




TO: All Bidders

DATE: 29 November 2024

FROM: Sally Alvarez de Schreiner
Chief, Procurement Services Section

REF.: RFP No. 2024-0170/MOGAPI 

TEL. NO.: +43 1 26030 6350

EMAIL: procurement@ctbto.org

SUBJECT: **Clarifications No. 1**
RFP 2024-0170/MOGAPI - Maintenance of the Atmospheric Transport Modelling Pipeline with its Data Acquisition, Processing and Dissemination on a Call-Off Basis

Dear Bidders,

In reference to request for proposal (RFP) No. 2024-0170/MOGAPI concerning “Maintenance of the Atmospheric Transport Modelling Pipeline with its Data Acquisition, Processing and Dissemination on a Call-Off Basis”:

- Please find attached the **Clarifications No. 1** to questions raised by interested bidders.

Please take the above into account in the preparation and submission of your proposal.

We are looking forward to receiving your proposal prior to the extended deadline for the submission of proposal on 5 December 2024, 17:00 hours, Vienna (Austria) local time.

Sincerely,


Sally Alvarez de Schreiner
Chief, Procurement Services Section

Attachments:

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

Clarifications No. 1 – RFP 2024-0170/MOGAPI

“Maintenance of the Atmospheric Transport Modelling Pipeline with its Data Acquisition, Processing and Dissemination ON A CALL-OFF BASIS”

Item#	QUESTION	ANSWER
1	<p>We would be interested in responding but our structure does not allow us to address the 24/7 constraint requested in the TOR. Is this a strict constraint?</p>	<p>24/7 availability requirement is primarily for rare, critical situations. The contractor shall be able to respond within 24 hours to serious issues in the operational pipeline that fall under the contractor’s responsibility. This response time is necessary during normal working days, from Monday to Friday.</p> <p>The Commission has its own operational unit that typically handles all operational incidents. The contractor’s involvement is only required in the rare case that the Commission’s team is unable to identify or resolve the issue, or if the problem is determined to be within the scope of the contractor’s responsibilities.</p> <p>The aim of requiring 24/7 availability from the contractor, including official holidays, is to cover the unlikely event that such an issue arises over a weekend or holiday. Although these incidents are rare, they could have a significant operational impact if not addressed promptly.</p>