



## REQUEST FOR PROPOSAL

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THIS IS NOT AN ORDER

**To:** ALL BIDDERS

  
**CTBTO Ref. No.:** 2025-0033/Jibril   
(PLEASE QUOTE ON ALL COMMUNICATIONS)

**Tel. No.:** +43 (1) 26030-6350  
**E-mail:** procurement@ctbto.org

**Attn.:**

Phone:  
Fax:  
Email:

**Date:** 22 May 25

**Title of Request:** RE-ISSUE 2: Provision of RSA Hardware Replacement, Software Upgrade & Maintenance as per attached Terms of Reference.

**Deadline for Submission:** 1 Jun 25

**Vienna Local Time:** 23:59


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The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the 'Commission') hereby invites you to bid the following items as per conditions listed below.

<b>Item</b>	<b>Description and Requirements</b>	<b>Quantity</b>	<b>U/M</b>
1	RSA SecurID Appliance 450 with AM 8.7 - RSA SecurID Appliance 450 with Authentication Manager 8.7 or higher (in a redundant hot-standby configuration, rack-mounted).	2	each
2	RSA Advanced Hardware Replacement (NBD) for 5 years.	2	each
3	Software maintenance RSA Secure Care Enhanced for 5 years.	1	Lot
4	On-site installation, configuration testing.	1	Lot

When preparing your bid, please follow the attached instructions. You are kindly requested to complete and return the acknowledgement form by e-mail as soon as possible. If you have any questions you should contact the e-mail address indicated above. We look forward to receiving your bid.

Yours sincerely,

Sally Alvarez De Schreiner   
Chief, Procurement Services Section

### ACKNOWLEDGEMENT FORM

<b>Solicitation No:</b> 2025-0033 <b>Title:</b> RE-BID2: Provision of RSA Hardware Replacement, Software Upgrade & Maintenance as per attached Terms of Reference.	<b>Closing Date:</b> 2 June 25 <b>Vienna Local Time:</b> 23:59
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**Procurement Staff:** Othman Jibril

**CTBTO Req. No.:** 0010026471

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

<b>A: We shall submit our bid</b>	
By: _____ <div style="text-align: center;">(date)</div>	Company Name: _____ Contact Name: _____ Email/Tel: _____

<b>B: We may submit and will advise</b>	
By: _____ <div style="text-align: center;">(date)</div>	Company Name: _____ Contact Name: _____ Email/Tel: _____

<b>C: We will not submit a bid for the following reason(s)</b>	
<div style="margin-bottom: 10px;"> <input type="checkbox"/> our current workload does not permit us to take on additional work at this time;         </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> we do not have the required expertise for this specific project;         </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> insufficient time to prepare a proper submission;         </div> <div style="margin-bottom: 10px;"> <input type="checkbox"/> other (please specify) _____         </div>	
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, Austria, 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 ***RSA Hardware Replacement, Software Upgrade & Maintenance*** as described in the attached 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:

- (a) Letter of Invitation
- (b) These Instructions for Preparation and Submission of Proposals
  - Attachment 1: Minimum Content of Technical Proposal and Technical Compliance Matrix;
  - Attachment 2 Evaluation Criteria and Method; and
  - Attachment 3: Financial Proposal - Price Schedule Form.
- (c) List of CTBT State Signatories available at [http://www.ctbto.orgunder Status of Signatures and Ratifications | CTBTO](http://www.ctbto.orgunder>Status_of_Signatures_and_Ratifications|CTBTO) and incorporated hereby by reference;
- (d) Vendor Profile Form
- (e) Statement of Confirmation
- (f) The Commission’s Model Contract and its Annexes A – B;
  - 
  - The Commission’s General Conditions of Contract (Annex A of the Model Contract) - incorporated herein by reference and available at: [CTBTO General Conditions of Contract](#)
  - The Commission’s 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.

- (a) The Proposal shall be submitted electronically in three separate pdf files, one containing a Financial Proposal *with* prices, one containing a Financial Proposal *without* prices, and one containing a Technical Proposal, to [procurement@ctbto.org](mailto: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 Proposal. Note however that a complete list of the items being offered (without the prices) shall be included in the Technical Section of the Proposal.

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. Closing Date and Time

The Proposal shall be received by the above-mentioned addressee not later than the closing date and time 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 4 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](mailto:procurement@ctbto.org)

Subject: RFP No. 2025-0033/JIBRIL - Request for Clarifications

The Commission will make all reasonable efforts to issue the clarifications not later than 2 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 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](http://www.ctbto.org) under [Status of Signatures and Ratifications](#) |

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*Instructions for preparation and submission of Proposals*

[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.

