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TO: All Bidders FROM: Ms. Sally Alvarez de Schreiner  
Chief, Procurement Services Section

DATE: 30 January 2025 REF.: RFP No. 2025-0003/RICKARD *ly* *JS*

EMAIL: n/a EMAIL: [procurement@ctbto.org](mailto:procurement@ctbto.org)

SUBJECT: **Clarifications No. 1**  
**RFP No. 2025-0003/RICKARD: SWIFT Payment Service Bureau**

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Dear Bidders,

Reference is made to the Request for Proposal No. RFP No. 2025-0003/RICKARD: “SWIFT Payment Service Bureau” (the “RFP”).

Please find attached **Clarifications No. 1** related to queries raised by Bidders in respect to the above-mentioned RFP.

The attached Clarifications No. 1 are an integral part of the RFP documents and shall be considered in the preparation and submission of proposals.

We are looking forward to receiving your proposal prior to the submission deadline of 11 February 2025, 17:00 hours, Vienna (Austria) local time.

Sincerely,

Sally Alvarez de Schreiner  
Chief, Procurement Services Section

**Attachment**

- Clarifications No. 1

### Clarifications No. 1 - questions and answers

#	Bidders' Question	Answer
1	<p>Configuration support for your SAP system is not under our purview and we will not offer SAP specialists. There are specialists in the market for this, and we can recommend experienced consultants on request. Is that a knock-out criterion or should we try to partner with such a consulting company to offer these specialists on T&amp;M basis under our proposal?</p>	<p>The SAP specialist is required and will be part of the evaluation criteria. Kindly refer to Section 8.3 of the Terms of Reference as well as the document "Instruction for Preparation and Submission of Proposals" including Attachment 1 "Evaluation criteria and method 8.3" and Attachment 2 "Technical Compliance Matrix", which clearly specify the technical evaluation criteria under this RFP.</p> <p>Bidders can subcontract other parties. In this event please refer to the subcontracting provisions included in the relevant RFP documents, in particular, Section 7 "Sub-contractors" in the document "Instructions for Preparation and Submission of Proposals".</p>
2	<p>In order to be able to submit a valid offer, we need information on the quantity structures:            How many MX or MT individual transactions are expected on average per month (incoming and outgoing, without test)?            How many banks are to be connected via FileAct?            What is the expected FileAct volume?            How many users should have access to our payment transaction platform (total number, not concurrent)?</p>	<p>Message volumes:</p> <p>MT101: The Commission expects up to 12,000 MT101 messages annually, or approximately 1,000 per month, across all accounts and currencies.            MT940: The Commission anticipates fewer than 900 MT940 messages annually, or fewer than 800 per month.            MT300 and MT320: The Commission expects fewer than 100 MT300 and MT320 messages annually, equating to fewer than 9 per month.</p> <p>Processing Requirements:            MT101 and MT940 messages should be processed through a direct link between SAP and the Service Bureau.            MT300, MT320, and approximately 100 MT101 messages should be handled manually in the Service Bureau, not through SAP.            User Roles: There will be four (4) users in Treasury, with responsibilities ranging from data entry and monitoring to approval functions.</p>
3	<p>What is your expected time-horizon for Go-Live?</p>	<p>The preferred Go-Live date is June 2025, with the latest acceptable date being September 2025.</p>
4	<p>Is it correct, that you are currently not a SWIFT Member?</p>	<p>It is not correct. The Commission is currently an active SWIFT member.</p>

6	<p>We will not provide CVs of employees in advance. We will introduce our dedicated project team with all requested key-personnel at the start of the project. Is that a knock-out criterion?</p>	<p>Please see response 1. Bidders will be evaluated against the technical evaluation criteria stipulated in the RFP procurement documents. Personal profiles of the Key Personnel are a key evaluation criteria. These shall be submitted as part of the proposal.</p>
7	<p>You are requesting Data migration strategies (master data). What data do you have in mind?</p>	<p>At this time, the Commission does not foresee any data migration efforts.</p>
8	<p>You are requesting 24/7 technical support. Is this on your side also supported? From which countries are you operating?</p>	<p>The Commission is operating from Vienna, Austria.</p>
9	<p>Are other integrated additional services such as sanction/embassy checks, MT3xx Matching Tool, gpi for corporates from EFIS of interest for the proposal and should these components be offered as an option?</p>	<p>Bidders are encouraged to propose additional services as options for the Commission's consideration.</p>
10	<p>Your Price Schedule Form does not contain any monthly payments, any volume depending on components... Our contracts are containing an initial payment for setting up the service and after test start, a monthly payment for the SaaS service.</p> <p>Does this fit to your expectations? We can also sum-up the implementation costs with the service of the first year to a total amount</p>	<p>Kindly complete the Price Schedule Form as per RFP document. All other information such as breakdown or monthly payment can be indicated on a separate sheet.</p>
11	<p>We are including commercial information in our proposal.</p> <p>Which document in the bidding package is related to confidentiality of bidder's proposals please?</p>	<p>Please refer to Section 10 of the Terms of Reference and Article 12 of the Commission's General Conditions of Contract, available at <a href="https://www.ctbto.org/sites/default/files/2022-09/CTBT_General_Conditions_of_Contract_08-10-2021_final.pdf">https://www.ctbto.org/sites/default/files/2022-09/CTBT_General_Conditions_of_Contract_08-10-2021_final.pdf</a> incorporated in the bidding package hereby by reference.</p>