.

**The Proposal shall be submitted electronically according to the attached “PROCEDURE FOR SUBMISSION OF ELECTRONIC OFFERS IN 2 SEALED FILES”.**

**Proposals sent by regular e-mail unless clearly submitted as electronically sealed bids as indicated above and following the instructions outlined in Attachment 2 will not be considered and may lead to the rejection of the bidder from the procurement process.**

The Proposal shall be received not later than the closing date and time indicated in the Letter of Invitation.

## 6. **Request for Clarifications and Contacting the Commission**

The Commission will issue clarifications, if required. Bidders are requested to e-mail any questions pertaining to this RFP as soon as possible after receipt of the solicitation documents, but in any case no later than 7 business days prior to the Closing Date. No requests for clarifications will be entertained after this time. Questions will only be accepted via e-mail be sent to:

E-mail: [procurement@ctbto.org](mailto:procurement@ctbto.org)  
Subject: RFP No. 2024/0104 - Request for Clarifications

The Commission will make all reasonable efforts to issue the clarifications not later than 7 business days prior to the Closing Date.

Except in case of responding to a RFP clarification, no bidder shall contact the Commission on any matter relating to the Proposal or this RFP after its submission and until the award of the Contract. Any attempt to influence the Commission in its evaluation of the Proposal or the contract award decision may result in the rejection of the Proposal.

## 7. **Eligible Goods and Services**

The services and goods (if any) to be rendered under the Contract shall have their origin in the States Signatories of the Comprehensive Nuclear-Test-Ban Treaty (CTBT), the list of which is available at our website [www.ctbto.org](http://www.ctbto.org) under [Status of Signatures and Ratifications | CTBTO](#). For purposes of this paragraph, "the origin" means the place from where the materials, goods and/or from which the services are supplied.

## 8. **Type of Contract and Payment**

The Commission intends to conclude firm fixed unit prices Call-off Contract based on the attached Model Contract. The terms and conditions of payment for services are described in Clause 13 of the attached Model Contract.

## 9. Preparation of the Proposal

The Proposal shall contain, but not necessarily be limited to, the information described below.

The Proposal shall be composed of the following separate parts:

- I. **Technical Proposal;** and
- II. **Financial Proposal;**

providing, but not limited to, the following information:

### **PART I: TECHNICAL PROPOSAL**

Please state the reference number and the date of this RFP in the Proposal and any correspondence relating to it.

#### **Point of Contact/Project Manager**

The Proposal shall state the contact details and address (name, telephone and fax numbers, and e-mail address) of the person/point of contact in your company dealing with this RFP.

#### **Eligibility and Qualifications**

Documentary evidence that the Bidder meets the eligibility criteria and of the bidder's qualifications to provide the Services as per the requirements of the Terms of Reference and Attachment 1 (Evaluation Criteria and Method), which shall establish to the Commission's satisfaction that the bidder has financial and technical capability necessary to perform the Contract and other necessary ongoing services as required.

#### **Bidder's Statement Form, Statement of Confirmation and Vendor Profile Form**

The attached Bidder's Statement, Statement of Confirmation and Vendor Profile Form (including the audited Financial Statement for the last 3 years) shall be duly signed and submitted together with the Proposal.

#### **Description of Services**

An explanation of the bidder's understanding of the services to be provided and an overall preliminary operational plan for the execution of the services by providing a section-by-section response to the Terms of Reference. The Proposal should therefore be structured according to the Scope of Work areas.

The Proposal shall demonstrate that the Bidder has good understanding of the requirements as well as the responsibilities and duties expected from them.

The total amount of person-days proposed for the project as part of the "turn-key solution" for each phase/milestone, whether on-site and/or off-site and their respective estimated allocation to different work-phases shall be specified clearly in the Proposal. In any case it shall be sole responsibility of the Contractor to fulfil and complete the scope of work as specified in these Terms of Reference regardless of the actual number of man-days dedicated to a specific task.

The Proposal shall also provide any other relevant issue which the bidder would like to bring to the attention of the Commission whether or not having cost implications. This shall include details of warranties/manufacturer's guaranties in respect to any Equipment item.

**Commission’s Inputs**

A description of the expected inputs/resources to be made available by the Commission and at what stage of the services.

**Time Schedule**

A bar chart indicating the estimation of the duration of the services, including the duration of each task required by the Terms of Reference and key staff to be involved in each task.

**Personnel**

Curriculum vitae of key personnel proposed for this Contract, including technical experience to perform the Work.

Please note that it is the bidder’s responsibility alone to obtain **work permits or visa or similar** for the personnel proposed to implement this project. The Commission will make no effort nor accept any responsibility for obtaining work permits or visa or similar for the Contractor’s personnel.

**Use of former Preparatory Commission for the CTBTO (“Commission”) employees in the preparation of Proposals and/or as key personnel:**

A Bidder must not, in the absence of prior written approval from the Commission, permit a person to contribute to, or participate in, any process relating to the preparation of a Proposal or the procurement process if the person:

- a. At any time during the 12 months immediately preceding the date of issue of the Solicitation was an official, agent, servant or employee of, or otherwise engaged by the Commission;
- b. At any time during the 24 months immediately preceding the date of issue of the Solicitation was an employee of the Commission personally engaged, directly or indirectly, in the definition of the requirements, project or activity to which the Solicitation relates.

**References**

Potential bidders shall include a minimum of 3 client references with their offer. If after reasonable efforts, the Commission is unable to contact the client references provided by the bidder, the Commission may take the decision not to further consider the offer provided by the bidder.

**Delivery Schedule**

Delivery time shall be indicated in weeks after receipt of an order and shall be firm during the validity of the Proposal.

**PART II: FINANCIAL PROPOSAL**

In the Financial Proposal which shall be submitted as per Attachment 3, you are required to define the following:

- (i) The Total Contract Price in EURO (for EU Companies) or US Dollars, exclusive of taxes.
- (ii) A breakdown of the Contract Price for each phase/milestone, indicating the price for the following items:

- (1) The sub-total cost of each category mentioned in the Terms of Reference (TOR).
  - (2) Sub-contractors (if any)
  - (3) Any other costs
- (iii) In presenting the cost for each item, adequate justification and calculation must be included in the cost Proposal. All individual costs shall be stated in EURO or US Dollars and be computed to constitute the total Contract Price.

Note that clear and detailed explanations would enable us to evaluate the Proposal promptly and proceed with fewer requests for clarifications/justifications in a later stage. This is also a factor influencing the decision for Contract award.

- (iv) In principle the Commission is exempt from taxes. Since the arrangement under which such exemption is respected varies from country-to-country, the selected bidder will be informed by the Commission whether tax exemption will occur at source or whether taxes paid by the selected bidder will be reimbursed by the Commission upon submission of the original supporting documentation.

(3) For Austrian companies

The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or be separately identified on the Proposal together with information on the nature of the tax and its method of calculation.

(2) For European Union (EU) Companies

The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or separately identified on the Proposal together with information on the nature of the Tax and its method of calculation. Due to the VAT exemption applicable to the Commission, no VAT will be charged to the Commission by the EEC Suppliers under the Contract (Ref. EU VAT Council Directive 2006/112/EC, Article 151).

(3) For Non-EU Companies

The price quoted shall be net of Taxes. All applicable Taxes payable by the selected bidder at the conclusion or implementation of the Contract in respect of the goods/services shall be quoted separately or be separately identified on the Proposal together with information on the nature of the tax and its method of calculation. For deliveries to Vienna, Austria, and due to the tax exemption at source applicable to the Commission, no Taxes shall be charged to the Commission under the Contract.

## **10. Completeness and Correctness of the Proposal**

The Commission reserves the right to verify all information furnished by you in the Proposal through a source of its choice. Any inaccurate information so given may lead to the rejection of the Proposal.

## **11. Validity of the Proposal**

The Proposal shall be valid for 90 (ninety) days after the deadline for its submission to the Commission, unless an extension of validity has been requested by the Commission.

**12. Correction of Errors**

The Commission will check the Proposal for any arithmetic errors. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.

**13. Evaluation of the Proposal**

- (a) The evaluation will be conducted based on the evaluation criteria and method provided for in Attachment 1 (Technical Evaluation Criteria).
- (b) The Commission, based on the evaluation method given above, will determine the Proposal that ‘most effectively satisfies the technical and operational requirements set out in the solicitation documents’.

**14. Negotiations of the Proposal and Award**

The Commission reserves the right to request clarifications on the Proposal and to enter into negotiations regarding technical or commercial aspects of the Proposal before awarding the contract under this RFP.

**15. Modification and Withdrawal of Proposal**

Bidders may modify or withdraw their Proposals after their submission, provided that written notice of the modification or withdrawal is received by the Commission by the closing date for the submission of the Proposal. The Proposal may not be modified subsequent to the closing date.

**16. The Commission’s Right to Reject the Proposal**

The Commission reserves the right to accept or reject the Proposal or to annul this procurement process at any time prior to the award of contract without having to inform the bidders of the grounds therefore, without thereby incurring any liability to the bidders.

**17. Costs of preparation and submission of the Proposal**

Bidders shall bear all the costs associated with the preparation and submission of their Proposal and the Commission will not be responsible or liable for those costs, regardless of the outcome of this RFP.

**18. Proprietary Information**

All documentation and information contained in this RFP are proprietary to the Commission and shall not be duplicated, used or disclosed -in whole or in part- for any purpose other than to evaluate them and respond to the Commission's request for Proposal or otherwise without prior written agreement of the Commission.



**BIDDER'S STATEMENT**  
**PLEASE STATE BELOW & SUBMIT WITH PROPOSAL**

Delivery Time:

Shipping weight (kg) and Volume (m<sup>3</sup>) – if applicable:

List of recommended consumables and spares including prices and details on local availability, if applicable (please tick):

For one year period     For a period of .....

Warranty period applicable (it shall be for a **minimum of 24 months**, starting from the acceptance of the goods/services by the Commission) – please tick below:

For a two year period     For a period of .....    Not applicable

Availability of local service in Vienna, Austria (if any):

State country of origin or assembly of all items quoted:

Quantity discount and early payment discount (if any):

Include documentary evidence of qualifications to perform the order, which shall establish to the Commission's satisfaction that the bidder has the financial, technical and production capability necessary to perform the order in its entirety and to provide spare parts and other necessary on-going services as required.

Included in this quotation : **Yes**                       **No**

**Confirmation that the bidder has reviewed the Commission's Model Contract and General Conditions of Contract and agreed to all terms and conditions.**

**Yes**                       **No**

**Remarks:**

With regards to the software provided with the equipment, state and confirm whether the software licenses are transferable to third parties, i.e. the Commission or the Commission's State Signatories (Member States).

**Yes**                       **No**                       **Not applicable**

**Remarks:**

**Name:**

**Name & Title of Contact Person:**

**Signature & date:**

**Attachment 1  
Evaluation Criteria and Method**

**PROVISION OF SAP ERP SUPPORT SERVICES**

No.	Ref No. in TOR	1.ELIGIBILITY REQUIREMENTS (PASS/FAIL)	PASS/FAIL
1	5	The services to be rendered under the Contract shall have their origin in the States Signatories of the Comprehensive Nuclear-Test-Ban Treaty (the Proposal includes information and a statement about the place from where the services are supplied)	PASS/FAIL
2	5	The Contractor has the financial capacity to perform the Contract (last 3 audited financial statements are included in the Proposal)	PASS/FAIL
<b>Only bidders who pass all of the above eligibility criteria will be considered further in the evaluation</b>			
No.	Ref No. in TOR	2.QUALIFICATION REQUIREMENTS (PASS/FAIL)	PASS/FAIL
<b>Requirements for the Contractor (PASS /FAIL)</b>			
2	5	The Contractor should have experience providing SAP support services of a similar scope and complexity. A list of at least three references proving such experience should be provided.	PASS/FAIL
4	2.3	Submission/ inclusion of relevant Service Level Agreement(SLA) for support services in the technical proposal	PASS/FAIL
5	5	The contractor provided at least five (5) key personnel with detailed resumes	PASS/FAIL
<b>Skills and experience of (key) Personnel</b>			
7	5	University degree in information systems, business administration, computer science or related fields	PASS/FAIL
8	5	At least 5 years of relevant professional experience in SAP (preferably with SAP certification).	PASS/FAIL
9	5	Project Manager- -ITIL Service Management certification, especially for Change Management	PASS/FAIL
<b>Only bidders who pass all above qualification criteria will be considered for the point system evaluation</b>			

