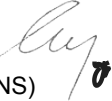


REQUEST FOR PROPOSAL

To: ALL BIDDERS

CTBTO Ref. No.: 2025-0003/RICKARD 
(PLEASE QUOTE ON ALL COMMUNICATIONS)

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

E-mail: procurement@ctbto.org

Attn:

Phone:

Fax:

Email:

Date: 23 January 2025

Subject: SWIFT Payment Service Bureau

Deadline for Submission: 11 Feb 25

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,



for Sally Alvarez de Schreiner
Chief, Procurement Services Section

ACKNOWLEDGEMENT FORM

Solicitation No: 2025-0003	Closing Date: 11 Feb 25
Title: SWIFT Payment Service Bureau, as per the attached Terms of Reference	Vienna Local Time: 17:00

Procurement Staff: Adam Neil Rickard

CTBTO Req. No.: 0010026160

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. For this project, the Commission is seeking capabilities, which will ensure that the equipment is supplied and 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:

- 1) Letter of Invitation;
- 2) These Instructions for Preparation and Submission of Proposals
 - Attachment 1: Evaluation Criteria and Method;
 - Attachment 2: Minimum Content of Technical Proposal and Technical Compliance Matrix; and
 - Attachment 3: Financial Bid - Price Schedule Form.
- 3) List of CTBT State Signatories available at <http://www.ctbto.org> under [Status of Signatures and Ratifications | CTBTO](#) and incorporated hereby by reference;
- 4) The Commission's Model Contract and its Annexes;
 - The Commission's General Conditions of Contract (Annex A)
 - Terms of Reference (Annex B)
- 5) Vendor Profile Form;
- 6) Statement of Confirmation.

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 Bid shall be typed, dated and signed by an official legally authorized to enter into contracts on behalf of your organization. The Bid 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 Bid.

- (a) The Bid shall be submitted electronically in three separate pdf files, one containing a Financial Bid *with* prices, one containing a Financial Bid *without* prices, and one containing a Technical Bid, to procurement@ctbto.org.

The subject of the email shall contain the following:

NAME OF THE PROJECT: [Description indicated in Letter of Invitation]

CTBTO REFERENCE No.: [Description indicated in Letter of Invitation]

No pricing/financial information shall be included in the Technical Section of the Bid. Note however that a complete list of the items being offered (without the prices) shall be included in the Technical Section of the Bid.

Submission in hardcopy to the below mailing address, is also acceptable, a memory stick containing the proposal, as described above, shall also be included.

6. Mailing Address and Closing Date

- (a) The Bid shall be sent to the following addressee:

Chief, Procurement Section
Office E0918
CTBTO, Vienna International Centre
Wagramer Strasse 5
A-1400 Vienna
AUSTRIA

- (b) The Bid shall be received by the above-mentioned addressee not later than the closing date indicated in the Letter of Invitation.

7. 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 **seven (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 and should be sent to:

E-mail: procurement@ctbto.org
Subject: Request for Clarifications re RFP 2025-0003/RICKARD

The Commission will make all reasonable efforts to issue the clarifications not later than five (5) 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 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.

8. Eligible Goods and Services

The goods and services (if any) to be rendered under the Contract/Purchase Order shall have their origin in the States Signatories of the Comprehensive Nuclear-Test-Ban Treaty (CTBT) which is available in the CTBTO website at 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.

9. Type of Contract and Payment

The Commission intends to conclude a firm fixed price based on the attached Model Contract. The terms and conditions of payment for services are described in Clause 12 of the attached Model Contract.

Applicable Taxes payable by the Contractor and/or its subcontractor(s) 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 shall be submitted to the Commission, in addition to any other supporting documentation.

“Taxes” means 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.

10. 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.

1. Point of Contact

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

2. Documents Establishing the Eligibility and Qualifications of the Bidder

- (i) The Bidder shall furnish documentary evidence of its status as an eligible and qualified vendor. In order to award the Contract to a Bidder, its qualifications must be documented to the Commission's satisfaction. These include, but are not limited, to the following:
 - (a) That, in the case of a Bidder offering to supply goods and/or services under the Contract which the Bidder did not manufacture or otherwise produce, the Bidder has been duly authorized by the goods' manufacturer or producer to supply the goods in the country of final destination;
 - (b) That the Bidder has the financial, technical, and production capability necessary to perform the Contract.
- (ii) Expertise of the Firm/Organization: This section shall provide a brief information on the experience of the organization, both domestic and international, which are related or similar in nature to the requirements of the RFP.
- (iii) In complying with this section, the Bidder assures and confirms to the Commission that the personnel being nominated are available to fulfil the demands of the Contract during its stated full term.

3. Bidder's Statement, Statement of Confirmation and Vendor Profile Form

The attached Bidder's Statement, Statement of Confirmation and Vendor Profile Form shall be duly filled-in, signed and submitted together with the Proposal.

4. 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. At the minimum, the Proposal shall include:

- a) **Integration of SAP ERP:** Describe how the bidder will integrate the Commission's SAP ERP system into the Service Bureau's infrastructure.
- b) **SWIFT Connectivity:** Outline the provision of SWIFTNet messaging services for secure and reliable communication with counterparties.
- c) **Message Formatting and Routing:** Explain the approach for ensuring proper formatting and routing of SWIFT messages, including MT, MX, ISO20022 formats, and RMA authentication.
- d) **Security and Compliance:** Detail the security protocols and compliance measures, including encryption, digital signatures, and adherence to SWIFT security requirements (e.g., SWIFT CSP compliance).
- e) **Message Archiving and Auditing:** Describe the facilities for storage, retrieval, and auditing of SWIFT messages for regulatory and internal compliance purposes.
- f) **Disaster Recovery and Business Continuity:** Explain the mechanisms for maintaining high availability and disaster recovery to ensure minimal downtime and continuity of services.