## **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.

#### **Technical Compliance Matrix**

The Proposal shall contain the minimum Content of Technical Proposals and the Technical Compliance Matrix provided in Attachment 1.

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.

#### **Focal Point**

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.

#### **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 as part of the Technical Proposal.

#### **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.

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

**Qualifications**

Documentary evidence of your qualifications to provide the Services, 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.

**Personnel**

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

**Sub-Contractors**

Names, legal status, address and qualifications of subcontractor(s), if any, and the scope of the subcontracted services. The Proposal shall provide a statement that your organization shall be fully responsible for the performance of sub-contractors. All sub-contractors shall be legally established in one of the CTBTO Member States which is available in our website at [www.ctbto.org](http://www.ctbto.org) under [Status of Signatures and Ratifications | CTBTO](#)

**PART II: FINANCIAL PROPOSAL**

The Financial Proposal shall be submitted in the for of the Price Schedule provided in Attachment 3. 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, FOR each category mentioned in the Terms of Reference (TOR).

All individual costs shall be stated in EURO or US Dollars and be computed to constitute the total Contract Price.

In presenting the cost for each item, adequate justification and calculation must be included in the cost Proposal.

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.

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.

(1) 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.

**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 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.

**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) The Commission will conduct the evaluation based on the criteria and method specified in Attachment 2 "Evaluation Criteria and Method".
- (b) The Commission reserves the right, as it deems appropriate, to award to a single bidder, to award to multiple bidders in any combination or not to award to any of the bidders as a result of this RFP.

**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 the 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 and time.

**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 (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 .....

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 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:**

## **Attachment 1**

### **RFP NO. 2025-0033: RSA HARDWARE REPLACEMENT, SOFTWARE UPGRADE & MAINTENANCE**

#### **PART I**

#### **MINIMUM CONTENT OF THE TECHNICAL PROPOSAL**

<b>Item</b>	<b>Minimum content</b>
<b>1. Executive Summary</b>	Provide an overview of the proposal
<b>2. Experience, Resources and Project Management</b>	
2.1 Corporate Profile and Values	<ul style="list-style-type: none"><li>• Brief background of the company, mission/vision, ownership, size, location, number of personnel by type profile, etc.</li><li>• Company business structure and its authority to execute all Work under the Contract.</li><li>• If a consortium, provide a clear explanation of the business relationship between the members and governance for the execution of this project.</li><li>• In case the Bidder requires the services of subcontractors, the Proposal shall include:<ul style="list-style-type: none"><li>a) Relationship of the Bidder's business to any subcontractor(s) that will be used.</li><li>b) Names, addresses, legal status, and qualifications of major sub-contractor(s) proposed by your organization.</li><li>c) The scope of work and nature of subcontracting.</li></ul></li></ul>
2.2 References	The Proposal shall include a minimum of 3 client references with their offer
2.3 Requirements for the Contractor	The Proposal should address and describe all requirements spelled out under Section 11 of the Technical Specifications.
<b>3. Meeting the Requirements</b>	
3.1 Understanding of the Specifications	<ul style="list-style-type: none"><li>• Please describe your understanding of the goods and/or services that are to be provided, detailing key assumptions that impact the Proposal.</li><li>• Include the Compliance Matrix (Part II below) duly filled-in.</li></ul>

**PART II**  
**TECHNICAL COMPLIANCE MATRIX**

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.

Ref No. of Specifications	Mandatory Requirements	Bidder's Response		Indicate the section in Proposal and insert details of goods offered, including specifications and brand/model offered if applicable
		<i>Please tick whichever is applicable</i>		
		Yes	No	
2.0	All four items as specified in the table under section 2 of the Terms of Reference are part of the proposal in a correct and complete manner.			
3.0	Scope of Work as specified in section 3 of the Terms of Reference is fully covered.			
4.0	Requirements and Conditions as specified in section 4 of the Terms of Reference will be fulfilled.			
4.0	On-site hardware installation and configuration as well as the acceptance testing and the final switch-over shall take place on working days of the Commission (Tuesday, Wednesday or Thursday only) during regular office hours of the Commission which are between 08:00H and 17:00H CET			
5.0	The Contractor shall be an authorized reseller of the RSA SecurID Appliance and RSA Authentication Manager and have Gold Status at least. Reseller evidence shall be included in the proposal.			
5.0	The Contractor's personnel assigned to this project shall have in-depth knowledge of the RSA SecurID Appliance 450 and of Authentication Manager 8.7 with evidence of minimum 5 years in these areas.			
5.0	The Contractor's personnel shall be able to communicate in English			
6.0	Risk Management			