No.	Ref No. in TOR	Technical Evaluation Criteria	Points		
			Max Points	Factor	Weighted score
<b>Contractor's Experience, Resources and Proposal Structure</b>					
1	4	Proven record of providing SAP services of similar scope and complexity. A reference should be submitted to support this claim.	10	1	10
2	5	Availability of sufficient resources to perform the Contract (staff, soft-/hardware, equipment).	10	1.5	15
3	7	Extent to which all aspects of the ToR have been addressed in sufficient detail.	10	1	10
<b>Subtotal</b>			<b>30</b>		<b>35</b>
<b>Service 1 "Onsite Key Personnel"</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
4	2.1	Relevant functional scope and qualification of SAP onsite resources.	10	1.5	15
<b>Subtotal</b>			<b>10</b>		<b>15</b>
<b>Service 2 "Call-off Resources"</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
5	2.2	Relevant functional scope and qualification of SAP call-off resources.	10	1.5	15
<b>Subtotal</b>			<b>10</b>		<b>15</b>
<b>Service 3 "Remote Support"</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
6	2.3	Quality of Support Processes.	10	1.5	15
7	2.3	Relevant functional scope of SAP Modules that can be supported.	10	1.5	15
8	2.3	Relevant qualification of resources in SAP ERP, SuccessFactors and Ariba	10	1	10
<b>Subtotal</b>			<b>30</b>		<b>40</b>
<b>Service 4 "Enhancements"</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
9	2.4	Quality of Enhancement Processes.	10	1	10
10	2.4	Relevant functional scope of SAP Modules for which enhancements can be developed.	10	0.5	5
11	2.4	Extent to which effort estimates are reasonable.	10	1	10
<b>Subtotal</b>			<b>30</b>		<b>25</b>
<b>Service 5 "System Upgrade Support"</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
12	2.5	Quality of inbound transition samples.	10	0.5	5
<b>Subtotal</b>			<b>10</b>		<b>5</b>
<b>Service 6 "Inbound Transition"</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
13	2.6	Quality of inbound transition samples.	10	0.5	5
<b>Subtotal</b>			<b>10</b>		<b>5</b>
<b>Service 7 "Outbound Transition"</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
14	2.7	Quality of outbound transition samples.	10	0.5	5
<b>Subtotal</b>			<b>10</b>		<b>5</b>
<b>Skills and experience of (key) staff</b>			<b>Max Points</b>	<b>Factor</b>	<b>Weighted score</b>
16	5	Relevant University degree ( information systems, business administration, computer science or related fields)	10	1	10
17	5	At least 5 years of relevant professional experience in SAP (preferably with official SAP Certification).	10	1.5	15
<b>Subtotal</b>			<b>20</b>		<b>25</b>
<b>Total Technical Evaluation</b>			<b>80</b>		<b>65</b>

The minimum acceptable Total Points is 32

#### EVALUATION METHOD:

##### 1. Technical Evaluation

The technical evaluation process will be done in two stages:

1) Stage 1: Technical proposals will first be evaluated against the mandatory criteria outlined in sections 1 and 2 above, on a PASS/FAIL basis.

Compliance with all mandatory criteria is required in order to pass and be further considered for stage 2 of the evaluation process.

2) Stage 2: The technical proposals that have passed stage 1 of the technical evaluation process, will be evaluated against the weighted criteria set. In order to pass this stage, bidders must obtain points of at least 32 and in accordance with the scoring table indicated below:

Points	Criteria
0-2	Response incomplete, inadequate and/or non-responsive to the criterion. Bidder does not clearly understand the criterion.
3	Does not meet the minimum technical, functional, or performance-related criterion.
4-5	Meets the criterion in <i>most</i> areas but is lacking details and responsiveness in some areas of the criterion.
6-7	Meets the criterion in all areas.
8-9	Meets the criterion to minimum acceptable levels in all areas and exceeds it in some areas.
10	Response exceeds the criterion in all areas and adds additional technical, functional and performance-related value to the proposed services.

##### 2. Financial and commercial evaluation

Once the technical evaluation is finalized, the financial offers of the technically compliant bidders will be evaluated in accordance with the formula given below:

$$X = \text{Max Available Points} * Y/Z$$

Legend:

X= points to be assigned to the offer being evaluated

Y= price of the lowest priced, technically compliant offer

Z= price of the offer being evaluated

##### 3. Selection

The weight of the technical and financial components is **60% and 40%** respectively.

The Contract will be awarded to the bidder who receives the highest combined score resulting from the technical and financial evaluations, subject to commercial acceptability and contractual compliance.

## **PROCEDURE FOR SUBMISSION OF ELECTRONIC BIDS IN 2 SEALED FILES**

Given the current logistics restrictions at the Vienna International Centre as a result of the COVID-19 situation, the Commission invites you to submit your sealed bids in response to **Request for Proposal No. 2024-0104/HASAN** Provision of SAP Support Services.

**Please be sure to follow the instructions below very carefully, so that the documents you submit are encrypted, and cannot be opened without an encryption key (password). If the documents are not encrypted, they will not be accepted as part of this Tender process.**

### **CRITICAL INFORMATION:**

Create separate zip files for technical bids and financial bids (labeling them clearly in the title) with different encryption keys. Instructions for how to do this are provided below.

**Step 1: You provide the encryption key (password) for the *Technical Bid only* (in accordance with the below instructions)!**

**Step 2: After the Commission has performed the evaluation of the Technical Bids, if your Technical Bid is considered to be acceptable, the Commission will request the encryption key (password) for the Financial Bid you have already submitted by the Tender Deadline.**

Should you have any questions, please send an email to [procurement@ctbto.org](mailto:procurement@ctbto.org).

**We recommend that you leave yourself plenty of time to complete the below process (including getting any necessary assistance from the Commission), as late bids will not be accepted.**

### **INSTRUCTIONS:**

In a WINDOWS environment, one way of meeting the requirements is as follows.

We recommend using the open-source, free software **7-zip**, but if you are comfortable with other tools, the result should be the same, as long as you can apply encryption to the archive. In the below, we'll use 7-zip as an example. (You can download the 7-zip code for Windows at: [7-zip.org](http://7-zip.org) )

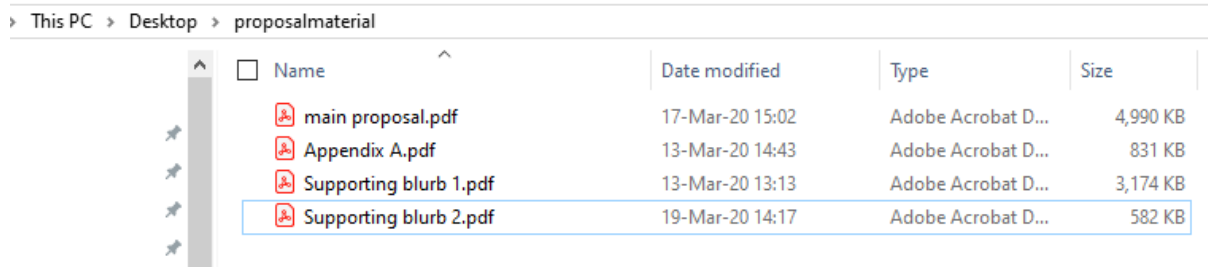
In LINUX, you can use, for instance, 'sha1sum' on the command line.

#### **Creating the archives for submission**

Regardless of whether the bid is a single file, or a collection of files, the files are easier to manage if delivered as a single, compressed file. Compressing the archive is a common way to meet size limitations in email systems.

### Attachment 3

As an example of how to submit your bid in the required format: assuming you are supplier “SOFTCOMP” and have the following files related to the bid for “RFP 2020-0010/EDWALD”. *(You will need to replace these elements with the real information for your actual bid.)* Assuming further that you have installed the 7-zip software on the Windows system you are using. We will only go through the creation of the Technical bid component; the Financial bid component is similar.



Name	Date modified	Type	Size
main proposal.pdf	17-Mar-20 15:02	Adobe Acrobat D...	4,990 KB
Appendix A.pdf	13-Mar-20 14:43	Adobe Acrobat D...	831 KB
Supporting blurb 1.pdf	13-Mar-20 13:13	Adobe Acrobat D...	3,174 KB
Supporting blurb 2.pdf	19-Mar-20 14:17	Adobe Acrobat D...	582 KB

Figure 1 An example set of files to be submitted

Select the four files and right-click; a Dialog box pops up, with one of the options being “7-ZIP >”. Hover your cursor over the “>” part and a few more options appear, select the “Add to archive” option.

Another dialog box pops up (see ‘Figure 2, Creating an Archive’, next page):

Using the standard Windows methods, select a suitable location for the archive (if you don’t change it, the archive gets created right where the selected files are), and give it a name in the form of: “SOFTCOMP-2020-0010-EDWALD-TECHNICAL-BID”, of course replacing all the elements with the true values for the bid in question: the actual company indicator, and the actual RFP identification string. Note that it is not possible to put a slash “/” in the filename, and therefore put a dash “-” instead. Leave the file extension “.zip” as is.

Leave all the other settings as is, except: **add a password to the encryption** (see figure 2 below). This is done by typing the same password (of your choosing) twice in the two text fields in the lower right hand corner. **Make a note of this password. You must choose different passwords for the two zip archives, that is, the Technical and the Financial bids.**

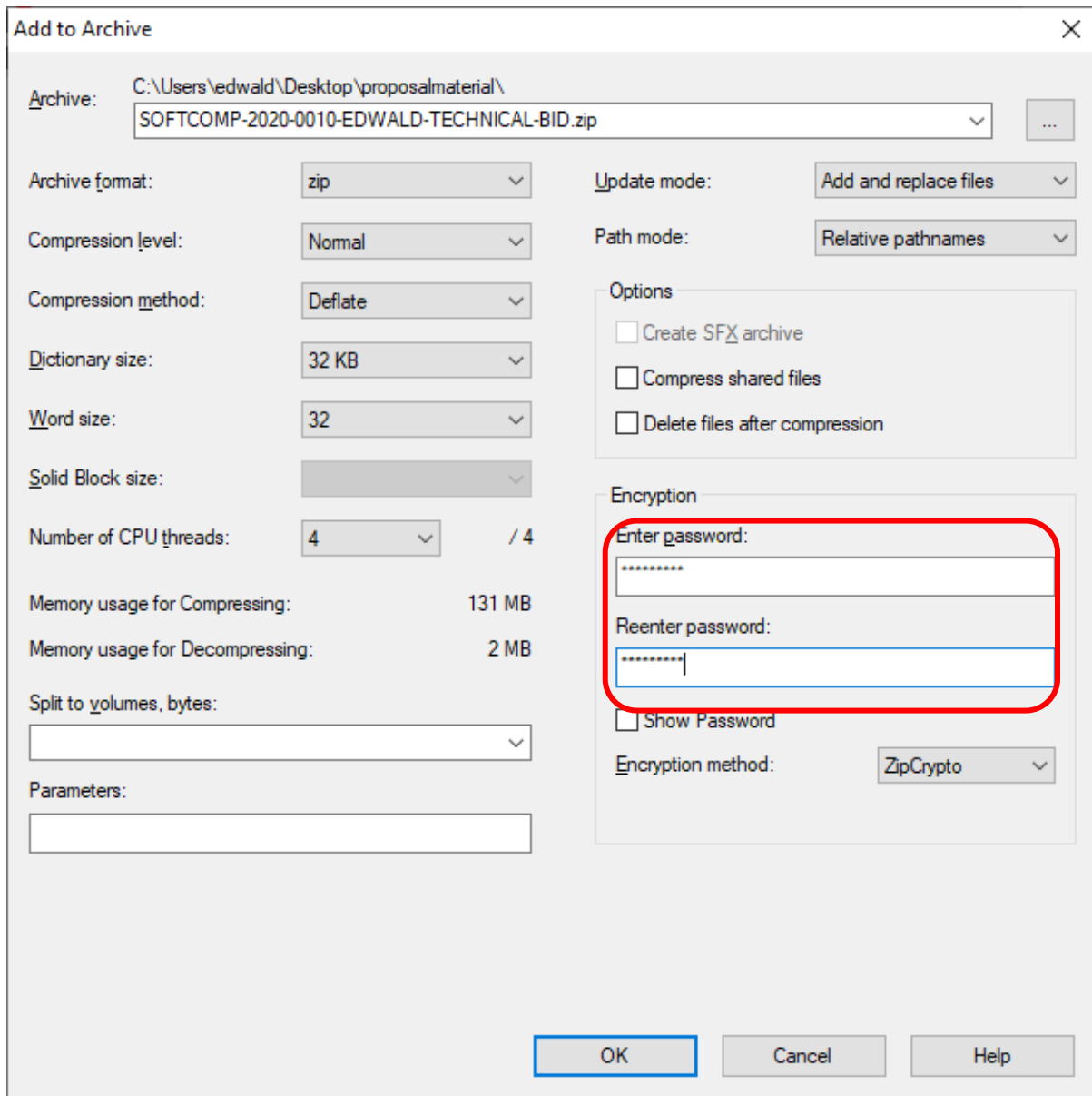


Figure 2 Creating an Archive

Now, we seek the “SHA1 Hash”, and electronic fingerprint of the archive you have just created. The hash is a string calculated from your file(s) and can be used to guarantee that the file hasn’t been modified since you created it. Any change to the file will result in a different hash value.

There are many ways of calculating this; two common options are described below.

If the appropriate functionality is available in your Windows environment: Select the compressed archive in the Windows file manager, (eg. SOFTCOMP-2020-0010-EDWALD-TECHNICAL-BID.zip) and right click. One of the options to select is “CRC SHA >”. Hovering over the “ >” brings a few more options to light, select the **SHA-1** option. A smaller dialog pops up: (see Figure 3, *SHA1* below). Clicking Ctrl-C grabs the contents of this box. You can close the box after copying the contents. (You can paste the contents into a mail message, for instance.)

