



الوكالة الدولية للطاقة الذرية
国际原子能机构
International Atomic Energy Agency
Agence internationale de l'énergie atomique
Международное агентство по атомной энергии
Organismo Internacional de Energia Atómica

ATTACHMENT 1 TO RFP NO. RFP-325308-YG - Lenovo IT Hardware Equipment

SPECIAL INSTRUCTIONS TO BIDDERS FOR PREPARATION OF THE PROPOSAL

These Special Instructions apply in addition to the standard IAEA “General Instructions for Bidders”.

The Solicitation consists of the following parts:

1. Cover Letter;
2. General Instructions for Bidders;
3. Special Instructions to Bidders (this document);
4. Blanket Purchase Agreement;
5. IAEA General Conditions of Contract for Goods and Services;
6. Statement of Work;
 - 6.1. SPECS - IAEA Standard Desktop Hardware;
 - 6.2. SPECS - IAEA Standard Notebook Hardware; and
 - 6.3. SPECS - IAEA Standard Monitor Hardware.
7. Mandatory Requirements;
 - 7.1. TECH_COMPLIANCE_AND_PRICE - IAEA Standard Desktop Hardware;
 - 7.2. TECH_COMPLIANCE_AND_PRICE - IAEA Standard Notebook Hardware;
 - 7.3. TECH_COMPLIANCE_AND_PRICE - IAEA Standard Monitor Hardware; and
 - 7.4. COMPLIANCE_SHEET - Mandatory and Quality Service Requirements.
8. Discount; and
9. Supplier Registration Form - *Bidders who are not yet registered with the IAEA and intend to submit a Proposal are required to register through the IAEA iSupplier portal (<https://suppliers.iaea.org>). Alternatively, if a Bidder is not able to register through the IAEA iSupplier portal, they may submit the completed Supplier Registration Form (including a copy of the Certificate of Incorporation) as part of the Proposal.*

2.1 SUBMISSION OF THE PROPOSAL

Language: The Proposal shall be in the English language.

Length of the Proposal: The Proposal shall be precise and concise. Catalogues, marketing or commercial documentation should be avoided, unless necessary for the Proposal.

Content of the Proposal: The Proposal shall include the following separate documents:

- Technical Proposal;
- Commercial Proposal; and
- Copy of Commercial Proposal without prices (all prices shall be deleted in this document)

NOTE: The Technical Proposal shall NOT include any pricing information.

Format and form of submission of the Proposal: The Proposal shall be submitted in electronic format preferably through the IAEA iSupplier portal¹ at <https://suppliers.iaea.org> (a navigation guide and training material can be found in the portal once the supplier is registered) **or** to the email specified in the Cover Letter for submission of the Proposal. Proposals shall not be sent either directly or indirectly (in copy or forwarded message) to any other IAEA e-mail or official.

When submitting the Proposal via email, the subject line of the e-mail shall read [in this same order]:

RFP-325308-YG – Lenovo IT Hardware Equipment

If email submission is not possible due to technical or size constraints (e.g. attaching catalogues or files larger than 4 Mb), the Proposal can be split and submitted as several e-mail attachments or submitted through the IAEA iSupplier portal. Conversely, if the IAEA iSupplier portal is temporarily unavailable, you may submit your Proposal via email. Please contact the IAEA responsible contracting staff in a timely manner before the Closing Date and Time if you continue to have problems with your electronic submission.

Submissions via links to external servers such as through cloud storage services (iCloud, Dropbox, Google Drive, etc.) are **not** acceptable.

The Technical and Commercial Proposals must be submitted in separate electronic files in the iSupplier portal or attached to the e-mail(s), each clearly named as indicated below. Bidders shall ensure that each document corresponds to the name of the file.

- “Technical Proposal”
- “Commercial Proposal”
- “Copy of Commercial Proposal without prices”

Electronic files **not** allowed:

ace|adp|ani|app|asf|bas|bat|cab|chm|cmd|com|cpl|crt|dll|docm|dotm|exe|fxp|hlp|hta|inf|iqr|isp|jar|jse|lnk|mda|mdb|mde|mdt|mdw|mht|msc|msi|msp|mst|pcd|pif|potm|ppam|ppsm|pptm|prf|prg|ps1|reg|scr|sct|shb|shs|slidm|url|vb|vbe|vbs|vxd|wsc|xls|executable files, ‘win’, ‘rar’ and ‘rtf’.