**Attachment 2**  
**Evaluation Criteria**  
**FOR THE RSA Hardware Replacement, Software Upgrade & Maintenance**

**1st Stage**

Spec No.	TECHNICAL REQUIREMENTS	PASS/FAIL
2	All four items as specified in the table under section 2 of the Terms of Reference are part of the proposal in a correct and complete manner.	PASS/FAIL
3	Scope of Work as specified in section 3 of the Terms of Reference is fully covered.	PASS/FAIL
4	Requirements and Conditions as specified in section 4 of the Terms of Reference will be fulfilled.	PASS/FAIL
4	On-site hardware installation and configuration as well as the acceptance testing and the final sign-off shall take place on working days of the Commission (Tuesday, Wednesday or Thursday only) during regular office hours of the Commission which are between 08:00H and 17:00H CET.	PASS/FAIL
5	The Contractor shall be an authorized reseller of the RSA SecurID Appliance and RSA Authentication Manager and have Gold Status at least. Reseller evidence shall be included in the proposal.	PASS/FAIL
5	The Contractor's personnel assigned to this project shall have in-depth knowledge of the RSA SecurID Appliance 450 and of Authentication Manager 8.7 with evidence of minimum 5 years in these areas.	PASS/FAIL

**2nd Stage**

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

Technical Evaluation Criteria (2nd Stage)		Points		
TOR REF	Requirements	Max Points	Factor	Weighted score
	<b>Compliance with Functional Requirements</b>			
2	Extent to which all aspects of the ToR have been addressed in sufficient detail and clarity.	5	1.5	7.5
3	Understanding of the scope of work and the responsibilities of the Contractor	5	1.5	7.5
6	Risk management and mitigation strategies.	5	1	5
4	Migration, implementation and testing plan	5	1	5
	<b>Total</b>	<b>20</b>		<b>25</b>

The minimum acceptable score is 15

**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 **Compliance with all mandatory requirements is required in order to pass stage 1 of the**
- 2) Stage 2: The technical proposals that have passed stage 1 of the technical evaluation

In order to pass this stage, bidders must obtain a *minimum acceptable points is 36 and a*  
**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

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

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

### Attachment 3 Price Schedule Form

No.	Description (ToR)	Unit	Required Qty	Unit Price	Total Price
				Currency please specify	Currency please specify
1	RSA SecurID Appliance 450 with Authentication Manager 8.7 SP2 or higher (in a redundant hot-standby configuration, rack-mounted)	EA	2		
2	RSA Advanced Hardware Replacement (next business day) for RSA SecurID Appliance 450 valid for five (5) years in total as of 1 August 2025	EA	2		
3	Software maintenance “RSA SecureCare Enhanced” for <b>five (5) years</b> covering “RSA Authentication Manager Base Edition” for 1000 users as of 1 August 2025	LOT	1		
4	On-site installation, configuration, migration and acceptance testing of the new RSA SecurID Appliances and RSA Agent upgrade as required. A minimum of two (2) man-days on-site shall be quoted.	LOT	1		
Total (Currency)					

**NB:**

- i Offered Currency shall be USD or EUR only.  
Delivery term: (DAP Delivered At Place - incoterms 2020). The Contractor shall deliver the two RSA SecurID Appliances to the Receiving Area of the Vienna International Centre (VIC). In-house transport from the VIC Receiving Area to the Commission’s Computer Centre (CC) at floor C-1 will be handled by the Commission.
- ii Unless otherwise instructed by the Commission, hardware and software items shall be delivered not later than by **1 July 2025** and the
- iii installation, configuration and migration work shall be completed on **31 July 2025**

## 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: <span style="float: right;">Title:</span>		
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)**  <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <span>Organization:</span> <span>Value in US\$ Equivalent:</span> <span>Year:</span> </div> <div style="display: flex; justify-content: space-between;"> <span>Organization:</span> <span>Value in US\$ Equivalent:</span> <span>Year:</span> </div>		
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.