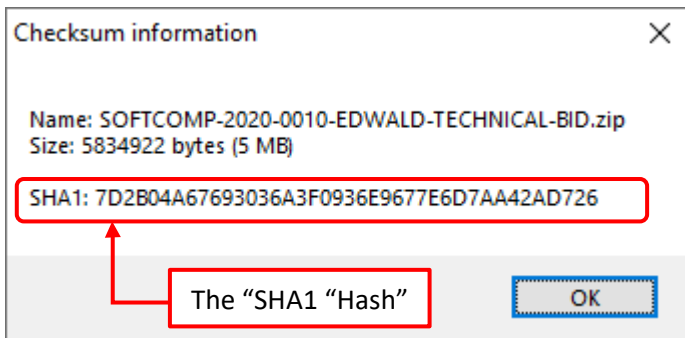


Figure 3 SHA1

If this CRC SHA function is not available by 'right-click' on your Windows version, you can also do this from 'the command line', a slightly more complicated way. Open a CMD window (see sidebar below), move to the folder where your archive is, and execute the command: `certutil -hashfile SOFTCOMP-2020-0010-EDWALD-TECHNICAL-BID.zip sha1` where you obviously replace the name of the file with your real file name. The output of this command is the SHA1 "hash". You can copy-and-paste the string for use in the email (below).

Finally,

Sidebar: How to open a CMD window in Windows:

The way to open a Command window (or 'terminal') depends on the version of Windows you have. The different methods are very clearly described in the following article, but a quick internet search will find multiple descriptions.

<https://www.lifewire.com/how-to-open-command-prompt-2618089>

1. Create a new email, Subject: example- "SOFTCOMP-2020-0010-EDWALD". Add the two compressed archives, that is, the Technical Bid and the Financial Bid archives as attachments. The text of the email should contain the SHA1 information for both archives.  
**SEND THIS TO:** [sealed\\_bids@ctbto.org](mailto:sealed_bids@ctbto.org) (note that there is an underscore "\_" between "sealed" and "bids"). (Should the email become larger than your mail system allows, you can try sending the two archives in separate emails. Take care to include the right SHA1 information with each file.)
2. Create a new email, Subject: example- "SOFTCOMP-2020-2010-EDWALD-Technical Bid" the contents of which must contain the Encryption Key for the Technical Bid (the password you used when creating the Technical Bid). (Again, note the underscore between 'bid' and 'keys'.)  
**SEND THIS TO:** [bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org)

**IMPORTANT NOTE:** As stated above, only send the Encryption Key for the Technical Bid to the [bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org) mailbox when sending your Technical and Financial Bids to the [sealed\\_bids@ctbto.org](mailto:sealed_bids@ctbto.org) mailbox. You shall only send the Encryption Key for the Financial Bid to the Commission if and when informed by the Commission that your Technical Bid had been evaluated as "technically acceptable".

### Attachment 3

The Financial Bid Encryption Key will need to be provided by you to the same e-mail ([bid\\_keys@ctbto.org](mailto:bid_keys@ctbto.org)) within 48 hours of the Commission's request, clearly marked in Subject: Encryption Key for (example): "SOFTCOMP 2020-2010 EDWALD-Financial Bid". If your Bid is not considered "technically acceptable", the Commission will not request an Encryption Key for your Financial Proposal, and it will remain unopened.

As mentioned above, should you have questions or difficulties, please send an e-mail to [procurement@ctbto.org](mailto:procurement@ctbto.org).

**We recommend that you leave yourself plenty of time to complete the above process (including getting any necessary assistance from the Commission), as late bids will not be accepted.**



**Instructions for the Preparation and Submission of Proposals**

**Attachment 3: Format of Financial Proposal**

Description					Initial Call-off Period (firm) 1 year (12 months)		First optional extension of Call-off Period 1 year (12 months)		Second optional extension of Call-off Period 1 year (12 months)		Third optional extension of Call-off Period 1 year (12 months)	
TOR	Contract Price	Unit	QTY per year	Location	Unit Price (Currency)	Total	Unit Price (Currency)	Total	Unit Price (Currency)	Total	Unit Price (Currency)	Total
<b>2 . Scope of Work *</b>												
2.1 Onsite Key Personnel	Call-off	Man-days	120	On-site								
2.2 Call-off Resources	Call-off	Man-days	120	Remote								
2.3 Remote Support	Call-off	Tickets **	200	Remote								
2.4 Enhancement	Call-off	Man-days	100	Remote								
2.5 System upgrade Support	Call-off	Man-days	100	Remote								
2.6 Inbound Transition	Call-off	Man-days	10	Remote								
2.7 Outbound Transition	Call-off	Man-days	10	Remote								
<b>2.8 Onsite Travel:</b>												
Return trip: most economical direct ruote	Fixed -unit price	Trip	50	On-site								
DSA	Fixed -unit price	Man-day	50	On-site								
<b>Total</b>												

**Notes:**

\* The volume of work expected, the distribution above represent the maximum estimation per each period of 1 year (12-month). This volume is just an indication and the Commission reserves the right, at its sole discretion, to call-off less or no man-days at all. The exact number of working days will be determined/called-off in the form of Work Orders at the rates quoted in this Attachment.

The Commission has the right to request the called-off man-days to be delivered on-site. The prices for items 2.1-2.7 shall not include travel cost. Travel costs shall be provided separately under 2.8 "On-site Travel".

Travel costs shall be provided on the basis of fixed unit prices for return trip and for DSA during the Call-off period of 1 year and same for the optional call-off extensions of one year each.

Bidders are requested to provide a proposal according to one of the following three options:

1. A proposal for each service (2.1-2.8)
2. A proposal for service (2.2-2.8)
3. A proposal for service 2.1

The bidder shall provide a Lump Sum price for the Services under 2.1 and 2.3 above. For other Services ( 2.2, 2.4-2.8) a rate shall be provided.

\*\* Examples of JIRA tickets may be provided to interested bidders upon request.

## STATEMENT OF CONFIRMATION

On behalf of (name of firm or organization): \_\_\_\_\_, I hereby attest and confirm that:

- a) The firm/organization possesses the legal status and capacity to enter into legally binding contracts with the Commission for the supply of equipment, supplies, services or work.
- b) The firm/organization is not insolvent, in receivership, bankrupt or being wound up, and not under administration by a court or a judicial officer, and that it is not subject to the suspension of its business or legal proceedings for any of the foregoing reasons.
- c) The firm/organization has fulfilled all its obligations to pay taxes and social security contributions.
- d) The firm/organization has not, and that its directors and officers have not, within the last five years been convicted of any criminal offense related to professional conduct or the making of false statements or misrepresentations as to their capacity or qualifications to enter into a procurement or supply contract.
- e) The Commission, in the event that any of the foregoing should occur at a later time, will be duly informed thereof, and in any event, will have the right to disqualify the firm/organization from any further participation in procurement proceedings.
- f) The firm/organization did not/will not attempt to influence any other bidder, organization, partnership or corporation to either submit or not submit a proposal/bid/quotation.
- g) The firm/organization will not, in the absence of a written approval from the Commission, permit a person to contribute to, or participate in, any process relating to the preparation of a Quotation/Bid/ Proposal or the procurement process if the person:
  - a. at any time during the 12 months immediately preceding the date of issue of the Solicitation was an official, agent, servant or employee of, or otherwise engaged by the Commission;
  - b. at any time during the 24 months immediately preceding the date of issue of the Solicitation was an employee of the Commission personally engaged, directly or indirectly, in the definition of the requirements, project or activity to which the Solicitation relates.
- h) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any) have been identified on, or associated with any individual, groups, undertakings and entities identified on, the list established pursuant to the UN Security Council Resolution 1267 (Consolidated Sanctions List).<sup>1</sup>
- i) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any) are subject to any form of sanction imposed by an organization or body within the United Nations System, including the World Bank.

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<sup>1</sup> The Consolidated United Nations Security Council Sanctions List can be found on the following website:  
<https://www.un.org/securitycouncil/content/un-sc-consolidated-list>

- j) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any), is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.
- k) Neither the organization/firm, its parent entities (if any), nor any of its subsidiary or affiliated entities (if any) will use the funds received under contracts/purchase orders with the Commission to provide support to individuals, groups, undertakings or entities associated with terrorism.
- l) The prices in the firm/organization's proposal/bid/quotation have been arrived at independently, without consultation, communication or agreement with any other interested companies, competitor or potential competitor with a view to restricting competition.
- m) The Commission shall have the right to disqualify the firm/organization from participation in any further procurement proceedings, if it offers, gives or agrees to give, directly or indirectly, to any current or former staff member of the Commission a gratuity in any form, an offer of employment or any other thing of service or value, as an inducement with respect to an act or a decision of, or a procedure followed by, the Commission in connection with a procurement proceeding.
- n) The Commission shall have the right to disqualify the firm/organization from participation in any further procurement proceedings if it does not disclose to the Commission any situation that may appear as a conflict of interest, and if it does not disclose to the Commission if any official or professional under contract with the Commission have an interest of any kind in the firm/organization's business or any kind of economic ties with the firm/organization.
- o) The firm/organization expressly agrees to abide by the United Nations Supplier Code of Conduct.<sup>1</sup>

Name (print): \_\_\_\_\_

Signature: \_\_\_\_\_

Title/Position: \_\_\_\_\_

Place (City and Country): \_\_\_\_\_

Date: \_\_\_\_\_

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<sup>1</sup> <https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct>

## VENDOR PROFILE FORM (VPF) – FOR PRODUCTS/SERVICES/WORK

1. Name of Company:		
2. Street Address:	3. Telephone:	
P.O. Box: City:	4. E-Mail:	
Zip Code: Country:	5. Website:	
6. Contact Person:		Title:
7. Legal Status (e.g. Partnership, Private Limited Company, Government Institution) PLEASE INCLUDE A COPY OF THE CERTIFICATE OF INCORPORATION		
8. Year Established:	9. Number of Employees:	
10. Gross Corporate Annual Turnover (US\$m)*:	11. Annual Export Turnover (US\$m)*:	
12. Type of Business/Products:    Manufacturer <input type="checkbox"/> Sole Agent <input type="checkbox"/> Supplier <input type="checkbox"/> Other <input type="checkbox"/> (please explain)		
13. Type of Business/Services/Work:    Engineering <input type="checkbox"/> Civil Work <input type="checkbox"/> Governmental Institution <input type="checkbox"/> Other <input type="checkbox"/> (please explain)		
14. References (your main customers, country, year and technical field of products, services or work): **		
15. Previous Supply Contracts with United Nations Organizations (over the last 3 years)**		
Organization:	Value in US\$ Equivalent:	Year:
Organization:	Value in US\$ Equivalent:	Year:
16. Summary of any changes in your company's ownership during the last 5 years:		

\* Please provide a copy of the most recent audited annual report and accounts. Note: Export includes services or work performed abroad or for foreign clients.  
 \*\* Please provide supplementary documentation on these items.



## **MODEL CONTRACT**

(Shopping Cart No.            )  
(SAP No.                    )

between

THE PREPARATORY COMMISSION

FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY

ORGANIZATION

and

**THE NAME OF THE CONTRACTOR**

for

the provision of services pertaining to

**SAP SUPPORT SERVICES**

This Contract comprises this cover page, a table of contents, 7 (seven) pages of text, a signatories page, a List of Annexes and 3 (three) Annexes (A to C)

[Month, year]

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## MODEL CONTRACT

This CONTRACT is entered into between the PREPARATORY COMMISSION FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY ORGANIZATION (hereinafter referred to as the “Commission”), having its office located at Wagramer Strasse 5, 1400 Vienna, Austria, and \_\_\_\_\_ (hereinafter referred to as the “Contractor”), having its registered office located at \_\_\_\_\_ [address] (both hereinafter individually referred to as the “Party” and collectively as the “Parties”).

The Parties hereto mutually agree as follows:

### 1 DEFINITIONS

In this Contract, words and expressions shall have the same meanings as respectively assigned to them in the General Conditions of Contract and the Terms of Reference. In addition, the following words and expressions shall have the meanings hereby assigned to them:

“**Annex A**” means the Commission’s General Conditions of Contract.

“**Annex B**” means the Commission’s Terms of Reference.

“**Annex C**” means the Contractor’s Proposal dated XXX.

“**Contract**” means this document, its Annexes and any further modifications or such further documents as may be expressly incorporated in this Contract by the Parties in accordance with Clause 21 below.

“**Contractor**” means the legal entity named in the preamble of this Contract or its successors. The Contractor shall be the only interface for all matters pertaining to execution of the Work under this Contract.

“**Goods**” means the equipment to be supplied and delivered by the Contractor under the Contract as requested by the Commission under the WO.

“**Services**” means the activities or tasks to be performed by the Contractor under the Contract as requested by the Commission under the WO.

“**Party(ies)**” means the Commission and/or the Contractor, as the context requires.

“**Rule(s)**” means any regulation(s), official directive(s), ordinance(s), guideline(s), customs and practices.

“**Work**” means all the Goods and Services to be provided by the Contractor, including its affiliates and/or subcontractors, in order to fulfil all its obligations under the Contract, and the remedying of any defects therein.



“**Work Orders (‘WO’)**” mean orders issued by the Commission which specify the (parts or portions of) Work to be performed by the Contractor upon request by the Commission in accordance with Annexes **B and C**.

## **2 AIM OF THE CONTRACT**

The aim of this Contract is to provide services namely, SAP Support (hereinafter referred to as the “Services” or “Work”) to the Commission.

## **3 ENTRY INTO FORCE AND DURATION OF THE CONTRACT**

The Contract shall enter into force upon the date of the last signature by the authorized Representatives of the Parties (hereinafter referred to as the “**Effective Date**”) and shall be valid until the Parties fulfill all their obligations hereunder.