It is the Bidder’s own responsibility to check the integrity of each of the electronic files comprising their electronic

¹ The IAEA will be phasing out e-mail submissions in the near future, therefore Bidders are encouraged to register and submit their Proposal through the IAEA iSupplier portal.

submission e.g. to ensure that they are not corrupt and are virus free. The IAEA is unable to discover corrupted or unreadable files until the opening of the Proposal. Should the IAEA be unable to open or read the files, for any reason, the Proposal will be rejected.

Alternatively, the Proposal may be submitted by mail or courier or be hand delivered to the below physical address either in hardcopy **or** in hard drive(s) (e.g. USB stick or CD) containing the electronic files of the Proposal as per relevant instructions applicable to electronic submissions.

International Atomic Energy Agency
Office of Procurement Services
Vienna International Centre
PO Box 100
1400 Vienna, Austria

Proposals submitted by mail or courier or hand delivered shall be remitted in **two sealed envelopes**, as follows:

- Envelope 1 marked as “Technical Proposal - [NAME OF THE BIDDER], [solicitation number and title]” and containing the Technical Proposal
- Envelope 2 marked as “Commercial Proposal - [NAME OF THE BIDDER], [solicitation number and title]” and containing the “Commercial Proposal” and “Copy of Commercial Proposal without prices”

The two sealed envelopes shall be submitted within one outer envelope marked as follows:

[NAME OF THE BIDDER]
[ADDRESS OF THE BIDDER]
Solicitation No.: [As indicated in the Cover Letter e.g. RFP12345-AB]
Solicitation title: [As indicated in the Cover Letter]
Closing date and time: [Date and time as indicated in the Cover Letter]
DO NOT OPEN BEFORE THE CLOSING DATE AND TIME

The IAEA will not be responsible for the consequences of your failure to comply with any of the above instructions for submission of the Proposal.

Requests for clarifications: Any communications/requests for clarifications related to these tender documents shall be addressed by e-mail to the IAEA responsible contracting staff indicated in the Cover Letter. As a general rule, request for clarifications shall be submitted at the latest one week before the Closing Date and Time, to allow proper consideration.

2.2 CONTENT OF THE TECHNICAL PROPOSAL

The Technical Proposal shall include, but shall not be limited to, the following points by number and in the order shown:

1. The Proposal reference number and date.
2. The IAEA Supplier Number for IAEA registered suppliers or the completed Supplier Registration Form in the event that the Bidder is not an IAEA registered supplier and has not been able to register through the IAEA iSupplier portal.
3. General technical discussion demonstrating the Bidder’s understanding of the IAEA technical requirements and their proposed solution to meet them.

4. Statement of compliance with the Specifications; please complete the tables in the following files:

TECH_COMPLIANCE_AND_PRICE - IAEA Standard Desktop Hardware (two sheets);
TECH_COMPLIANCE_AND_PRICE - IAEA Standard Notebook Hardware (five sheets);
TECH_COMPLIANCE_AND_PRICE - IAEA Standard Monitor Hardware (three sheets); and
COMPLIANCE_SHEET - Mandatory and Quality Service Requirements (two sheets).

Please provide descriptions when applicable to demonstrate your understanding of the IAEA mandatory requirements and how you intend to meet them. Also, please provide a “Copy of Commercial Proposal without prices” (i.e., copies of the above mentioned four files but without pricing information).

5. A description of the Bidder’s relevant expertise.
6. Identification of the person(s) that will be responsible for the implementation of the services including a summary description of their experience relevant to this service. Provide the number of personnel to be made available to the project: Account Managers, Technicians, Help Desk, etc. All key personnel dedicated to the project shall be properly qualified and are expected to have a working knowledge of the English language. The IAEA may request to provide CV or certificates to verify the qualification of the staff of the Bidder or its sub-contractors.
7. Indication of any assistance, information, facilities and resources expected from the IAEA or local end-user and at what stage of the services.
8. Information about the following:
 - a) Adequacy of financial resources to perform the services under the contract;
 - b) A statement that the Bidder possesses all applicable licenses to operate;
 - c) Company organization, experience, quality certifications; and
 - d) Technical experience of the staff, equipment used, facilities and production capacity as necessary for providing the services.
9. The name, address, and contact details for the nearest authorized service representative that will provide installation, warranty, maintenance, and after-sales support services (if applicable and if different from the contractor).
10. Confirmation that the Proposal includes, for each item of equipment provided:
 - a) Sets of manuals in the English language (or other language if specified above);
 - b) Essential accessories and supplies to allow immediate operation of equipment; and
 - c) Complete set of cables for interconnection of all electronic units.
11. Confirmation accepting the Warranty in accordance with Statement of Work (SOW, page no. 3, 6.1 General IT Hardware Requirements).