- g) **Support Services:** Outline the technical support and system maintenance services to ensure uninterrupted SWIFT service operations.
- h) **Transaction Monitoring and Reporting:** Describe the monitoring tools and reporting capabilities for oversight and audit of financial transactions.
- i) **Customization of SAP Payments Components:** Explain the customization of SAP payments components, including the existing SAP Bank Communication Manager, to support the new Payment Service Bureau architecture.
- j) **Integration and Configuration of SWIFT Message Types:** Detail the integration and configuration of SWIFT message types (e.g., MT940, MT101, MT300, MT320, MX, ISO20022) within SAP.
- k) **Training and Documentation:** Provide a plan for training and documentation for internal users on the SWIFT payment system.
- l) **Scalability:** Describe the scalability of the solution to handle increasing transaction volumes and future enhancements.
- m) **Single Sign-On (SSO) and Authentication:** Explain the support for Single Sign-On (SSO) and seamless connectivity with existing authentication systems.
- n) **Compatibility with Cloud and Hybrid Environments:** Detail the compatibility of the solution with cloud and hybrid environments.
- o) **Implementation Plan:** Provide a draft implementation plan with clear milestones.
- p) **Risk Management:** Describe the risk management plan, including identification, mitigation, and documentation of potential risks.
- q) Any other relevant issue which the Bidder would like to bring to the attention of the Commission whether or not having cost implications.

5. Qualifications

Documentary evidence of the Bidder's and the project key personnel's qualifications to provide the Services meeting the requirements in ToR section 8, which shall establish to the Commission's satisfaction that the Bidder has technical capability necessary to perform the Contract and other necessary ongoing services as required. Curriculum vitae of key staff proposed for this contract, including technical experience to perform the Work.

6. Commission's Inputs

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

7. Sub-Contractors

The Proposal shall include names, legal status, address and qualifications of subcontractor(s), if any, involved in the Project and the scope of the subcontracted services. The Bidder shall provide a statement that its organization shall be fully responsible for the performance of sub-contractors. All sub-contractors shall be legally established in one of the CTBT states signatories (list available on the CTBTO website at www.ctbto.org under [Status of Signatures and Ratifications | CTBTO](#).)

8. Work permits and Visas

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.

9. Delivery Schedule

Delivery time shall be indicated in weeks after receipt of an order and shall be firm during the validity of the Proposal and comply with the delivery requirements specified in the Terms of Reference.

10. Model Contract

A statement that the bidder has carefully reviewed the Model Contract and its Annexes and is in agreement with all its terms and conditions.

PART II: FINANCIAL PROPOSAL

In the financial Proposal, 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, indicating the price for the following items:
 - (1) The sub-total cost of each category mentioned in the Terms of Reference (TOR).
 - (2) Costs agreed with sub-contractors (if any)
 - (3) Overheads (if any)
 - (4) Any other direct costs (insurance, communications, licenses etc. if not already included elsewhere)
- (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.
- (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.

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.

- (v) 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.

11. 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.

12. Validity of Proposal

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

13. 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.

14. Evaluation of Proposal

(a) Subject to the conformance of the Technical Proposal to the Terms of Reference, the Financial Proposal shall be evaluated as follows:

- (i) contractual compliance;
- (ii) commercial acceptability.

(b) The Commission, based on the evaluation method given above, will determine the Proposal, which is the “least costly technically acceptable Proposal”.

15. Negotiations of the Proposal

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.

16. 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.

17. 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.

18. 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.

19. 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.

Use of former Preparatory Commission for the CTBTO (“Commission”) employees in the preparation of Proposals:

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.

BIDDER'S STATEMENT
PLEASE STATE BELOW & SUBMIT WITH PROPOSAL

Delivery Time:

Shipping weight (kg) and Volume (m³) – 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

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 the Commission's General Conditions of Contract and Model 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:

RFP 2024-0183/RICKARD

Attachment 2 - Evaluation Criteria and Method

SAP SWIFT Payment Service Bureau Implementation Project

Qualification Requirement (1st Stage)		
TOR REF	Requirements	PASS/FAIL
7.2	A minimum of five (5) years of experience in SWIFT Payment Service Bureau with integration to ECC and or any other ERP systems.	PASS/FAIL
7	The Contractor must be a SWIFT-certified service bureau, with demonstrated experience in managing SWIFT infrastructure and transactions for financial institutions.	PASS/FAIL
7	The Bidder provided a minimum of three (3) previous relevant and or similar SWIFT Payment Service Bureau implementation projects with signed references.	PASS/FAIL
8	The Bidder provided a minimum of six (6) key personnels with detailed resumes.	PASS/FAIL
8.1	Project Manager: A minimum of five (5) years of experience in managing SWIFT/SAP-related projects.	PASS/FAIL
8.1	Project Manager: A minimum of three (3) years of SWIFT protocols, message types, and security standards	PASS/FAIL
8.2	Technical Lead: A minimum of five (5) years of experience in SWIFT infrastructure and network management.	PASS/FAIL
8.3	SAP Payment Configuration and Support Specialist: A minimum of five (5) years of experience in configuring and supporting SAP Payment systems, specifically in	PASS/FAIL
8.3	SAP Payment Configuration and Support Specialist: A minimum of five (5) years of experience of SAP FI (Financial Accounting) and CO (Controlling) modules, with a focus on payment processing configurations, bank communication management (BCM), and electronic bank statement (EBS) functionalities.	PASS/FAIL
8.3	SAP Payment Configuration and Support Specialist: A minimum of three (3) years of experience in integrating SAP systems with SWIFTNet, including knowledge of SAP In-House Cash (IHC) and SWIFT message types (MT940, MT101, etc.).	PASS/FAIL
8.3	A minimum of three (3) years of experience in troubleshooting skills, capable of addressing configuration issues, payment failures, and supporting business users during critical operations.	PASS/FAIL
8.3	A minimum of three (3) years of experience in managing regulatory requirements impacting SAP financial transactions and ensuring compliance with SWIFT standards and security protocols.	PASS/FAIL
8.4	A minimum of three (3) years of experience with SWIFT's Customer Security Programme (CSP) and global financial regulations.	PASS/FAIL
8.4	A minimum of five (5) years of experience in securing SWIFT networks and systems.	PASS/FAIL
8.5	Support and Maintenance Team: Team members shall have a minimum of five (5) years of experience in supporting SWIFT infrastructure, including message routing, format	PASS/FAIL
8.6	Compliance Officer: Strong understanding, demonstrating a minimum of three (3) years' experience of national and international banking regulations impacting SWIFT transactions.	PASS/FAIL
8.6	Compliance Officer: A minimum of five (5) years of experience in monitoring compliance and reporting in financial messaging.	PASS/FAIL