17. List of Products/Services/Work offered:	
Product/Service/Work #	Product/Service/Work Description

18. This section shall be **signed and stamped** by an official legally authorized to enter into contracts on behalf of your organization:

Name:	Title:	Signature:	Date:
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<b>Bank Details</b>  Bank Name:  Bank Address:  Exact Account Holder Name:	<b>Beneficiary Details</b>  Beneficiary Name: <small>(exactly as stated on bank statements)</small>  IBAN: <small>(if applicable)</small>  Account number:  SWIFT/BIC:  ABA/Sort Code:
--	--

**Additional Details** (if applicable)  
  
 Correspondent bank:  
  
 Correspondent account number:  
  
 Correspondent SWIFT/BIC:  
  
 Tax Identification Number:

<b>FOR CTBTO USE ONLY</b>		
Evaluated By:	Initials	Date:
Updated By:	Initials	Date:
Remarks:		

\* 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

between

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

and

(INSERT NAME OF THE CONTRACTOR)

for

the provision of

**RSA HARDWARE REPLACEMENT, SOFTWARE UPGRADE AND  
MAINTENANCE**

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)

**May 2025**

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### ANNEXES:

ANNEX A - THE COMMISSION'S GENERAL CONDITIONS OF CONTRACT

ANNEX B - THE COMMISSION'S TERMS OF REFERENCE

ANNEX C - THE CONTRACTOR'S PROPOSAL

# 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 Goods and Services, namely, RSA Hardware Replacement, Software upgrade and Maintenance (hereinafter referred to as the “Services” or “Work”), 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**

The Contractor shall provide the goods and commence the Services related to the provision, installation, configuration, migration and acceptance testing of the hardware and software upgrade referred to in Annexes B and C on the Effective Date and shall complete them no later than 31 July 2025.

The Contractor shall commence the Services related to Hardware and Software Maintenance referred to in Annexes B and C on **1 August 2025** and shall provide them until **31 July 2030**.

## **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 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

## **7. WARRANTY**

- (a) The provisions of Clause 28 of Annex A apply to the Works 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.

## **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 as follows:
  - (i) A firm fixed price of [EURO/US\$] \_\_\_\_\_ [in numbers and words] for the provision, installation, configuration, migration and acceptance testing of the hardware and software upgrade referred to in Annexes B and C; and
  - (ii) A firm fixed price of [EURO/US\$] \_\_\_\_\_ [in numbers and words] for the Services related to Hardware and Software Maintenance referred to in Annexes B and C,

(hereinafter referred to as the “**Contract Price**”).
- (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 Commission shall make the payments to the Contractor on the basis of an invoice submitted by the Contractor as per 12 (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 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 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) WILL 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.

### **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 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 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) the Commission's General Conditions of Contract (Annex A);
- (iii) the Commissions Terms of Reference (Annex B);
- (iv) the 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](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:

**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.

**23. SOFTWARE LICENCES**

Under the terms of the Commission's license agreement, all title, ownership rights and intellectual property rights in and to the Software remain with the owner of the Software and the Commission has a non-exclusive, non-transferable, irrevocable License to the Software. The Contractor as an authorized reseller of the Software confirms that it has a license to perform the Work under this Contract. The Contractor acquires no title, right or interest in the Software, other than the license(s) granted 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 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

## **Annex C**

### **TERMS OF REFERENCE**

#### **RSA Hardware Replacement, Software Upgrade & Maintenance**

##### **1.0 BACKGROUND**

The Preparatory Commission for the Comprehensive Nuclear-Test-Ban Treaty Organization (hereinafter referred to as the “Commission”) owns and operates two servers “RSA SecurID Appliance 350” running “Authentication Manager Base Edition” version 8.4 P 13, installed in a redundant configuration with a 1000 user license (SN 81289998).

The following systems are acting as agents/clients for one-time-password user authentication controlled by this RSA Appliance configuration:

- CISCO ASA as VPN concentrator (using RADIUS)
- Rlogin-Server (LINUX based) using the RSA PAM Agent
- Several additional RADIUS clients (LINUX based)

A hardware replacement for the two RSA SecurID appliances including five years of maintenance, a software upgrade and a new software maintenance contract for the RSA Authentication Manager is required as of 1 August 2025.

##### **2.0 SPECIFICATION OF THE DELIVERABLES**

The Contractor shall be responsible for providing the hardware and software maintenance as specified below, as well as for on-site hardware installation, appliance configuration, migration of the existing Authentication Manager 8.4 software configuration to the new hardware platform running Authentication Manager 8.7 (AM 8.7 SP2), for the RSA Agent upgrade as far as required by the server upgrade, migration of licenses, and for acceptance testing.