## **4 COMMENCEMENT AND COMPLETION OF THE WORK**

- (i) The Commission shall have the right, but not obligation, to call-off the Works in the form of WO within a period of **12 months** from 1 January 2025 of a maximum of xx (in words) person-days by the Contractor, whichever occurs first (hereinafter referred to as the “**Call-off Period**”). The commencement and completion date for the performance of the Works (hereinafter referred to as “**Commencement Date**” and “**Completion Date**”, respectively) will be set out in the respective WO.
- (ii) The Commission shall have the option to extend the Call-off Period for three (3) additional 12-month periods, subject to the availability of funds, under the same terms and conditions as those of this Contract. The Commission will inform the Contractor about its intention to extend the Work at least one (1) month prior to the expiry of the Contract. The optional extensions will be implemented through a written notification to the Contractor by the Commission.

## **5 STANDARD OF WORK**

The Contractor shall perform the Work in a workmanlike manner in conformity with standard professional practices, using qualified personnel and in strict accordance with the Contract. The Contractor shall furnish the highest skill and judgement and cooperate with the Commission, including all the Commission's consultants and agents, in best furthering the interests of the Commission and the aim of this Contract. The Contractor shall provide efficient business administration and supervision, and it shall perform the Work in the best way and in the most expeditious and economical manner consistent with the requirements of the Contract.

## **6 RESPONSIBILITIES OF THE CONTRACTOR**

- (a) The Contractor shall provide the Work described in Annex B.
- (b) The Contractor shall provide qualified English-speaking personnel as necessary to perform the Work under this Contract. The key persons shall be available for possible tasks related to

the Work throughout the duration of the Contract period. Any replacement of the key personnel shall be made in accordance with Clause 7 of Annex A.

## **7 ORGANISATION OF CONTRACT IMPLEMENTATION**

- (a) During the term of the Contract, the Commission has the right, but not the obligation, to initiate performance of the Work through the issuance of individual WOs in accordance with section 4 of Annex B based on the firm fixed unit prices set out in Annex C. The Contractor shall not perform any Work if not requested by the Commission through an WO. However, the Contractor may propose a WO for the Commission's evaluation.
- (b) The WO issued by the Commission shall be the basis for acceptance, invoicing and payment of any Work performed by the Contractor.
- (c) The performance of the Work shall be made in full in accordance with the respective WO. Partial service performance of a WO will not be accepted and reimbursed without prior written agreement by the Commission.
- (d) The Work shall be performed at the place and within the approved Work Plan specified in the relevant WO.
- (e) The Commission may revise a WO as and when it may deem necessary.

## **8 WARRANTY**

- (a) The provisions of Clause 28 of Annex A shall apply to the Work performed by the Contractor.
- (b) The Contractor shall ensure that the Commission shall experience no loss of service or support level by sub-contractors or repair agents acting on behalf of the Contractor.

## **9 PERMITS, NOTICES, LAWS AND ORDINANCES**

- (a) The Contractor shall obtain and pay for all permits and inspections necessary for the proper execution and completion of the Work that are customarily obtained upon execution of this Contract and that are legally required at the time the Proposal is received by the Commission. This shall include, but not be limited to, work permits, visa, or similar.
- (b) The Contractor shall give all notices required by the nature of the Work.
- (c) If the Contractor notices that the Work or any part thereof required under this Contract is not in accordance with applicable laws and Rules, or with technical or safety standards, it shall promptly notify the Commission thereof in writing.

## **10 PROTECTION OF PERSONS AND PROPERTY**

- (a) The Contractor shall be responsible for initiating, maintaining and supervising all safety precautions and programmes in connection with the Work.

- (b) The Contractor shall take all reasonable precautions for the safety of, and shall provide all reasonable protection to prevent damage, injury and loss to:
  - (i) all employees on the Commission's premises and all other persons who may be affected thereby;
  - (ii) all the Work, equipment, its spare parts, materials and supplies to be incorporated therein, whether in storage on or off the Commission's premises, which are under the care, custody or control of the Contractor or any of its subcontractors; and
  - (iii) other property on the Commission's premises or adjacent thereto.
- (c) The Contractor shall give all notices and comply with all applicable laws and Rules bearing on the safety of persons and property and/or their protection from damage, injury and loss.
- (d) The Contractor shall erect and maintain, as required by existing conditions and progress of the Work, all reasonable safeguards for the safety and protection of persons and property, including posting danger signs and other warnings against hazards and promulgating safety regulations.
- (e) When the use or storage of combustible, explosive or other hazardous materials is necessary for the execution of the Work, the Contractor shall exercise the utmost care and shall carry on such activities under the supervision of properly qualified personnel.
- (f) The Contractor shall be responsible for the prevention of accidents on the Commission's premises during the execution of the Work.
- (g) In any emergency affecting the safety of persons or property, the Contractor shall promptly act to prevent threatened damage, injury and loss.
- (h) The Contractor shall promptly remedy all damage and loss to any property, referred to in Sub-Clause (b) above, caused in whole or in part by the Contractor, any subcontractor, or anyone directly or indirectly employed by any of them, or by anyone for whose acts any of them may be liable and for which the Contractor is responsible under Sub-Clause (b) above, except damage and loss attributable to the acts or omissions of the Commission or anyone directly or indirectly employed by it, or of anyone for whose acts the Commission may be liable, and not attributable to the fault or negligence of the Contractor. The foregoing obligations of the Contractor are in addition to its obligations under Clause 9 of Annex A.

## **11 RESPONSIBILITIES OF THE COMMISSION**

The Commission shall designate members of its staff to act as points of contact for the Contractor to ensure that the Work is carried out in accordance with Annexes **B and C** and shall promptly notify the Contractor thereof. The Commission shall respond promptly to requests for information by the Contractor regarding the Work.

## **12 CONTRACT PRICE**

- (a) The Commission shall pay to the Contractor, in consideration of the full and proper performance of its obligations under the Contract, as follows:

For each WO issued during the Call-off Period specified in Clause 4(i) above, a firm fixed daily rate pursuant to Annex C, plus, if applicable, the variable costs (travel costs and other expenditure), mentioned in section 5 of Annex B, pursuant to Annex C, hereinafter referred to as the “Contract Price”.

**OR, IN CASE OF FIRM AND OPTIONAL EXTENSION PERIODS:**

- (i) For each WO issued during the firm Call-off Period specified in Clause 4(i) above, the firm fixed unit prices pursuant to Annex C and, if applicable, the variable costs (travel costs and other expenditure) specified in Annex C;
- (ii) subject to sub-clause (b) below, for each WO issued during the optional extensions of the Call-off Period specified in Clause 4(ii) above, the firm fixed unit prices pursuant to Annex C and, if applicable, the variable costs (travel costs and other expenditure) mentioned in Annex C;

hereinafter referred to as the “Contract Price”.

- (b) In the event that the Commission decides to extend the Call-off Period early, as foreseen in Clause 4(ii) of this Contract, the Contactor will be reimbursed for the person-days called off in this period as follows:
  - (i) until the expiry of the initial Call-off Period, the daily rate set out in subparagraph (a)(i) above;
  - (ii) after the expiry of the initial Call-off Period, the daily rate agreed for the respective extension (subparagraph (a)(ii) or (iii) above).
- (c) The unit prices set out in Annex C shall be held fixed for the entire duration of the Contract.
- (d) The Contract Price shall cover all costs and expenses incurred by the Contractor for the full and proper performance of all relevant obligations under the Contract (including travel, allowances, management and remuneration of the personnel, national income tax, medical insurance, and social security contributions).
- (e) **[PLEASE IDENTIFY WHETHER TAXES ARE APPLICABLE UNDER THIS CONTRACT AND SELECT ONE OF THE FOLLOWING OPTIONS AT THE TIME OF AWARD]:**

The Contractor shall be reimbursed by the Commission for such taxes on the basis of actual amounts paid and duly documented by the Contractor as per Clause 13(e) below.

**OR**

No Taxes are applicable under this Contract.

### 13 PAYMENT

- (a) The Contract Price shall be paid upon satisfactory completion of each deliverable for the Work and satisfactory completion of each WO and submission of the following:

- i) Invoice drawn up in accordance with this Clause 13;
  - ii) Any other documentation that might be required under the applicable WO.
- (b) The Commission will make the payments to the Contractor on the basis of an invoice submitted by the Contractor as per Sub-Clause (d) below. All payments shall be made within 30 (thirty) days of the receipt and acceptance of the invoice, provided that the Work has been satisfactorily completed and has been accepted by the Commission.
  - (c) The making of any payment hereunder by the Commission shall not be construed as an unconditional acceptance by the Commission of the Work accomplished by the Contractor up to the time of such payment.
  - (d) The Contractor shall submit an invoice electronically, from the Contractor's official e-mail address in PDF format, duly signed and stamped by the Contractor and submitted to the Commission's email address specified in Clause 22 below. Each invoice shall contain the Contract number (CTBTO and SAP numbers), detailed banking instructions, including the name and address of the Contractor's bank, account number, account holder's name and SWIFT, IBAN and/or ABA codes for payment by electronic transfer.

**[PARAGRAPH (e) BELOW ONLY APPLIES IF THERE ARE TAXES (SEE CLAUSE 12 (d) ABOVE). IF NO TAXES ARE APPLICABLE UNDER THIS CONTRACT, PARAGRAPH (e) SHOULD BE OMITTED.]**

- (e) Applicable Taxes payable by the Contractor and/or its subcontractor(s) in respect of the Work shall be invoiced separately or be separately identified on the invoice. Actual payment of the Taxes must primarily be supported by original documentation such as invoices, bank account statements, transfer orders, or receipts issued by the local tax or customs authorities. If submission of such original documentation is not possible for justifiable reasons, their copies could be accepted by the Commission provided that they are duly signed and certified by local tax or customs authorities. In case the currency in which the Taxes are levied is not the currency of the Contract, bank statements (or equivalent) showing the exchange rate used for the conversion should be submitted to the Commission, in addition to any other supporting documentation.

#### **14 TEMPORARY SUSPENSION OF WORK**

The Commission may, at any time, temporarily suspend the Work, in whole or in part, being performed by the Contractor under this Contract by giving 30 (thirty) days' advance notice in writing to the Contractor. The Work so suspended shall be resumed by the Contractor on the basis of a revised time schedule and on terms and conditions to be mutually agreed upon between the Parties.

#### **15 DELAYS AND EXTENSION OF TIME**

- (a) If the Contractor is delayed at any time in the progress of the Work by any act or omission of the Commission or by any of its employees, or by any other contractor employed by the Commission, or by changes in the Work ordered by the Commission, or by any causes beyond the Contractor's reasonable control, or by any other cause which the Commission determines may justify the delay, then the time for completion of the Work shall be extended

by an amendment to this Contract in accordance with **Clause 21** below for such reasonable time as the Commission may determine.

- (b) Any request for extension of the time for reasons referred to in **Clause 15(a)** above shall be submitted to the Commission not later than 20 (twenty) days after the commencement of the delay, otherwise said request shall be deemed to be waived. Such request shall state grounds for the delay and shall provide an estimate of the probable effect of such delay on the progress of the Work.

## **16 CONTRACTOR'S CLAIMS AND REMEDIES**

In no event shall the Contractor make any claim against the Commission for or be entitled to additional costs or compensation resulting from any delays in the progress or completion of the Work or any portion thereof, whether caused by the acts or omissions of the Commission, including, but not limited to, damages related to overheads, loss of productivity, acceleration due to delay and inefficiency. The Contractor's sole remedy in such event shall be an extension of time for completion of the Work, provided the Contractor otherwise meets the requirements and conditions set forth in this Contract.

## **17 ENTIRE AGREEMENT**

This Contract represents the final agreement in respect of the Work and shall supersede all prior agreements and representations between the Parties in this respect. **Annexes A to C** shall constitute integral parts of this Contract and shall be of full force and effect.

## **18 DISCREPANCIES**

If there are discrepancies or conflicts between any of the documents that are part of this Contract, the document to prevail shall be given precedence in the following order:

- (i) This document;
- (ii) The Commission's General Conditions of Contract (Annex A);
- (iii) The Commission's Terms of Reference (Annex B);
- (iv) The Contractor's Proposal (Annex C);
- (v) The relevant WO.

## **19 SEVERABILITY**

If any term and/or provision of this Contract is or becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions of this Contract shall not in any way be affected or impaired thereby.

## **20 NO WAIVER**

Failure by a Party to enforce a right shall not be deemed to be a waiver of that right unless otherwise expressly provided in this Contract.

## 21 CONTRACT AMENDMENT

No modification of, or change in, this Contract, or waiver of any of its provisions, or additional contractual relationship with the Contractor shall be valid unless approved in the form of a written amendment to this Contract, signed by duly authorized Representatives of the Parties.