NOTE: Only bidders who pass all above criteria will be considered for the point technical evaluation (2nd stage)

Technical Evaluation Criteria (2nd Stage)				
TOR REF	Requirements	Points		
		Max Points	Factor	Weighted score
Compliance with Functional Requirements				
4.2	Ability to support various SWIFT messaging types (MT, MX, ISO 20022).	5	1	5
3.1	Integration and configuration capabilities with SAP ERP	5	1	5
6.3	Real-time, straight through processing and reporting features and capabilities	5	1.5	7.5
6.7	Scalability to handle increasing transaction volumes.	5	1	5
6.5	Disaster recovery and business continuity plans.	5	1	5
Subtotal		25		27.5
Security and Compliance				
TOR REF		Max Points	Factor	Weighted score
7.1	Compliance with SWIFT security standards (e.g., SWIFT Customer Security Programme (CSP)).	5	1	5
3	Use of encryption, multi-factor authentication, and role-based access controls.	5	1.5	7.5
3	Experience in complying with regulatory standards such as GDPR, PCI DSS, and financial industry guidelines.	5	1.5	7.5
3	Auditing and monitoring tools for transaction logs and cybersecurity incidents.	5	1	5
Subtotal		20		25
Technical Architecture and Integration Capabilities				
TOR REF		Max Points	Factor	Weighted score
3, 4	Overall architecture design and reliability	5	1.5	7.5
3.1	Integration with core systems like SAP ERP, treasury management systems, and other satellite systems.	5	1.5	7.5
6.8	Ability to support Single Sign-On (SSO) and seamless connectivity with existing authentication systems.	5	1.5	7.5
6	System testing, training ("Train-the-Trainer"), and cutover proposal	5	1	5
6.9	Compatibility with cloud and hybrid environments.	5	1	5
3, 4	Data migration strategies (especially master data).	5	1	5
Subtotal		30		37.5
Project Management and Implementation Plan				
TOR REF		Max Points	Factor	Weighted score
6.10	Detailed implementation plan with clear milestones.	5	1.5	7.5
8	Resource allocation (qualified personnel and dedicated project managers).	5	1.5	7.5
11	Risk management and mitigation strategies.	5	1	5
6	Timelines for testing, training, and go-live.	5	1	5
6	Provision of user manuals, documentation, and support during the transition period.	5	1	5
Subtotal		25		30
Support and Maintenance				
TOR REF		Max Points	Factor	Weighted score
9	24/7 technical support availability.	5	1	5
9	Service Level Agreements (SLAs) with defined response and resolution times	5	1.5	7.5
9	Regular software updates and patches.	5	1	5
9	Availability of training and user support post-go-live.	5	1	5
9	Scalability of support for future enhancements.	5	1	5
Subtotal		25		27.5
Grand Total		125		147.5

The minimum acceptable points is 75 - **Total Weighted Score** of 88.5

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 requirements outlined in section 1 above, on a PASS/FAIL basis.

Compliance with all mandatory requirements is required in order to pass stage 1 of the technical evaluation and to be further considered for stage 2

2) Stage 2: The technical proposals that have passed stage 1 of the technical evaluation process, will be evaluated against the weighted criteria set forth in the evaluation matrix above.

In order to pass this stage, bidders must obtain a *minimum acceptable points is 75 and a Total Weighted score of at least 88.5* and in accordance with the scoring table indicated below:

TABLE 2

Points	
0	Unsatisfactory - Response incomplete, inadequate and/or non-responsive to the criterion. Bidder does not clearly understand the criterion.
1 - 2	Weak - Does not meet the minimum technical, functional, or performance related criterion
3	Good - Meets the minimum requirements of the criterion.
4	Very good - Exceeds the criterion in some areas.
5	Excellent - Exceeds the criterion in all areas.

2. Financial and commercial evaluation

Once the technical evaluation is finalized, the financial offers of the technically compliant bidders will be evaluated in accordance

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

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, subject to contractual and commercial acceptability.

The Contract will be awarded to the bidder who receives the highest combined score resulting from the technical and financial

RFP 2025-0003/RICKARD SWIFT PAYMENT SERVICE BUREAU

Attachment 3: TECHNICAL COMPLIANCE MATRIX

Below sets out the Minimum content of the Proposal and the Mandatory Requirements of the Technical Proposal. Bidders are requested to demonstrate compliance with the requirements and add any further information in support of their Proposal. Please refer to the relevant section of the Terms of Reference for further explanation of the requirements. The information provided will form an integral part of the technical evaluation process.

Part II of this document must be completed and returned as part of the Proposal.