2.3 CONTENT OF THE COMMERCIAL PROPOSAL

Currency: All prices shall be defined in EURO.

The Commercial Proposal shall include, but shall not be limited to, the following information by number and in the order shown:

1. The Proposal reference number and date.

2. Full contact details for questions regarding the Proposal and those to be used in any resulting order or contract: Bidder's legal name, address, telephone number, fax number, e-mail address, and contact person(s).
3. Confirmation that the Proposal is valid for minimum ninety (90) days from the RFP Closing Date, indicating the exact longer validity period or date.
4. Confirmation of acceptance of the IAEA General Conditions of Contract.
5. Provide pricing and discount information in the following four files:

TECH_COMPLIANCE_AND_PRICE - IAEA Standard Desktop Hardware;
TECH_COMPLIANCE_AND_PRICE - IAEA Standard Notebook Hardware;
TECH_COMPLIANCE_AND_PRICE - IAEA Standard Monitor Hardware and DISCOUNT TABLE.

6. Country of origin of goods/equipment (if applicable).

Taxes: All prices shall be net of any taxes. If any tax or fee might be applied, this shall be defined separately. All prices shall not include any indirect taxes (value added tax (VAT), general sales tax, goods and services tax, etc.) and customs duties or fees. Any applicable taxes or fees shall be defined separately. *Note for suppliers located in the EU:* The IAEA is an international organization and, therefore, does not have a VAT or EORI number. The IAEA is exempted from VAT in the territory of the European Union (EU) in accordance with EU Directive 2006/112/EC, 151 (1) (b), as amended by EU Council Directive 2009/162/EU. *Note for Austrian suppliers:* The IAEA will pay the applicable VAT (MwSt).

Delivery costs: The prices shall exclude freight cost. Any freight cost, if applicable, shall be defined separately in the Proposal.

Payment Terms: The IAEA will not provide any advance payments or payments by letter of credit. The standard IAEA payment terms are by bank transfer net thirty (30) days after acceptance of the contractor's invoice and delivery of the goods to the IAEA or acceptance by the IAEA of the services.

NOTE: Invoices shall be submitted in electronic format, preferably² through the IAEA iSupplier portal at <https://suppliers.iaea.org> (a navigation guide and training material can be found in the portal once the supplier is registered) or to accountspayable@iaea.org the email specified in the Purchase Order/Contract.

7. Statement of any discount offered for early payment of invoices.
8. A statement attesting that the Bidder is offering the IAEA the most favoured customer status: "*I certify that the pricing offered does not exceed selling prices to other customers for the same or substantially similar items and/or services for comparable quantities under similar terms and conditions*".

2.4 EVALUATION AND SELECTION CRITERIA

Evaluation of the Proposals by the IAEA will be based on the following criteria.

2.4.1. Mandatory Requirements:

² The IAEA will be progressively phasing out e-mail submission of the invoices, therefore suppliers are encouraged to register and submit their invoices through the IAEA iSupplier portal.

Compliance with the Mandatory and Quality-based Service Requirements. The Bidders that fulfil the pass/fail criteria and score enough points will be accepted for further technical evaluation.

2.4.2. Technical Evaluation criteria:

Bidder's capacity to offer mandatory items (marked in green in the TECH_COMPLIENCE_AND_PRICE files). The Bidders that fulfil the pass/fail criteria will be accepted for further technical evaluation.

2.4.3. Commercial Evaluation

Subject to the technical conformance of the Technical Proposal, the Proposal will be evaluated as follows:

- Commercial acceptability of the Financial Proposal; and
- Contractual compliance.

2.4.4. Selection Criteria

A Contract will be awarded to the Bidder who submits the best value for money proposal, which is "cost and quality". The IAEA 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.