## 22 TRANSMISSION OF NOTICES AND OTHER DOCUMENTS

Notices, invoices, reports and other documentation under the Contract shall be delivered or sent to the relevant Party as follows (or to such person/title, address or email address as the Party may substitute by notice after the date of the Contract):

- (a) The Commission:

For Contractual Issues:

*Chief, Procurement Section  
Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization  
(CTBTO)  
Vienna International Centre  
Wagramerstrasse 5, P.O. Box 1200  
1400 Vienna, Austria  
Tel: + (43 1) 26030 6350  
E-mail: [procurement@ctbto.org](mailto:procurement@ctbto.org)*

For invoices:

*Accounts Payable  
CTBTO Financial Services Section  
Vienna International Centre  
Wagramerstrasse 5, P.O. Box 1200  
1400 Vienna, Austria  
Tel: + (43 1) 26030 6292  
E-Mail: [Payable\\_Invoices@ctbto.org](mailto:Payable_Invoices@ctbto.org)*

For related enquiries:

[Payments@ctbto.org](mailto:Payments@ctbto.org)

- (b) The Contractor:

For Contractual Issues and Invoices and Related Enquiries:

*Name: .....*  
*Title .....*  
*Address .....*  
*Tel: .....*  
*Email: [.....](#)*

**23 EFFECTIVENESS**

- (a) Except as provided below, any communication in connection with the Contract will be deemed to be given as follows:
  - (i) if delivered in person, at the time of delivery;
  - (ii) if by registered mail or courier, when received;
  - (iv) if by electronic communication, when retrievable by the Commission in document form.
- (b) A communication given under Clause 23(a) above that is received or becomes retrievable on a non-working day or after business hours at the seat of the Commission will only be deemed to be given on the next working day of the Commission.

**24 SOFTWARE LICENCE**

Under the terms of the Commission's License with SAP, the Contractor shall receive from SAP, a non-exclusive, non-transferable, revocable license to use the Software for the duration of the Contract and for the purpose of completing the Work under the Contract. All title, ownership rights and intellectual property rights in and to the Software shall remain with SAP. The Contractor acquires no title, right or interest in the Software, other than the license(s) specifically granted by SAP through the Commission, for the purpose of completing the Work under this Contract.



IN WITNESS hereof, the duly authorized Representatives of the Parties have executed this Contract:

For and on behalf of **the PREPARATORY COMMISSION FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY ORGANIZATION:**

---

**Name, Position/Title**

Date: \_\_\_\_\_

Place: Vienna, Austria

For and on behalf of **[REGISTERED NAME OF THE CONTRACTOR]:**

---

**Name, Position/Title**

Date: \_\_\_\_\_

Place: \_\_\_\_\_

**LIST OF ANNEXES [UPDATE AS APPLICABLE]**

**ANNEX A:** THE COMMISSION'S GENERAL CONDITIONS OF CONTRACT

**ANNEX B:** THE COMMISSION'S TERMS OF REFERENCE

**ANNEX C:** THE CONTRACTOR'S PROPOSAL

## General Conditions of Contract

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### 1. DEFINITIONS

- (a) In these general conditions of contract the terms beginning with a capital letter shall have the meaning as defined in the Contract.
- (b) “Services” means all services to be rendered under the Contract.
- (c) “Goods” shall mean all goods, equipment, materials and/or other supplies to be provided under the Contract.
- (d) “Taxes” shall mean all direct and indirect taxes (including value added tax, general sales tax or goods and services tax), assessments, fees, customs duties, liens and charges in as much as they are levied in conclusion or implementation of the Contract, including customs restrictions and charges of similar nature in respect of articles imported or exported for the Commission’s official use.

### 2. LEGAL STATUS

The Contractor shall be considered as having the legal status of an independent contractor vis-à-vis the Commission. Neither the Contractor and any subcontractor, nor their personnel shall be considered to be an employee or an agent of the Commission.

### 3. ASSIGNMENT

The Contractor shall not assign, transfer, pledge or make other disposition of the Contract or any part thereof, or any of the Contractor’s rights, claims or obligations under the Contract except with the prior written consent of the Commission.

### 4. SUBCONTRACTING

In the event the Contractor requires the services of one or more subcontractors, the Contractor shall obtain the prior written approval and clearance of the Commission for such subcontractor(s). The Commission’s approval of a subcontractor shall not relieve the Contractor of any of his obligations under the Contract, and the terms of any subcontract shall be subject to and in conformity with the provisions of the Contract.

### 5. SOURCE OF INSTRUCTIONS

- (a) The Contractor shall neither seek nor accept instructions from any authority external to the Commission in connection with the performance of its obligations under the Contract. The Contractor shall refrain from any action which may adversely affect the Commission and shall fulfil its commitments with the fullest regard to the interests of the Commission.
- (b) While present at the Commission’s premises, personnel of the Contractor shall, at all times, obey and conform to all requests and instructions of the Commission’s officials and the United Nations Security Staff.

### 6. CONTRACTOR’S RESPONSIBILITY FOR EMPLOYEES

The Contractor shall be responsible for the professional and technical competence of its employees and will select, for the performance under the Contract, reliable individuals who will perform effectively in the implementation of the Contract, respect the local laws and customs and conform to a high standard of moral and ethical conduct.

### 7. ASSIGNMENT OF PERSONNEL

- (a) The Contractor shall not replace or withdraw any personnel referred to in the Contract for the performance of the Services without the prior written approval of the Commission or unless requested by the Commission.
- (b) Prior to assignment, replacement or withdrawal of personnel for the performance of the Services, the Contractor shall submit to the Commission for its consideration, the curriculum vitae or detailed justification to permit evaluation by the Commission of the impact which such assignment, replacement or withdrawal would have on the Services.
- (c) In the event of withdrawal of personnel, all costs and additional expenses resulting from the replacement, for whatever reasons, of any of the Contractor’s personnel shall be for the account of the Contractor. Such withdrawal shall not be considered as termination in part or in whole of the Contract.

## 8. CONFLICT OF INTEREST

No employee, officer, adviser, agent and/or subcontractor of the Contractor assigned to perform Services under the Contract shall engage, directly or indirectly, in any business, profession or occupation connected or related to the Services or Goods to be provided under the Contract if this constitutes a conflict of interest.

## 9. INSURANCES

- (a) The Contractor shall provide and thereafter maintain appropriate insurance, or its equivalent, with respect to its employees to cover claims for personal injury or death in connection with the Contract.
- (b) The Contractor shall provide and thereafter maintain insurance against all risk in respect of its property and any equipment used for the execution of the Contract.
- (c) The Contractor shall also provide and thereafter maintain liability insurance in an adequate amount to cover third party claims for death, bodily injury, loss of and damage to property arising from any operations carried out by the Contractor in performing its obligations in connection with the Contract or from operation of any vehicles, boats, airplanes and other equipment owned or leased by the Contractor or its agents, servants, employees or subcontractors.
- (d) Except for insurance mentioned in paragraph (a), the insurance policies under this clause shall:
  - (i) Name the Commission as additional beneficiary;
  - (ii) Include a waiver of subrogation of the Contractor's rights to the insurance carrier against the Commission.
- (e) The Contractor shall, upon request, provide the Commission with satisfactory evidence of the insurance required under the Contract.
- (f) Any amounts not insured, not recovered from or not claimed by the insurer shall be borne by the Contractor.
- (g) Information concerning reduction of coverage shall be furnished by the Contractor to the Commission with at least thirty (30) days prior written notice.
- (h) The Contractor undertakes that provisions to the same effect as the provisions in sub-clauses (a) through (c) above will be inserted in all subcontracts made in performance of the Contract, except sub-contracts exclusively for furnishing Goods.

## 10. ENCUMBRANCES/LIENS

The Contractor shall not cause or permit any lien, attachment or other encumbrance by any person to be placed on file in any public office or on file with the Commission against any monies due or to become due for any Services or Goods provided under the Contract, or by reason of any other claim or demand against the Contractor.

## 11. OBSERVANCE OF THE LAW

- (a) The Contractor shall comply with all laws, ordinances, rules and regulations, including but not limited to health, environmental and labour laws bearing upon the

performance of its obligations under the terms of the Contract.

- (b) In particular, the Contractor shall comply with the labour laws of the country in which the Services or Goods are to be furnished providing for benefits covering injury or death in the course of employment.

## 12. CONFIDENTIALITY

- (a) All technical, financial or other documentation and data the Contractor compiled for or received from the Commission under the Contract shall be treated as confidential and shall be delivered only to the Commission's authorized officials on completion of the Services or as requested by the Commission.
- (b) Either Party acknowledges that all knowledge and information concerning the other Party that may be acquired in connection with the performance of its obligations under the Contract, including but not limited to, any information relating to its operations and procedures, are confidential and proprietary information of the other Party and it shall receive such confidential and proprietary information of the other Party in confidence and shall not disclose or permit disclosure of any such knowledge or information to any person and/or entity without the prior written consent of the other Party.
- (c) The Contractor shall not, at any time, use such confidential information to its own advantage.
- (d) The restrictions on confidentiality shall not apply to the information which:
  - (i) presently is in the public domain;
  - (ii) hereafter becomes part of the public domain without the other Party's fault;
  - (iii) was in the possession of the other Party at the time of the disclosure, as shown by written evidence;
  - (iv) is disclosed to the other Party at any time hereafter by a third Party.
  - (v) is required to be disclosed to governing bodies, or to governmental authorities to the extent required by law or to obtain needed authorization to perform the Contract or pursuant to reporting requirements imposed by those governing bodies or the government of the State of the Contractor.
- (e) These obligations do not lapse upon satisfactory completion of the Services, delivery of the Goods or termination of the Contract by the Commission.

## 13. LANGUAGES, WEIGHTS AND MEASURES

Unless otherwise specified in the Contract, the English language shall be used by the Contractor in all written communications to the Commission with respect to the Services or Goods to be provided and all documents procured or prepared by the Contractor. The Contractor shall use metric units, except when otherwise specified in the Contract.

## 14. PUBLICITY

- (a) The Contractor shall not advertise or otherwise make public the fact that it is providing or has provided Services and Goods for the Commission. Also, the

Contractor shall not, in any manner whatsoever, use the name, emblem or official seal of the Commission or any abbreviation of the name of the Comprehensive Nuclear-Test-Ban Treaty Organization in connection with its business or otherwise.

- (b) These obligations do not lapse upon satisfactory completion of the Services, delivery of the Goods or termination of the Contract.

**15. OFFICIALS NOT TO BENEFIT/CONTINGENT FEES**

- (a) The Contractor warrants that:
  - (i) No person or selling agency has been employed or retained by it to solicit or secure the Contract upon an agreement or understanding for a commission, percentage, brokerage, contingent fee or retainer, except regular employees or bona fide and officially established commercial or selling agencies maintained by the Contractor for the purpose of securing business;
  - (ii) No official or servant or retired employee of the Commission who is not a regular employee of the Contractor, has been or shall be admitted by the Contractor to any direct or indirect benefit arising from the Contract or the award thereof.
- (b) In case of breach by the Contractor of the warranties referred to in previous clauses, the Commission shall have the right to deduct from the Contract Price, or otherwise recover from the Contractor, the full amount of any such commission, percentage, brokerage, contingent fee or retainer so paid.

**16. INTELLECTUAL PROPERTY AND OTHER PROPRIETARY RIGHTS**

- (a) Except to the extent the Contractor has granted a license to the Commission, the Commission, shall be entitled to all intellectual property, including but not limited to copyrights, patents and trademarks, with regard to products, documents or other materials which bear a direct relation to or are produced or collected under the Contract. The Contractor shall take all necessary steps, prepare and process all necessary documents and assist in securing such property rights and transferring them to the Commission and/or to the government where the Services or Goods are to be provided, in compliance with the requirements of the applicable law.
- (b) The Contractor declares that it does not know of any intellectual property rights of third parties, which might be infringed in the execution of the Contract. Should, contrary to the Contractor’s expectation, claims be raised against the Commission charging it with infringement of intellectual property rights, the Contractor shall hold harmless the Commission and shall indemnify it to the full extent of any damages or awards arising from such claims. This obligation of the Contractor shall continue to be in full force and effect up to the expiration of such intellectual property rights.
- (c) The Commission shall give the Contractor due notice in writing of any charges of infringement brought against the Commission and of the filing of any suit for

infringement of intellectual property rights of third parties due to the execution of the Contract, and, without prejudice to the immunity enjoyed by the Commission as an international organization from every form of legal process, including enforcement and execution, the Commission shall give the Contractor the opportunity to defend the Commission against the said suit at its discretion and shall not, without the Contractor’s consent in writing, make any admission or consent to any claim of any third party, which might be prejudicial to the Contractor’s position.

**17. DEFAULT BY THE CONTRACTOR**

- (a) In case the Contractor fails to fulfil its obligations and responsibilities under the Contract and provided the Contractor has not remedied such failure(s) within thirty (30) days of having been given written notification by the Commission of the nature of the failure(s), the Commission may, at its entire discretion and without prejudice to its right to withhold payment(s), hold the Contractor in default under the Contract.
- (b) When the Contractor is thus in default, the Commission may, by giving written notice to the Contractor, terminate the Contract as a whole or such part or parts thereof in respect of which the Contractor is in default. Upon such notice, the Commission shall have the right to seek completion, at the Contractor’s expense, of that part or those parts of the Contract with respect to which the Contractor is in default.
- (c) The Contractor shall, in this case, be solely responsible for any reasonable costs of completion of the Services and/or delivery of Goods, including such costs, which are incurred by the Commission over and above the originally agreed Contract Price.

**18. WITHHOLDING OF PAYMENT**

- (a) The Commission may withhold any payment to the Contractor or, on account of subsequently discovered evidence, nullify the whole or part of any payment approval theretofore given, to such an extent as may be necessary to protect the Commission from loss under the Contract on account of:
  - (i) The Contractor’s failure to carry out its obligations or to make adequate progress with the obligations, except for failure arising out of force majeure;
  - (ii) The Contractor’s failure to remedy unsatisfactory performance, when such failure has been drawn to his attention by the Commission;
  - (iii) The Contractor’s failure to submit on time the reports required.
- (b) The withholding by the Commission of any interim payment shall not affect the Contractor’s obligation to continue performance of his obligations under the Contract.
- (c) No interest shall accrue on payments eventually withheld by the Commission in application of the stipulations of this paragraph.