Part I

Item	Minimum content
1. Executive Summary	Provide an overview of the proposal
2. Experience, Resources and Project Management	
2.1 Corporate Profile and Values	<ul style="list-style-type: none"> • Brief background of the company, mission/vision, ownership, size, location, number of personnel by type profile, etc. • Company business structure and its authority to execute all Work under the Contract. • If a consortium, provide a clear explanation of the business relationship between the members and governance for the execution of this project. • In case the Bidder requires the services of subcontractors, the Proposal shall include: <ol style="list-style-type: none"> a) Relationship of the Bidder’s business to any subcontractor(s) that will be used. b) Names, addresses, legal status, and qualifications of major sub-contractor(s) proposed by your organization. c) The scope of work and nature of subcontracting.
2.2 Corporate Experience	The proposal should detail the Bidder’s experience in executing work of similar scope and complexity.
2.3 Requirements for the Contractor	The Proposal should address and describe all requirements spelled out under Section 6 of the Terms of Reference (ToR).

3. Meeting the Requirements	
3.1 Understanding of the ToR	<ul style="list-style-type: none"> Please describe your understanding of the services that are to be provided under this ToR, detailing key assumptions that impact the Technical Proposal.
4. Contractor's key staff	
4.1. Visa & Work Permits	Provide written confirmation that the Bidder understands and agrees to take responsibility for obtaining any Visa and/or work permits, which may be required to perform the Work under the Contract. The CTBTO does not sponsor work permits for contractors.
4.2. Documentation and Reporting	Provide written assurance that all reports, documentation, and communication (written and oral) supplied to the Commission shall be in English and submitted in electronic form.
5. Model Contract	
A statement that the bidder has carefully reviewed the Model Contract and its Annexes and is in agreement with all its terms and conditions.	

Part II – Compliance Matrix

ToR Ref:	Requirement	Bidder Compliance (Yes/No):	Indicate the section in your Proposal and ensure that it is sufficiently described in the Proposal
3	SCOPE OF SERVICES		
3.1	Integration of SAP ERP into the Service Bureau's Infrastructure.		
3.2	SWIFT Connectivity: Provision of SWIFTNet messaging services, enabling secure and reliable communication with counterparties.		
3.3	Message Formatting and Routing: Ensuring proper formatting and routing of SWIFT messages, including MT, MX, ISO20022 formats and other relevant message types and/or exchange of security keys with other financial institutions such as RMA authentication.		
3.4	Security and Compliance: Implementing robust security protocols and compliance measures, including encryption, digital signatures,		

	and adherence to SWIFT security requirements (e.g., SWIFT CSP compliance).		
3.5	Message Archiving and Auditing: Providing facilities for the storage, retrieval, and auditing of SWIFT messages for regulatory and internal compliance purposes.		
3.6	Disaster Recovery and Business Continuity: Maintaining high availability and disaster recovery (DR) mechanisms to ensure minimal downtime and continuity of services.		
3.7	Support Services: Offering technical support and system maintenance to ensure uninterrupted SWIFT service operations.		
3.8	Transaction Monitoring and Reporting: Implementing monitoring tools and reporting capabilities for oversight and audit of financial transactions.		
4	OTHER SUPPORT SERVICES		
4.1	Customizing SAP payments components including existing SAP Bank Communication Manager to support the new Payment Service Bureau architecture.		
4.2	Integration and configuration of SWIFT message types (MT940, MT101, MT300, MT320, MX, ISO20022, etc.) within SAP.		
5	ROLES AND RESPONSIBILITY - CONTRACTOR		
5.1	Report and maintain SWIFT connectivity on behalf of CTBTO		
5.2	Ensure compliance with SWIFT's Customer Security Programme (CSP).		
5.3	Provide 24/7 technical support, maintenance, and system upgrades.		

5.4	Execute disaster recovery plans in case of system failure or security incidents.		
5.5	Provide training and necessary documentation to internal staff.		
6	KEY DELIVERABLES		
6.1	Secure and seamless integration between the commission's ERP systems and Service Bureau infrastructure.		
6.2	Secure and uninterrupted connection to the SWIFT network.		
6.3	Seamless message transmission and receipt, with real-time monitoring.		
6.4	Regular security audits and compliance reports in line with SWIFT standards.		
6.5	Implementation of disaster recovery solutions.		
6.6	Training and documentation for internal users on the SWIFT payment system.		
6.7	Scalability to handle increasing transaction volumes.		
6.8	Ability to support Single Sign-On (SSO) and seamless connectivity with existing authentication systems.		
6.9	Compatibility with cloud and hybrid environments		
6.10	Detailed implementation plan with clear milestones		
6.11	Scalability of support for future enhancements.		
	For all Work tasks, the Contractor must inform the Commission of the appropriate and current points of contact, including contacts for: 1) technical matters, 2) commercial matters. If these points of		

	contact change during any phase of the Work tasks, the Contractor must inform the Commission immediately in writing.		
7	CONTRACTOR'S QUALIFICATION AND EXPERIENCE		
7.1	SWIFT Certification: The Contractor must be a SWIFT-certified service bureau, with demonstrated experience in managing SWIFT infrastructure and transactions for financial institutions.		
7.2	Track Record: A minimum of five (5) years of experience in providing SWIFT services, including managing high-volume payment traffic for banks and financial institutions.		
7.3	Financial Stability: Proof of financial stability and capacity to provide ongoing support and service improvements for the duration of the contract.		
8	KEY PERSONNEL		
8.1	<p>Project Manager:</p> <p>A minimum of five (5) years of experience in managing SWIFT-related projects.</p> <p>Proven ability to lead projects from inception to completion, ensuring adherence to timelines, budgets, and service quality.</p> <p>Strong understanding of SWIFT protocols, message types, and security standards.</p>		
8.2	<p>Technical Lead:</p> <p>A minimum of five (5) years of experience in SWIFT infrastructure and network management.</p> <p>Certified in SWIFT security and compliance programs (e.g., CSP).</p>		