<b>Item description</b>	<b>Quantity</b>
RSA SecurID Appliance 450 with Authentication Manager 8.7 SP2 or higher (in a redundant hot-standby configuration, rack-mounted)	2 EA
RSA Advanced Hardware Replacement (next business day) for RSA SecurID Appliance 450 valid for five (5) years in total as of 1 August 2025	2 EA
Software maintenance “RSA SecureCare Enhanced” for five (5) years covering “RSA Authentication Manager Base Edition” for 1000 users as of 1 August 2025	1 LOT
On-site installation, configuration, migration and acceptance testing of the new RSA SecurID Appliances and RSA Agent upgrade as required. A minimum of two (2) man-days on-site shall be quoted.	1 LOT

--	--

Unless otherwise instructed by the Commission, hardware and software upgrade shall be delivered not later than by 1 July 2025 and the installation, configuration and migration work shall be completed on 31 July 2025.

### 3.0 SCOPE OF WORK

- The Contractor shall provide the hardware and software requirements specified in Section 2.0 above.
- The Contractor shall submit to the Commission a detailed installation, migration, implementation and acceptance test plan for the whole RSA SecurID Appliance replacement and upgrade procedure within three (3) weeks after the entry into force of the Contract. This plan shall describe exactly how the replacement of the current configuration is proposed with as little disruption of authentication services for the end-users as possible. The migration plan has to be accepted by the Commission before the actual on-site work can start. Any additional and temporary equipment which is required for the implementation of this plan shall be provided by the Contractor.
- The Contractor shall ensure that all RADIUS configuration items used for Remote Access VPN (including RADIUS profiles attached to user alias login names) are properly transferred to the new platform and all functionalities are tested and proved operational with AM 8.7.
- The Contractor shall provide support to the upgrade of the LINUX PAM Agent, as far as this agent is affected by the server software upgrade from AM 8.4 to AM 8.7.
- The Contractor shall deliver the two RSA SecurID Appliances based on DAP (Delivery At Place, Incoterms 2020) to the Receiving Area of the Vienna International Centre (VIC). In-house transport from the VIC Receiving Area to the Commission's Computer Centre (CC) at floor C-1 will be handled by the Commission.
- The Contractor shall conduct on-site hardware installation of the two new RSA SecurID Appliances according to the detailed implementation plan as requested above. Rack space and power feeds of the existing appliances shall be re-used for the new appliances/servers.
- The Contractor shall transfer the existing configuration (including all token records and agent definitions) to the new RSA SecurID Appliances and prepare the new installation for testing.
- The Contractor shall conduct functional acceptance testing according to the approved implementation and acceptance test plan. The respective test procedures shall cover all relevant aspects of RSA SecurID authentication for each RSA Agent separately. Testing shall also include a complete backup and restore cycle of the new system.
- The Contractor shall document any changes to the currently operated RSA configuration in writing for future reference.

#### **4.0 REQUIREMENTS AND CONDITIONS**

- The actual switch-over from the currently operated RSA SecurID Appliances with Authentication Manager 8.4 to the new RSA Appliances with Authentication Manager 8.7 shall be performed by the Contractor with as little disruption as possible for each system acting as RSA Agent. Details of the proposed procedure shall be specified in advance in the migration, implementation and testing plan.
- All necessary temporary equipment shall be provided by the Contractor.
- On-site hardware installation and configuration as well as the acceptance testing and the final switch-over shall take place on working days of the Commission (Tuesday, Wednesday or Thursday only) during regular office hours of the Commission which are between 08:00H and 17:00H CET.
- The Contractor shall conduct its work based on a “turn-key” approach and fully cover all activities required to complete the scope of work as described in these Specifications. The total amount of man-days/work-hours proposed for the project as part of the “turn-key solution” (on-site as well as off-site) and their respective estimated allocation to different activities shall be specified clearly in the proposal. In any case it shall be the sole responsibility of the Contractor to fulfil and complete the scope of work as specified in these Specifications regardless of the actual number of man-days dedicated to a specific task.

#### **5.0 CONTRACTOR’S QUALIFICATIONS**

The Contractor shall be an authorized reseller of the RSA SecurID Appliance and RSA Authentication Manager and have Gold Status at least. Reseller evidence shall be included in the proposal.

The Contractor’s personnel assigned to this project shall have in-depth knowledge of the RSA SecurID Appliance 450 and of Authentication Manager 8.7 with evidence of minimum 5 years in these areas.

The Contractor’s personnel shall be able to communicate in English with the Commission’s personnel.

#### **6.0 RISK MANAGEMENT**

The Contractor shall update the risk assessment plan at the project's commencement to identify potential risks that could impact the successful execution of the implementation activities outlined in the Specification. 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 CTBTO, thereby contributing to the knowledge repository for forthcoming software development endeavours.