## 19. LIQUIDATED DAMAGES

Subject to Clause 20 below (force majeure), if the Contractor fails to deliver any or all of the Services and/or Goods within the latest time period(s) specified in the Contract, the Commission may, without prejudice to its other remedies under the Contract, deduct from the Contract Price as liquidated damages, a sum equivalent to 0.2 per cent of the portion of the Contract Price for the delayed Services and/or Goods for each working day of delay until actual performance, up to a maximum of sixty (60) working days. The recovery by the Commission of proven damages shall not be excluded.

## 20. FORCE MAJEURE

- (a) Force majeure as used herein shall mean acts of God, industrial disturbances, acts of the public enemy, civil disturbances, explosions and any other similar cause of equivalent force not caused by nor within the control of either party and which neither party is able to overcome.
- (b) As soon as possible after the occurrence of any cause constituting force majeure, the Contractor shall give notice and full particulars in writing to the Commission of such force majeure if the Contractor is thereby rendered unable, wholly or in part, to perform its obligations and meet its responsibilities under the Contract.
- (c) In this event, the following provisions shall apply:
  - (i) The obligations and responsibilities of the Contractor under the Contract shall be suspended to the extent of its inability to perform them and for as long as such inability continues;
  - (ii) The term of the Contract shall be extended for a period equal to the period of suspension taking, however, into account any special conditions which may cause the time for completion of the obligations to be different from the period of suspension;
  - (iii) If the Contractor is rendered permanently unable, wholly or in part, by reason of force majeure to perform its obligations and meet its responsibilities under the Contract, the Commission shall have the right to terminate the Contract on the same terms and conditions as are provided for in the Termination Clause of the Contract, except that the period of notice may be seven (7) days instead of thirty (30) days;
  - (iv) For the purpose of the preceding sub-clause, the Commission may consider the Contractor permanently unable to perform in case of any period of suspension in excess of ninety (90) days. Any such period of ninety (90) days or less shall be deemed temporary inability to perform.

## 21. INSOLVENCY AND BANKRUPTCY

Should the Contractor be insolvent, adjudged bankrupt, or should the Contractor make a general assignment for the benefit of its creditors, or should a receiver be appointed on account of the Contractor's insolvency, the Commission may, without prejudice to any other right or remedy it may have under the terms of the Contract, terminate the Contract

forthwith by giving the Contractor written notice of such termination.

## 22. INDEMNIFICATION

The Contractor shall indemnify, hold and save harmless and defend at its own expense the Commission, its officers, agents, servants and employees from and against all suits, claims, demands and liability of any nature or kind, including cost and expenses arising out of acts or omissions of the Contractor or its employees or subcontractors in the performance of the Contract. This requirement shall extend, inter alia, to claims or liabilities in the nature of workers' compensation and to claims or liabilities pertaining to intellectual property rights. The obligations under this clause do not lapse upon termination of the Contract.

## 23. AMICABLE SETTLEMENT

The parties shall use their best efforts to settle amicably through negotiation any dispute, controversy or claim arising out of, or relating to, the Contract or the breach, termination or invalidity thereof. If the parties cannot reach such amicable settlement through negotiations, the matter shall first be referred to conciliation, by a request by either party for conciliation procedures. The conciliation shall take place in accordance with the United Nations Commission on International Trade Law (UNCITRAL) Conciliation Rules then prevailing, or according to such other procedure as may be agreed between the parties, within a time period of ninety (90) days. There shall be one conciliator. The conciliation shall be in Vienna, Austria, and it shall be conducted in the English language.

## 24. ARBITRATION

- (a) In the event of a failure to reach an amicable settlement in accordance with Clause 23 above (Amicable Settlement), any dispute arising out of the interpretation or application of the terms of the Contract or any breach thereof shall be settled in accordance with the arbitration rules established by UNCITRAL as at present in force. The number of arbitrators shall be one. The arbitration shall be in Vienna, Austria, and it shall be conducted in the English language.
- (b) The arbitrator shall take into account the internationally recognized general principles of commercial transactions. The arbitrator shall have no authority to award punitive damages, nor to award interest in excess of five (5) per cent, and any such interest shall be simple interest only. The parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such dispute.

## 25. PRIVILEGES AND IMMUNITIES

Nothing in or relating to the Contract shall be deemed a waiver, express or implied, of any of the privileges and immunities of the Commission and its employees.

**25(a). TAX EXEMPTION**

In principle, the Commission is exempt from all Taxes. Since the arrangement under which such exemption is respected varies from country-to-country, the Contractor shall collaborate with the Commission to achieve Tax exemption at source or to pursue reimbursement of Taxes paid by the Commission, as the case may be.

**26. TERMINATION**

The Commission may terminate the Contract in whole or in part, and at any time, upon thirty (30) days' notice of termination to the Contractor. In the event such termination is not caused by the Contractor's negligence or fault, the Commission shall be liable to the Contractor for payment in respect of Services already satisfactory accomplished or Goods delivered and accepted and in conformity with the terms of the Contract, for necessary terminal expenses of the Contractor, and for the cost of such urgent work as is essential and as the Contractor is asked by the Commission to complete. The Contractor shall keep expenses at a minimum and shall not undertake any forward commitment from the date of receipt of the Commission's notice of termination.

**27. GOODS**

In the event that the Contract requires the Contractor to supply Goods, Clauses 28-35 shall apply in addition to the above.

**28. WARRANTY**

- (a) The Contractor warrants that the Goods, including packaging, conform to the specifications for the Goods ordered under the Contract and are fit for the purpose for which such Goods are ordinarily used and for purposes expressly made known to the Contractor by the Commission, and are new and free from defects in design, workmanship and materials.
- (b) This warranty shall remain valid for twenty-four (24) months after the Goods or any part thereof have been delivered and accepted, whichever is later, unless the Contractor has granted a longer period. Should the Commission transfer the title of the Goods to a third party during the warranty period, the right to enjoy the warranty shall be transferable to the new title-holder.
- (c) If, during the warranty period mentioned in sub-clause (b) above, the Goods or any part thereof are found to be defective or not in conformity with the specifications under the Contract, the Contractor shall, upon notification, promptly and at its own expense correct all such defects and non-conformities. If these defects and non-conformities cannot be corrected, the Commission shall have the right, at the Contractor's expense, to either demand replacement of the defective item, or receive appropriate reimbursement, or have the defective item repaired or otherwise procured from a third party.

**29. INSPECTIONS AND TESTS**

- (a) The Commission shall have the right to inspect and/or to test the Goods to confirm their conformity to the technical specifications. The technical specifications shall specify what inspections and tests the Commission requires.
- (b) The inspections and tests may be conducted on the premises of the Contractor or its subcontractor(s), at a point of delivery designated by the Commission and/or at the Goods' final destination. The Contractor shall give all reasonable facilities and assistance-including drawings and production data-to the Commission at no charge to the Commission.
- (c) Should any inspected or tested Goods fail to conform to the technical specifications, the Commission reserves the right to reject them and the Contractor shall either replace the rejected Goods or make all alterations necessary to meet specification requirements free of cost to the Commission.
- (d) The Commission's right to inspect, test and, where necessary, reject the Goods after the Goods' arrival at the point of delivery designated by the Commission or at the Commission's offices, shall in no way be limited or waived by reason of the Goods' having previously been inspected, tested and passed by the Commission.
- (e) Nothing in this Section on Inspections and Tests shall in any way release the Contractor from any warranty or other obligations under the Contract.
- (f) All equipment/material supplied under the Contract may be subject to pre-shipment inspection by a third party to be specified by the Commission. The Contractor is not liable for cost of this inspection.

**30. PACKING**

The Contractor shall comply or ensure compliance with the following provisions concerning packing:

- (a) The Goods shall be packed as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit.
- (b) In the case of a cross-border shipment, the Goods shall have appropriate export packing. If necessary, all cases/crates must be wrapped inside with heavy-duty plastic lined paper, should be steel-strapped and must be able to withstand tough handling. Skids for truck handling are imperative if the gross weight is more than 30 kilograms.
- (c) The consignment shall be marked and shipped as per address shown on the Purchase Order Form.
- (d) Neither partial delivery nor transshipment shall be made unless specifically agreed by the Commission in writing.
- (e) Each case/crate/package shall carry a consecutive number, dimensions, volume, and weight (i.e. Case No. X of Y cases, A x B x C cm, E m<sup>3</sup>, D Kg.) and shall be marked as follows:

EQUIPMENT FOR  
THE PREPARATORY COMMISSION FOR THE  
COMPREHENSIVE NUCLEAR-TEST-BAN  
TREATY ORGANIZATION.  
[point of delivery]

PURCHASE NO. \_\_\_\_\_  
GROSS WEIGHT \_\_\_\_\_  
NET WEIGHT \_\_\_\_\_

- (f) Markings shall be done with weatherproof materials. All non-containerized Goods shall be shipped below deck.
- (g) Each case/crate/carton shall carry (outside) a copy of the packing list describing the contents of the case/crate/carton. Outside Case No. 1 should be attached with invoice covering the actual delivery. The accompanying papers must be made out in the English language.
- (h) Prior to delivery, a fax (or a letter by courier service) shall be sent to the consignee, if any, advising of the following:
  - ◆ purchase order/Contract number;
  - ◆ waybill number or equivalent reference number of the shipment (if any);
  - ◆ number of boxes/cartons/crates/etc.;
  - ◆ estimated time of departure (ETD);
  - ◆ point of departure and name of freight carrier;
  - ◆ estimated time of arrival (ETA) to final destination.
- (i) The following documents shall be enclosed with the shipment in case of shipping by air:
  - ◆ airway bill;
  - ◆ proforma or commercial invoice;
  - ◆ packing list.
- (j) The above documents are indispensable and must reach the consignee, if any, on time to permit customs clearance and in order to avoid demurrage charges.

### 31. DELIVERY AND TRANSPORTATION

- (a) Delivery of the Goods shall be made by the Contractor in accordance with the terms specified in the Contract, and the Goods shall remain at the risk of the Contractor until delivery has been completed.
- (b) Transport of the Goods to the port of discharge or such other point in the country of destination and/or forwarding to the consignee, if any, (door-to-door) specified in the Contract shall be arranged and paid for by the Contractor and the cost thereof shall be included in the Contract Price.

### 32. TAKE-OVER/HAND-OVER

Upon successful completion of delivery or of installation and a testing and evaluation period, as specified in the Contract, responsibility for the Goods will be handed over to the consignee or other designated entity.

### 33. EXPORT LICENCES

If an export licence or any other governmental authorization is required for the Goods, it shall be the obligation of the Contractor to obtain such licence or governmental authorization. In the event of failure to obtain such licence or authorization within reasonable time, the Commission may declare the Contract null and void.

### 34. SPARE PARTS

In accordance with the Contract, the Contractor may be required to provide any or all of the following materials and notifications pertaining to spare parts manufactured and/or distributed by the Contractor:

- (a) Such spare parts as the Commission may choose to purchase from the Contractor, provided that the Contractor is not relieved of any warranty obligations under the Contract;
- (b) In the event of termination of production of the spare after delivery of the Goods:
  - (i) advance notification to the Commission of the pending termination, in sufficient time to permit the Commission to place a final order;
  - (ii) following such termination, furnishing at no cost to the Commission, the blueprints, drawings and specifications of the spare parts, if and when requested.

### 35. UNITED NATIONS CONVENTION ON CONTRACTS FOR THE INTERNATIONAL SALE OF GOODS

Questions concerning matters arising under the Contract, but not settled in it, shall be settled in conformity with the United Nations Convention on Contracts for the International Sale of Goods (Vienna, 1980), which shall be applicable to the Contract. The applicable language version of the Convention shall be the version in which the Contract is written.

### 36. SUSTAINABLE BUSINESS PRACTICES

The Commission requires the Contractor and its personnel to:

- (a) support and respect the protection of internationally proclaimed human rights<sup>1</sup> and to observe the highest standards of ethics and integrity throughout its supply chains.
- (b) abide by the United Nations Supplier Code of Conduct<sup>2</sup>.
- (c) to take appropriate steps, whenever possible to perform its obligations in a manner that takes into account economic, environmental and social considerations.
- (d) certify that they have not and will not engage in harassment or sexual harassment, proscribed practices or any further practice described in Clauses 37, 38, 39, 40

<sup>1</sup> UN Guiding Principles on Business and Human Rights, available at [https://www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR\\_EN.pdf](https://www.ohchr.org/Documents/Publications/GuidingPrinciplesBusinessHR_EN.pdf).

<sup>2</sup> Available at <https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct>.



and 41, during the procurement process and the performance of the Contract.