	<p>Demonstrated knowledge of message formats (MT, MX), encryption, digital signatures, and compliance with regulatory standards.</p> <p>Experience in implementing disaster recovery (DR) and business continuity planning (BCP) for financial institutions.</p>		
8.3	<p>SAP Payment Configuration and Support Specialist:</p> <p>A minimum of five (5) years of experience in configuring and supporting SAP Payment systems, specifically in integrating SAP with SWIFT payment solutions.</p> <p>A minimum of five (5) years of experience of SAP FI (Financial Accounting) and CO (Controlling) modules, with a focus on payment processing configurations, bank communication management (BCM), and electronic bank statement (EBS) functionalities.</p> <p>A minimum of three (3) years of experience in integrating SAP systems with SWIFTNet, including knowledge of SAP In-House Cash (IHC) and SWIFT message types (MT940, MT101, etc.).</p> <p>A minimum of three (3) years of experience in troubleshooting skills, capable of addressing configuration issues, payment failures, and supporting business users during critical operations.</p> <p>Experience in customizing SAP Payment components, including the use of ABAP for enhancing payment workflows and reports, and working closely with the technical team to implement necessary enhancements.</p> <p>A minimum of three (3) years of experience in managing of regulatory requirements impacting SAP financial transactions and ensuring compliance with SWIFT standards and security protocols.</p>		

8.4	<p>Security Specialist:</p> <p>Expertise in SWIFT security, with a strong background in encryption, digital certificates, and secure communication protocols.</p> <p>A minimum of three (3) years of experience with SWIFT’s Customer Security Programme (CSP) and global financial regulations.</p> <p>A minimum of five (5) years of experience in securing SWIFT networks and systems.</p> <p>Proven track record of performing security audits, vulnerability assessments, and risk management.</p>		
8.5	<p>Support and Maintenance Team:</p> <p>A dedicated team with expertise in SWIFT messaging systems, available 24/7 for technical support and system troubleshooting.</p> <p>Team members shall have a minimum of five (5) years of experience in supporting SWIFT infrastructure, including message routing, format conversion, and troubleshooting.</p> <p>Expertise in monitoring and resolving real-time SWIFT message failures.</p>		
8.6	<p>Compliance Officer:</p> <p>Expertise in regulatory compliance, with a focus on financial messaging standards and SWIFT-specific regulations.</p> <p>Strong understanding, demonstrating a minimum of three (3) years’ experience of national and international banking regulations impacting SWIFT transactions.</p>		

	A minimum of five (5) years of experience in monitoring compliance and reporting in financial messaging.		
9	PERFORMANCE STANDARDS AND KEY PERFORMANCE INDICATORS		
9.1	<p>Availability: 99.99% uptime for SWIFT connectivity services.</p> <p>Message Processing: < 1% message failure rate, with proactive monitoring and resolution.</p> <p>Incident Response: 24-hour resolution for critical issues, 48-hour resolution for non-critical issues.</p> <p>Compliance: 100% adherence to SWIFT CSP and other relevant regulatory standards.</p> <p>Disaster Recovery: Full recovery within 4 hours of any major system failure.</p>		
9.2	<p>Penalties</p> <p>The breach of any of the service levels defined in this document and/or in the corresponding service levels defined by the manufacturer shall entitle the Commission to 0.5% (half of a percent) of the cost of the Services pertaining to the provision of support services.</p> <p>The penalty amount shall be deducted from the Contractor's invoices pertaining to the support services, if applicable.</p> <p>In case of at least five (5) breaches of the required support service levels stipulated in the Contract the Commission has the right to cancel the support services under the Contract.</p>		
10	CONFIDENTIALITY AND DATA PROTECTION		
	The Contractor shall ensure that all sensitive financial and customer data processed through the SWIFT network is securely		

	<p>handled, in compliance with relevant data protection laws and SWIFT's security protocols. The Contractor is responsible for maintaining strict confidentiality and ensuring that any third-party access to data is fully compliant with applicable regulations.</p>		
11	RISK MANAGEMENT		
	<p>The Contractor shall provide an updated risk assessment plan at the project's commencement to identify potential risks that could impact the successful execution of the outlined implementation activities in these Terms of Reference. Upon the project's satisfactory completion, the Contractor is obligated to conduct a final review of the initially identified risks.</p> <p>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 CTBTO, thereby contributing to the knowledge repository for forthcoming software development endeavors.</p>		

RFP 2025-0003/RICKARD				
Attachment 3: Price Schedule Form				
SWIFT Payment Service Bureau				
ToR Reference	Requirement Type	Service	Description	Price (USD/EUR) Please specify the currency _____
3.1	Fixed	Integration of SAP ERP	Integration of SAP ERP into the Service Bureau's Infrastructure	
3.2	Fixed	SWIFT Connectivity	Provision of SWIFTNet messaging services	
3.3	Fixed	Message Formatting and Routing	Ensuring proper formatting and routing of SWIFT messages	
3.4	Fixed	Security and Compliance	Implementing security protocols and compliance measures	
3.5	Fixed	Message Archiving and Auditing	Facilities for storage, retrieval, and auditing of SWIFT messages	
3.6	Fixed	Disaster Recovery and Business Continuity	Maintaining high availability and disaster recovery mechanisms	
3.7	Fixed	Support Services	Offering technical support and system maintenance	
3.8	Fixed	Transaction Monitoring and Reporting	Implementing monitoring tools and reporting capabilities	
4.1	Fixed	Customizing SAP payments components	Customizing SAP payments components to support the new architecture	
4.2	Fixed	Integration and configuration of SWIFT messages	Integration and configuration of SWIFT message types within SAP	
Other			Costs agreed with sub-contractors (if any)	
Other			Overheads (if any)	
Other			Any other direct costs (insurance, communications, licenses etc. if not already included elsewhere)	
Total Price in EUR or USD (excluding taxes**)				-

* Specify either EUR or USD

**Please see the Instructions for Preparation and Submission of Bids about any applicable taxes ("Type of Contract and Payment" and "Content of the Bid – Part II: Financial Bid")

***Verify Total Prices:

The Total Price (EUR or USD) column will automatically calculate the total price. Verify that the calculations are correct.

MODEL CONTRACT

between

THE PREPARATORY COMMISSION
FOR THE COMPREHENSIVE NUCLEAR-TEST-BAN TREATY
ORGANIZATION

and

(INSERT NAME OF THE CONTRACTOR)

for

the provision of services pertaining to
SWIFT PAYMENT SERVICE BUREAU

This Contract comprises this cover page, a table of contents, 8 (eight) pages of text, a signatories page, a List of Annexes and 3 (three) Annexes (A to C)

January 2025

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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.

“**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 20 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.

“**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.

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

“**Taxes**” means 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.

“**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.

2. AIM OF THE CONTRACT

The aim of this Contract is to provide SWIFT Payment Service Bureau in accordance with Annex B and Annex C for the Commission.

3. ENTRY INTO FORCE AND DURATION OF THE CONTRACT

This 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 it shall remain in force until the Parties fulfill all their obligations hereunder.

4. COMMENCEMENT AND COMPLETION OF THE SERVICES

(a) The Contractor shall commence the Services on the Effective Date and shall remain valid for a period of twelve (12) months.

(b) The Commission has the option to extend the Services for four (4) further 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 the intention to extend the Services at least one (1) month prior to the completion date. The optional extensions will be implemented through a written notification to the Contractor by the Commission.

5. STANDARD OF WORK

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 perform the Work in the best way and in the most expeditious and economical manner consistent with the requirements set forth in this Contract.

6. RESPONSIBILITIES OF THE CONTRACTOR

(a) The Contractor shall provide the Services described in Annex B and Annex C.

(b) The Contractor shall provide qualified English-speaking personnel as necessary to perform the Services under this Contract. The key persons shall be available for possible tasks related to the Services 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. WARRANTY

The provisions of Clause 28 of Annex A shall apply to the Services performed by the Contractor.

8. 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.
- (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.

9. 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.

10. 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 Services are 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 Services.

11. CONTRACT PRICE

- (a) The Commission shall pay the Contractor, in consideration of the full and proper performance of its obligations under the Contract the maximum amount firm fixed price of firm fixed price of [EURO/US\$] _____ [in numbers and words], broken down as follows:

- (i) A firm fixed price of [EURO/US\$] _____ [in numbers and words], for the initial year of Services referred to in Clause 4 (a) above;
- (ii) Subject to Clause 4(b) below, the firm fixed price of [EURO/US\$] _____ [in numbers and words], for each optional extension of the Services referred to in Clause 4(a) above;

(hereinafter referred to as the “Contract Price”).

[THE PRICE INDICATED IN THIS CLAUSE SHALL EXCLUDE TAXES.]

- (b) The Contract Price shall cover all costs and expenses, excluding Taxes, incurred by the Contractor for the full and proper performance of all obligations under the Contract (including travel, allowances, management and remuneration of the personnel, national income tax, medical insurance, and social security contributions). It also includes work performed by the Contractor’s personnel outside the Commission’s normal working hours.
- (c) The Contract Price shall be firm and fixed and shall not be subject to escalation. The Contractor shall not do any work, provide any materials or equipment, or perform any services which may result in any charges to the Commission over and above the Contract Price without the prior written consent of the Commission and a formal written amendment to this Contract.

- (d) **[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 12 (e).

OR

No Taxes are applicable under this Contract.

12. PAYMENT

- (a) The Contract Price shall be paid in accordance with the following payment schedule and subject to the following conditions:

[A progress payment schedule based on milestone deliveries may be included in the proposal. Any applicable Taxes shall be identified separately, and not be included in the Contract amount, i.e. "Upon [milestone] the amount of [EURO/US\$] _____ [in numbers and words], and [indicate the applicable Tax] in the amount of [EURO/US\$] _____ [in numbers and words].

- (b) The breach of any of the service levels defined in Section 9.1 in Annex B and/or in the corresponding service levels defined by the manufacturer shall entitle the Commission to discount the payment by 0.5% (half of a percent) of the invoice of the relevant period of the Services when the required level of services is not met.
- (c) In case of at least five (5) breaches of the required support service levels within the same invoiced period, Commission has the right to cancel the support services under the Contract.
- (d) The Commission shall make the payments to the Contractor on the basis of an invoice submitted by the Contractor as per 12 (f) 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.
- (e) 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.
- (f) The Contractor shall submit an invoice electronically, from the Contractor's official e-mail address in PDF format, duly signed and sealed by the Contractor and submitted to the Commission's email address specified in Clause 21 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 11 (d) ABOVE). IF NO TAXES ARE APPLICABLE UNDER THIS CONTRACT, PARAGRAPH (e) SHOULD BE OMITTED.]

- (g) 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.

13. 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.

14. 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 20 below for such reasonable time as the Commission may determine.
- (b) Any request for extension of the time for reasons referred to in Clause 14 (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.

15. 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.

16. ENTIRE AGREEMENT

This Contract represents the final agreement in respect of the Services 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.

17. 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) General Conditions of Contract (Annex A);
- (iii) Terms of Reference (Annex B);
- (iv) Contractor's Proposal (Annex C).

18. 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.

19. 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.

20. 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 Contractor and of the Commission.