### 37. PREVENTION OF HARRASSMENT AND SEXUAL HARRASSMENT

- (a) The Commission is committed to providing a professional work environment that upholds the highest standards of equality, respect and dignity for all. In this regard, and without limitation to any other provision contained herein:
- (i) The Contractor shall adhere to zero tolerance for harassment and therefore accepts and agrees to refrain from any conduct which could, in the view of the Commission, meet the definition of harassment and/or sexual harassment. For the avoidance of doubt, “harassment” shall be understood as any improper or unwelcome conduct that might reasonably be expected or be perceived to cause offence or humiliation to another person when such conduct interferes with work, is made a condition of employment, or creates an intimidating, hostile or offensive work environment. “Sexual harassment” shall be understood as harassment of a sexual nature, and the above definition of harassment applies equally to sexual harassment. Sexual harassment may occur between persons of opposite sex or of the same sex.
  - (ii) The Contractor shall take all reasonable and appropriate measures to prevent and deter harassment and sexual harassment or abuse of anyone by its employees, agents, officials or any other persons engaged or controlled by the Contractor to perform the Services.
  - (iii) The Contractor shall promptly report to the Commission any actual, reported or suspected cases of harassment, sexual harassment or abuse of anyone by its employees, agents, officials or any other persons engaged or controlled by the Contractor to perform the Services of which the Contractor becomes aware. Such reports to the Commission may be on a no name basis, if necessary.
  - (iv) In addition to notifying the Commission pursuant to sub-clause (iii) above, on becoming aware of any allegation of harassment, sexual harassment or abuse of anyone, the Contractor shall take all reasonable and appropriate measures to address the matter, including engaging in good faith consultations with the Commission, while ensuring minimum impact and/or disruption of the Services.
- (b) The Contractor acknowledges and agrees that any breach of the provisions of this Clause 37, as determined by the Commission, shall permit the Commission, at its sole discretion, to:
- (i) Request the Contractor to remove, temporarily or permanently, from the relevant assignment, any Contractor’s personnel reported for having committed harassment, sexual harassment or abuse of anyone.
  - (ii) Terminate the Contract, and/or any other agreement, arrangement or partnership concluded by the Commission with the Contractor, immediately upon

written notice to the Contractor, without any liability for termination charges or any other liability of any kind, on the terms and conditions as are provided for in Clause 26 (Termination) above; and/or

- (iii) Exclude the Contractor from participating in any ongoing or future solicitations, and/or entering into any future contractual or collaborative relationships with the Commission and/or suspend the Contractor from the Commissions supplier roster.
- (c) The Commission shall be entitled to report any breach of the provisions of this Clause 37, as determined by the Commission, to the Commission’s governing bodies, other UN agencies and/or donors.

### 38. PROSCRIBED PRACTICES

The Commission requires that the Contractor and its personnel certify that they have not and will not engage in proscribed practices and proscribed conduct during the procurement process and the performance of the Contract. The Commission defines Proscribed Practices as follows:

**Fraudulent practice:** is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

**Corrupt practice** is the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;

**Coercive practice** is the impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of any party in order to influence the actions of that party;

**Collusive practice** is the proposing or entering into an arrangement between two or more parties designed to achieve an improper purpose, including influencing improperly the actions of another party;

**Unethical practice** is conduct or behaviour that is contrary to the conflict of interest, gifts and hospitality, post-employment provisions or other published requirements of doing business with the Commission;

**Obstructive practice** is any act which deliberately and in an effort to compromise an investigation, destroys, falsifies, alters or conceals information or documents that may be relevant to a fraud and corruption investigation, or material that could become evidence as a result of such investigation; or the making of false statements to investigators during such an investigation.

### 39. CHILD LABOUR

The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor’s subsidiary or affiliated entities (if any) is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be

protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

#### 40. MINES

The Contractor represents and warrants that neither it, its parent entities (if any), nor any of the Contractor's subsidiaries or affiliated entities (if any) is engaged in the sale or manufacture of anti-personnel mines or components utilized in the manufacture of anti-personnel mines.

#### 41. TERRORISM

The Contractor shall ensure that none of the funds received from the Commission under the Contract are used, directly or indirectly, to provide support to individuals or entities subject to sanctions or other measures promulgated by the United Nations Security Council and appearing in the Consolidated United Nations Security Council Sanctions List. This provision shall be included in all subcontracts or sub-agreements entered into under the Contract.

#### 42. FULL DISCLOSURE

- (a) The Contractor will immediately notify the Commission upon becoming aware of any Proscribed Practices or other prohibited practices or conduct or suspicion thereof, as per Clauses 37-41, by itself or its personnel during the procurement process or the performance of the Contract. The Contractor will take all appropriate measures to prohibit and prevent its personnel from engaging in Proscribed Practices or any other prohibited conduct, as well as to investigate allegations thereof, or to take corrective action when such a Proscribed Practice or any other prohibited conduct has occurred.
- (b) The Contractor further warrants that it is not the subject of any sanctions, or otherwise identified as ineligible by any government, supranational organization (e.g., European Union), another entity of the United Nations System or multilateral development finance institution. The Contractor will disclose to the Commission if it becomes subject to any sanction or temporary suspension during the term of the Contract. The Contractor recognizes that a breach of this provision constitutes a fraudulent practice.

#### 43. DATA PROTECTION

- (a) **Use of the Commission's data:** Use (including accessing, processing, retention, storage) of the Commission's data is limited to the purposes contained in the Contract and such use will be limited to Contractor's personnel on a "need to know" basis. Use of the Commission's data for internal research, marketing, sales, or promotional purposes is strictly prohibited. Subject to Clause 12 (Confidentiality), the

Contractor will treat the Commission's data as confidential and may neither disclose it nor make it available to any third-party except with the prior written authorization of the Commission.

- (b) **Compliance:** The Contractor confirms that it has a data protection policy in place that meets applicable legal requirements and that it will apply such a policy to the Commission's data, without prejudice to the privileges and immunities of the Commission. The Contractor will implement technical and organisational measures to ensure appropriate protection of the Commission's data, in conformity with the abovementioned requirements and internationally recognised standards and best practices. In addition, the Contractor will:
- (i) at its sole expense and risk, return, delete, or destroy all the Commission's data, including data backups, upon written instruction of the Commission. The Commission will provide a reasonable period of time and take into account the Contractor's legitimate interests, as well as the termination or expiration date of the Contract;
  - (ii) process, retain or store the Commission's data exclusively in countries that are signatories to the Comprehensive Nuclear-Test-Ban Treaty and that ensure adequate legal protection of the Commission's privileges and immunities; and
  - (iii) be liable for any resulting damages or penalties for its failure to comply with its obligations.
- (c) **Data security:** Upon discovery of a data security breach, the Contractor will immediately notify the Commission and undertake at its sole expense to:
- (i) propose immediate remedial actions (including containment);
  - (ii) implement, as directed by the Commission, all necessary damage mitigation and remedial actions;
  - (iii) where applicable, as directed by the Commission, restore the Commission's and end-users' access; and
  - (iv) keep the Commission informed of its progress.
- (d) The Contractor, at its sole expense, will cooperate fully with any Commission investigation, remediation steps and response to a data security breach.

#### 44. ESSENTIAL TERMS

The Contractor acknowledges and agrees that each of the provisions in Clauses 36 to 43 above constitutes an essential term of the Contract and that any breach of any of these provisions shall entitle the Commission to terminate the Contract or any other contract the Contractor has with the Commission, immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind. Furthermore, the Commission is entitled to exclude the Contractor from participating in future tenders should the Contractor breach any of the provisions included in Clauses 36 to 43.

# **Terms of Reference**

## **SAP Support Services**

## 1. INTRODUCTION

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the “Commission” or “CTBTO”) is the international organization setting up the global verification system foreseen under the Comprehensive Nuclear-Test-Ban Treaty (hereinafter referred to as the “CTBT”), which is the Treaty banning any nuclear weapon test explosion or any other nuclear explosion. The Treaty provides for a global verification regime, including a network of more than 300 stations worldwide, a communications system, an international data center and on-site inspections to monitor compliance. More information can be found under [www.ctbto.org](http://www.ctbto.org)

The Commission seeks SAP services for its SAP systems, which, as of today, consist of an ECC, SuccessFactors and Ariba systems as well as a Portal for Travel and Shopping Cart access. The core functionalities of the systems cover Finance (e.g., Accounting, Treasury, Funds and Grant Management, Project Systems), Supply Chain (e.g., Sourcing, Contracts, Requisitions, Purchase Orders, Goods Receipt and Goods Movement), Human Resources (e.g., Organizational Management, Personnel Administration, NPO Payroll), and Travel functionalities. The scope of work described in Section 2 refers to the current version of the SAP systems including the standard SAP-delivered parts as well as the CTBTO-specific configurations, forms, reports, interfaces, conversions, enhancements, and workflows.

## 2. SCOPE OF WORK

The scope of work covers eight services (see Sections 2.1.-2.8) and a summary is provided in Table 1

Section	Service	Type	Unit	Number of Units	Location	Expected Offer
2.1	Onsite Key Personnel	Call Off	Person-Day	120	Vienna	Rate per person-day
2.2	Call Off Resources	Call Off	Person-Day	120	Remote	Rate per person-day
2.3	Remote Support	Call Off	Ticket	200	Remote	Rate per person-day
2.4	Enhancements	Call Off	Person-Day	100	Remote	Rate per person-day
2.5	System Upgrade	Call Off	Person-Day	100	Remote	Rate per person-day
2.6	Inbound Transition	Call Off	Person-Day	10	Remote	Rate per person-day
2.7	Outbound Transition	Call Off	Person-Day	10	Remote	Rate per person-day
2.8	Onsite Travel	Call Off	Person-Day	50	Vienna	Rate per person-day

Table 1: Summary of Services

The Contractor is asked to provide an offer according to one of the following three options.

1. An offer for each service (2.1-2.8)
2. An offer for service 2.2.-2.8
3. An offer for service 2.1

The Contractor shall provide a separate service proposal (according to the Terms of Reference defined by the Commission) and a separate quotation.

For each service, the relevant activities, deliverables, quantities (for any 12 months), the initiation of work, and the location are hereby described.

### 2.1 ONSITE KEY PERSONNEL

Onsite Resources shall ensure sufficient capacity and capability to support, maintain, and enhance the SAP system. Thus, the Contractor shall:

#### Activities

- Support the SAP system (incl. all associated activities such as implementation, upgrade, documentation, testing, development, communication etc.).
- Maintain the SAP system (incl. all associated activities such as implementation, development, upgrade, documentation, testing, communication etc.).

- Enhance the SAP system (incl. all associated activities such as implementation, development, upgrade, documentation, testing, communication etc.).
- Perform any other SAP-related activity as assigned.

#### **Deliverables**

- Satisfactory performance reviews.
- The deliverables shall be defined at the time when work is performed. The Commission may request deliverables deemed relevant to the above-listed activities.

#### **Quantity**

- The Contractor should provide the following resources:
  - 20 person-days: Functional resource in SAP Finance / Public Sector
  - 20 person-days: Functional resource in SAP NPO Payroll
  - 20 person-days: Functional resource in SAP SuccessFactors HXM
  - 20 person-days: Functional resource in SAP Ariba Sourcing and Contracting
  - 20 person-days: Functional resource in SAP ECC or S/4HANA
  - 20 person-days: BTP/ABAP Developer
- Resources shall work 8 hours per day based on the calendar and working hours of the Commission and exclusively work for CTBTO during these working hours.

#### **Initiation of Work**

- Upon selecting this service for any of the given 12-month periods, the Contractor shall propose the resumes of the resources. The Commission shall have the right to reject resources and to request revised resource proposals. During service delivery, the Commission will provide feedback at least every three months via performance reviews. If two consecutive pieces of feedback are not satisfactory, the Commission shall have the right to request the Contractor to replace the resources. The Commission should also be informed of any personnel changes and the Contractor shall ensure that departure or absence of its resources shall not interrupt the services it shall provide during the contractual period. Additional information on the resources provided by the Commission to the Contractor can be found in Section 7 of the ToR.

#### **Location**

- Onsite (Headquarters of the Commission in Vienna, Austria). The Commission will not cover any travel costs (e.g., flight tickets, accommodation, Daily Subsistence Allowance) for this service. If the Contractor decides to travel resources, related costs are the Contractor's responsibility.

## ***2.2 CALL-OFF RESOURCES***

Call-off Resources shall ensure sufficient knowledge, skills, capacity, and capability to support, maintain, upgrade, and enhance the SAP system beyond the resources in Section 2.1 "Onsite Key Personnel". Thus, the Contractor shall:

#### **Activities**

- Support the SAP system (incl. all associated activities such as implementation, upgrade, documentation, testing, communication etc.).
- Maintain the SAP system (incl. all associated activities such as implementation, upgrade, documentation, testing, communication etc.).
- Enhance the SAP system (incl. all associated activities such as implementation, upgrade, documentation, testing, communication etc.).
- Perform any other SAP-related activity as assigned.

#### **Deliverables**

- Satisfactory performance reviews.

#### **Quantity**

The Contractor should provide the following resources:

- 20 person-days: Functional resource in SAP Finance / Public Sector
- 20 person-days: Functional resource in SAP NPO Payroll
- 20 person-days: Functional resource in SAP SuccessFactors HXM
- 20 person-days: Functional resource in SAP Ariba Sourcing and Contracting
- 20 person-days: Functional resource in SAP ECC or S/4HANA
- 20 person-days: BTP/ABAP Developer

Resources shall work 8 hours per day based on the calendar and working hours of the Commission and exclusively work for CTBTO during working hours.

#### **Initiation of Work**

- The Commission shall have the right, but not the obligation, to call off this service in the form of a Work Order. This service is thus only called off if a Work Order/Request is submitted to the Contractor. The volume of work during the call-off period will be limited to 120 person days. This is only an initial limit, and the Commission reserves the right, at its sole discretion, to call off less or more person-days or no person-days at all.

#### **Location**

- Remote. If the Commission requests the person-days to be delivered onsite, travel costs will be covered via service 2.8 “Onsite Travel”.