21. 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, facsimile number 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

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

For related enquiries:
Payments@ctbto.org

(b) The Contractor:

[Name]
[Address]

[Contact details]

22. 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;
 - (iii) if by electronic communication, when retrievable by the Commission in document form.
- (b) A communication given under Clause 22 (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.

[Remainder of page intentionally left blank]

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 and Position]

Date: _____

Place: Vienna, Austria.

For and on behalf of **[CONTRACTOR]:**

[Name and Position]

Date: _____

Place: _____

LIST OF ANNEXES

ANNEX A: THE COMMISSION'S GENERAL CONDITIONS OF CONTRACT

ANNEX B: THE COMMISSION'S TERMS OF REFERENCE

ANNEX C: THE CONTRACTOR'S PROPOSAL

TERMS OF REFERENCE

SWIFT Payment Service Bureau

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1. INTRODUCTION

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO) is an international organization located in Vienna, Austria. Its main task is to establish a global verification regime to monitor compliance with the Comprehensive Nuclear-Test-Ban Treaty (CTBT), which bans all nuclear explosions. The verification regime includes a global network of over than 337 monitoring facilities, using four different technologies (seismic, hydro-acoustic, infrasound and radionuclide), a communications infrastructure, an international data center, and the capability to carry out on-site inspections. Additional information on the CTBTO may be found at <https://www.ctbto.org/>.

The Commission intends to establish a contract for “SWIFT Payment Service Bureau” (hereinafter referred to as the “Work” and/or “Services”). The Contractor shall work with the Commission and shall provide Services in accordance with these Terms of Reference (ToR).

These ToR define the technical framework of all related activities to be performed during the delivery of Services and contains all technical requirements for the activities which shall be carried out by the Contractor.

The Contractor shall carry out the Work in accordance with these ToR and in the most cost-effective manner possible.

The Contract for an initial period of one (1) year with the possibility of four (4) twelve-month extensions with a maximum contract length of up to five (5) years.

2. PURPOSE AND DEFINITIONS

SWIFT provides a secure messaging system for financial transactions, and instead of managing the infrastructure and technical requirements directly, some organizations opt to use a service bureau to handle this for them. This will ensure compliance with regulatory and operational requirements, support secure and efficient transaction processing, and provide a seamless interface between the organization and the SWIFT network.

The purpose of the SWIFT Payment Service Bureau contract under these Terms of Reference is to outline the contractual framework for the provision of SWIFT-related services by the service bureau. In the context of SWIFT (Society for Worldwide Interbank Financial Telecommunication), a *Service Bureau* is an outsourced provider that offers connectivity and access to the SWIFT network for financial institutions and corporations.

3. SCOPE OF SERVICES

The scope of the required services includes, but is not limited to:

- 3.1. Integration of SAP ERP into the Service Bureau’s Infrastructure.
- 3.2. SWIFT Connectivity: Provision of SWIFTNet messaging services, enabling secure and reliable communication with counterparties.
- 3.3. Message Formatting and Routing: Ensuring proper formatting and routing of SWIFT messages, including MT, MX, ISO20022 formats and other relevant message types and/or exchange of security keys with other financial institutions such as RMA authentication.
- 3.4. Security and Compliance: Implementing robust security protocols and compliance measures, including encryption, digital signatures, and adherence to SWIFT security requirements (e.g., SWIFT CSP compliance).
- 3.5. Message Archiving and Auditing: Providing facilities for the storage, retrieval, and auditing of SWIFT messages for regulatory and internal compliance purposes.
- 3.6. Disaster Recovery and Business Continuity: Maintaining high availability and disaster recovery (DR) mechanisms to ensure minimal downtime and continuity of services.
- 3.7. Support Services: Offering technical support and system maintenance to ensure uninterrupted SWIFT service operations.
- 3.8. Transaction Monitoring and Reporting: Implementing monitoring tools and reporting capabilities for oversight and audit of financial transactions.

4. OTHER SUPPORT SERVICES

- 4.1. Customizing SAP payments components including existing SAP Bank Communication Manager to support the new Payment Service Bureau architecture.
- 4.2. Integration and configuration of SWIFT message types (MT940, MT101, MT102, MT103, MT300, MT320, MX, ISO20022, etc.) within SAP.

5. ROLES AND RESPONSIBILITY – CONTRACTOR

- 5.1. Report and maintain SWIFT connectivity on behalf of CTBTO.
- 5.2. Ensure compliance with SWIFT's Customer Security Programme (CSP).
- 5.3. Provide 24/7 technical support, message transformation, maintenance, and system upgrades.
- 5.4. Execute disaster recovery plans in case of system failure or security incidents.
- 5.5. Provide training and necessary documentation to CTBTO staff.

6. KEY DELIVERABLES

- 6.1. Secure and seamless integration between the commission's ERP systems and Service Bureau infrastructure.
- 6.2. Secure and uninterrupted connection to the SWIFT network.
- 6.3. Seamless message transmission, transformation, and receipt, with real-time monitoring.
- 6.4. Regular security audits and compliance reports in line with SWIFT standards.
- 6.5. Implementation of disaster recovery solutions.
- 6.6. Training and documentation for internal CTBTO users on the SWIFT payment system.
- 6.7. Scalability to handle increasing transaction volumes.
- 6.8. Ability to support Single Sign-On (SSO) and seamless connectivity with existing authentication systems.
- 6.9. Compatibility with related cloud and hybrid environments
- 6.10. Detailed implementation plan with clear milestones
- 6.11. Scalability of support for future enhancements.

For all Work tasks, the Contractor must inform the Commission of the appropriate and current points of contact, including contacts for: 1) technical matters, 2) commercial matters. If these points of contact change during any phase of the Work tasks, the Contractor must inform the Commission immediately in writing.

7. CONTRACTOR'S QUALIFICATION AND EXPERIENCE

The Contractor shall demonstrate adequate qualifications and experience in providing SWIFT services. The following requirements shall apply to the Contractor:

- 7.1. SWIFT Certification: The Contractor shall be a SWIFT-certified service bureau, with demonstrated experience in managing SWIFT infrastructure and transactions for financial institutions.
- 7.2. Track Record: A minimum of five (5) years of experience in providing SWIFT services, including managing high-volume payment traffic for banks and financial institutions.
- 7.3. The Contractor shall have a minimum of three (3) previous relevant and/or similar SWIFT Payment Service Bureau implementation projects. Relevant verifiable references shall be provided.
- 7.4. Financial Stability: Proof of financial stability and capacity to provide ongoing support and service improvements for the duration of the contract.

8. KEY PERSONNEL

The Contractor's key personnel shall include the following profiles and experience:

8.1. Project Manager:

- A minimum of five (5) years of experience in managing SWIFT/SAP-related projects.
- Proven ability to lead projects from inception to completion, ensuring adherence to timelines, budgets, and service quality.
- A minimum of three (3) years of SWIFT protocols, message types, and security standards.

8.2. Technical Lead:

- A minimum of five (5) years of experience in SWIFT infrastructure and network management.
- Certified in SWIFT security and compliance programs (e.g., CSP).
- Demonstrated knowledge of message formats (MT, MX), encryption, digital signatures, and compliance with regulatory standards.
- Experience in implementing disaster recovery (DR) and business continuity planning (BCP) for financial institutions.

8.3. SAP Payment Configuration and Support Specialist:

- A minimum of five (5) years of experience in configuring and supporting SAP Payment systems, specifically in integrating SAP with SWIFT payment solutions.
- A minimum of five (5) years of experience of SAP FI (Financial Accounting) and CO (Controlling) modules, with a focus on payment processing configurations, bank communication management (BCM), and electronic bank statement (EBS) functionalities.
- A minimum of three (3) years of experience in integrating SAP systems with SWIFTNet, including knowledge of SAP In-House Cash (IHC) and SWIFT message types (MT940, MT101, etc.).
- A minimum of three (3) years of experience in troubleshooting skills, capable of addressing configuration issues, payment failures, and supporting business users during critical operations.
- Experience in customizing SAP Payment components, including the use of ABAP for enhancing payment workflows and reports, and working closely with the technical team to implement necessary enhancements.
- A minimum of three (3) years of experience in managing regulatory requirements impacting SAP financial transactions and ensuring compliance with SWIFT standards and security protocols.

8.4. Security Specialist:

- Expertise in SWIFT security, with a strong background in encryption, digital certificates, and secure communication protocols.
- A minimum of three (3) years of experience with SWIFT's Customer Security Programme (CSP) and global financial regulations.
- A minimum of five (5) years of experience in securing SWIFT networks and systems.
- Proven track record of performing security audits, vulnerability assessments, and risk management.

8.5. Support and Maintenance Team:

- A dedicated team with expertise in SWIFT messaging systems, available 24/7 for technical support and system troubleshooting.
- Team members shall have a minimum of five (5) years of experience in supporting SWIFT infrastructure, including message routing, format conversion, and troubleshooting.
- Expertise in monitoring and resolving real-time SWIFT message failures.

8.6. Compliance Officer:

- Expertise in regulatory compliance, with a focus on financial messaging standards and SWIFT-specific regulations.
- Strong understanding, demonstrating a minimum of three (3) years' experience of national and international banking regulations impacting SWIFT transactions.
- A minimum of five (5) years of experience in monitoring compliance and reporting in financial messaging.

9. PERFORMANCE STANDARDS AND KEY PERFORMANCE INDICATORS

9.1. The performance of the SWIFT Payment Service Bureau shall be measured against the following key performance indicators (KPIs):

- Availability: 99.99% uptime for SWIFT connectivity services.
- Message Processing: < 1% message failure rate, with proactive monitoring and resolution.
- Incident Response: 24-hour resolution for critical issues, 48-hour resolution for non-critical issues.
- Compliance: 100% adherence to SWIFT CSP and other relevant regulatory standards.
- Disaster Recovery: Full recovery within 4 hours of any major system failure.

9.2. Penalties

The breach of any of the service levels defined in Section 9.1 above and/or in the corresponding service levels defined by the manufacturer shall entitle the Commission to discount the payment by 0.5% (half of a percent) of the invoice of the relevant period of the Services when the required level of services is not met.

In case of at least five (5) breaches of the required support service levels within the same invoiced period, Commission has the right to cancel the support services under the Contract.

10. CONFIDENTIALITY AND DATA PROTECTION

The Contractor shall ensure that all sensitive financial and customer data processed through the SWIFT network is securely handled, in compliance with relevant data protection laws and SWIFT's security protocols. The Contractor is responsible for maintaining strict confidentiality and ensuring that any third-party access to data is fully compliant with applicable regulations.

11. RISK MANAGEMENT

The Contractor shall provide an updated risk assessment plan at the project's commencement to identify potential risks that could impact the successful execution of the outlined implementation 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 continuously updated, aligning with the delivery of project milestones and 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 CTBTO, thereby contributing to the knowledge repository for forthcoming software development endeavors.

12. GOVERNANCE AND REPORTING

A governance structure will be put in place to oversee the execution of this contract. Regular meetings between the Contractor and the Commission will be scheduled to review performance, address any issues, and ensure continuous improvement of services.

The Contractor shall provide monthly and quarterly reports on key performance metrics, security audits, and any incidents or breaches.

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.

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).¹
- 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.

¹ 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.¹

Name (print): _____

Signature: _____

Title/Position: _____

Place (City and Country): _____

Date: _____

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