### **2.3 REMOTE SUPPORT**

Remote Support shall ensure the smooth operation of the SAP system. Thus, the Contractor shall:

#### **Activities**

- Provide advice to users on how to use the system properly.
- Fix the SAP system if it does not work according to functional specifications (incl. updates of documentation if required).
- Maintain master data, workflows, other technical dependencies, and user profiles.
- Align with all relevant stakeholders (e.g., SAP SE if their support is required).
- Weekly status report on tickets assigned to the Contractor (incl. service level adherence).

#### **Deliverables**

- Solutions that are confirmed by requesting CTBTO staff to sign off on all deliverables.
- Adherence to service levels (as listed under Initiation of Work).
- Weekly status report.

#### **Quantity**

- The Contractor should allocate resources to cover up to 200 support tickets (support tickets do not include any tickets related to the services 2.1-2.2 or 2.4-2.7). Support tickets can cover the full system scope as outlined in Section 1 and can particularly refer to the following areas: NPO Payroll, Procurement, SuccessFactors, Ariba, Funds and Grants Management, Accounting, and Financial Year End Closing, etc.

#### **Initiation of Work**

- The Commission will send support tickets to the Contractor via the Commission’s ticket support system. Support shall be provided from Monday-Friday between 9:00-17:00 CET based on the calendar of the Commission. The initial response time for a ticket should not exceed 2 hours upon assignment to the Contractor. A work-around shall be implemented within eight hours (not including the time when input or work from the Commission is required). A solution should be implemented within 2 - 3 working days (not including the time when input or work from the Commission is required or where support from SAP SE is required). As part of the offer, the Contractor is expected to propose a remediation scheme for cases where service levels are not adhered to. In case the Commission requires support beyond 100 support tickets, the Commission has the right to request additional support as per Section 2.2. “Call-off Resources”.

#### **Location**

- Remote. If the Commission requests onsite presence travel costs will be covered via service 2.8 “Onsite Travel”.

### **2.4 ENHANCEMENTS**

Enhancements shall ensure to enrich the functionality of the SAP system. Thus, the Contractor shall:

#### **Activities**

- Implement enhancement (e.g., configuration changes, new development objects).
- Test proper system functionality after enhancement.
- Update all relevant documentation (e.g., functional specifications, technical documentation, user guides).
- Communicate with stakeholders (e.g., CTBTO Focal Points).
- Weekly status report on tickets assigned to the Contractor (incl. service level adherence).

#### **Deliverables**

- Enhancement functionality (e.g., configuration changes, new development objects).
- Functional specification documentation (e.g., update of Business Blueprint).
- Technical documentation (e.g., Configuration Scope Document).
- Test documentation (e.g., Test cases and testing results).
- User Guide Documentation.
- Weekly status report.

**Quantity**

- The Contractor should allocate up to 100 person-days of effort to complete the activities and deliverables. One day of effort is to be considered as 8 hours of exclusive work for CTBTO.

**Initiation of Work**

- The Commission shall have the right, but not the obligation, to call off this service in the form of a Work Order. This service is thus only called off if a Work Order is submitted to the Contractor. As foundation for the Work Order an effort estimate will be jointly agreed by the Contractor and the Commission. The Contractor shall start the implementation of the enhancement at the latest one week after receiving the Work Order. The Commission shall have the right to issue multiple Work Orders, and, in these cases, the Contractor should implement the enhancements in parallel. The duration of the enhancement implementation should not exceed twice the time of the Work Order scope (e.g., a Work Order of 5 days should be fully implemented within ten business days, not including the time where input or work from the Commission is required). The volume of work during the call-off period will be limited to 100 person-days. This is an upper limit only, and the Commission reserves the right, at its sole discretion, to call off less person-days or no person-days at all.

**Location**

- Remote. If the Commission requests onsite presence travel costs will be covered via service 2.8 “Onsite Travel”.

**2.5 SYSTEM UPGRADE SUPPORT**

System Upgrade Support shall ensure a smooth upgrade of the SAP system. Thus, the Contractor shall:

**Activities**

- Recommend system upgrade characteristics (e.g., target system release) and document functional and technical upgrade implications in an Upgrade Strategy Document.
- Define a system upgrade project plan with all stakeholders (incl. all relevant activities, timing, and responsibilities).
- Perform system upgrade jointly with other stakeholders (e.g., CTBTO SAP staff).
- Test proper system functionality after system upgrade.
- Update all relevant documentation (e.g., knowledge repository for problem resolution, functional and technical documentation of SAP configuration and FRICEW elements, user guidelines) that is affected by the system upgrade.

**Deliverables**

- Upgrade Strategy Document.
- System Upgrade Project Plan.
- Functional specification documentation (e.g., update of Business Blueprint).
- Technical documentation (e.g., Configuration Scope Document).
- Test documentation (e.g., Test cases and testing results).
- User Guide Documentation.

**Quantity**

- The Contractor should allocate up to 100 person-days of effort to complete the activities and deliverables. One day of effort is to be considered as 8 hours of exclusive work for CTBTO.

**Initiation of Work**

- The Commission shall have the right, but not the obligation, to call off this service in the form of a Work Order. This service is thus only called off if a Work Order is submitted to the Contractor. The volume of work during the call-off period will be limited to 100 person-days. This is an upper limit only, and the Commission reserves the right, at its sole discretion, to call off less person-days or no person-days at all.

**Location**

- Remote. If the Commission requests onsite presence travel costs will be covered via service 2.8 “Onsite

Travel”.

## ***2.6 INBOUND TRANSITION***

The inbound transition shall ensure a smooth handover of activities from the current Service Provider to the Contractor. Thus, the Contractor shall:

### **Activities**

- Define a transition project plan with all stakeholders incl. all relevant activities, timing, and responsibilities).
- Review all relevant provided documentation (e.g., knowledge repository for problem resolution, functional and technical documentation of SAP configuration and FRICEW elements) that is required to perform the services outlined in Sections 2.1-2.5.
- Absorb knowledge from current Service Provider.

### **Deliverables**

- Transition Project Plan.
- Confirmation of understanding of the provided documentation (e.g., knowledge repository for problem resolution, functional and technical documentation of SAP configuration and FRICEW elements).
- Participation in 5-10 Knowledge Transfer sessions (e.g., training classroom or training on the job) incl. 2 payroll runs.

### **Quantity**

- The Contractor should allocate up to 10 person-days of effort to complete the activities and deliverables. One day of effort is to be considered as 8 hours of exclusive work for CTBTO.

### **Initiation of Work**

- The Commission shall have the right, but not the obligation, to call off this service in the form of a Work Order. This service is thus only called off if a Work Order is submitted to the Contractor. The volume of work under the call-off period will be limited to 10 person-days. This is an upper limit only, and the Commission reserves the right, at its sole discretion, to call off less person-days or no person-days at all.

### **Location**

- Remote. If the Commission requests onsite presence travel costs will be covered via service 2.8 “Onsite Travel”.

## ***2.7 OUTBOUND TRANSITION***

The outbound transition shall ensure a smooth handover of activities to a new Service Provider. Thus, the Contractor shall:

### **Activities**

- Define a transition project plan with all stakeholders (incl. all relevant activities, timing, and responsibilities).
- Close all open work items.
- Ensure proper documentation of all relevant information (e.g., knowledge repository for problem resolution, functional and technical documentation of SAP configuration and FRICEW elements) that is required to perform the service by another Service Provider.
- Knowledge Transfer to new Service Provider.

### **Deliverables**

- Transition Project Plan.
- Proper documentation of all relevant information (e.g., knowledge repository for problem resolution, functional and technical documentation of SAP configuration and FRICEW elements).
- Conduct 5-10 Knowledge Transfer sessions (e.g., training classroom or training on the job) with new Service Provider (incl. 2 payroll runs).

### **Quantity**

- The Contractor should allocate up to 10 person-days of effort to complete the activities and deliverables. One day of effort is to be considered as 8 hours of exclusive work for CTBTO.

### **Initiation of Work**

- The Commission shall have the right, but not the obligation, to call off this service in the form of a Work Order. This service is thus only called off if a Work Order is submitted to the Contractor. The volume of work under the call-off period will be limited to 10 person-days. This is an upper limit only, and the Commission reserves the right, at its sole discretion, to call off less person-days or no person-days at all.



**Location**

- Remote. If the Commission's request onsite presence travel costs will be covered via service 2.8 "Onsite Travel".

**2.8 ONSITE TRAVEL**

The onsite travel service shall ensure that the Contractor can be onsite at the Commission's premises if required. This service excludes the service in Section 2.1 Onsite Resources. Thus, the Contractor shall:

**Activities**

- Travel to the Headquarters of the Commission in Vienna, Austria.

**Deliverables**

- Onsite Presence.

**Quantity**

- The Contractor should allocate travel resources to spend 50 person-days (as per the services 2.2-2.7) at the Headquarters of the Commission in Vienna, Austria. One onsite person-day is considered to be for a period of 8 working hours at the Commission's premises.

**Initiation of Work**

- The Commission shall have the right, but not the obligation, to call off this service in the form of a Work Order. This service is thus only called off if a Work Order is submitted to the Contractor. The volume of work during the call-off period will be limited to travel costs for 50 onsite person-days. This is an upper limit only, and the Commission reserves the right, at its sole discretion, to call off less person-days or no person-days at all.

**Location**

- Onsite at the Headquarters of the Commission in Vienna, Austria.

**3. Acceptance and Invoicing**

The Contractor shall use certified project management methodology and the software development methodology for the work. The contractor will also prepare a risk assessment and mitigation plan for the entire duration of the service. The deliverables, as defined in Section 2 for each section, after being evaluated and accepted as satisfactory by the Commission, will form the basis for invoicing and payment of a particular work performed. The section and its associated deliverable shall not be less than 70% completed for any submitted payment request to be accepted/processed by the commission.

All relevant invoices must follow the commission's payment terms and milestones as enumerated in section 2 'Scope of Work'.

**4. Contractor's Experience and Resources**

The Contractor should have experience providing SAP support services of a similar scope and complexity. A list of references proving such experience should be provided.

The Contractor should propose suitable resources (staff, equipment, software/hardware) and methods (e.g., quality assurance, risk management) to carry out the tasks outlined in Section 2 above.

**5. Requirements of Key Personnel**

Each of the Contractor's staff performing the Work shall at least have the following qualifications.

- (a) University degree in information systems, business administration, computer science or related fields.
- (b) At least 5 years of relevant professional experience in SAP (preferably with official SAP Certification).
- (c) ITIL Service Management, especially change management knowledge.
- (d) Excellent and proven quality assurance skills.
- (e) Excellent written and oral communication skills in English.

- (f) The contractor shall be responsible for all items relating to personnel matters not expressly mentioned in this document including accommodation and travel expenses of all key contractor personnel.
- (g) The Contractor provided at least of five (5) key personnels with detailed resumes.

## **6. Resources Provided by the Commission**

To fulfil the requirements of these Terms of Reference, the Commission will provide for on-site work:

- (h) Physical access to selected areas of the Vienna International Centre.
- (i) Infrastructure, including office space and standard office supplies, hardware, and software.
- (j) Access to relevant IT infrastructure (e.g., SAP ECC/SF/Ariba, Jira Ticket System, internet).
- (k) Access to relevant documentation.
- (l) The Commission will make qualified staff available to provide assistance and cooperate in responding to information requests from the Contractor in order to allow the Contractor to carry out the Work.

To fulfil the requirements of these Terms of Reference the Commission will provide for offsite work:

- (a) VPN access to relevant CTBTO IT infrastructure (e.g., SAP ECC/SF/Ariba, Jira Ticket System).
- (b) Access to relevant documentation.
- (c) The Commission will make qualified staff available to provide assistance and cooperate in responding to information requests from the Contractor in order to allow the Contractor to carry out the Work.

The Contractor, be it for onsite or offsite work, shall use CTBTO's Jira system for ticket processing. All other resources, be it for onsite or offsite work, are to be provided by the Contractor.

## **7. Quality of the Proposal**

The Contractor is expected to submit a proposal that addresses the content of the Terms of Reference in a comprehensive and detailed way. The proposal should be structured according to the Scope of Work areas. Detailed instructions for the preparation and submission of proposals are outlined in Attachments A and B, enclosed to the Request for Proposals document.

The Contractor should show good understanding of the requirements as well as the responsibilities and duties expected from them.

## **8. Information Confidentiality and Rights**

All data communication designated as "sensitive" shall be communicated through a TLS/SSL encrypted session using one of the CTBTO-approved cipher algorithms.

Critical modifications, naming conventions and other associated technical matters are to be performed in line with the commission's guidelines and policies.

The contractor shall be responsible for keeping information, processes, and data of the commission, as a result of this service confidential and private at all times.

## **9. Risk Management**

The Contractor shall provide a thorough risk assessment plan at the project's commencement to identify potential risks that could impact the successful execution of the outlined activities in these Terms of Reference. Risks may include but are not limited to technical challenges, changes in project requirements/scope, resource constraints,

schedule delays, integration difficulties, and third-party software dependencies. The risk assessment plan should be consistently updated, aligning with the delivery of project milestones or significant accomplishments.

Upon the project's satisfactory completion, the Contractor shall conduct a final review of the initially identified risks. Risks that have been effectively mitigated or did not materialize should be officially closed, accompanied by appropriate documentation. The insights gained from the risk management process should be methodically documented and shared with the Commission, thereby contributing to the knowledge repository for forthcoming services.