



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 Energía Atómica

ATTACHMENT 1 TO RFP NO. RFP 381314-MV – Provision of Firewall and Security Orchestration Solution to the IAEA

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. Special Instructions to Bidders;
3. Draft Contract Purchase Agreement;
4. IAEA General Conditions of Contract;
5. Statement of Work;
6. Compliance Matrix with Technical Evaluation;
7. Commercial Proposal Matrix;
8. Supplier Registration Form *(To be completed if you have not submitted a registration form to the IAEA or UNGM within the last two years. If your company is a registered UNGM supplier, please provide the reference number.*

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;
- 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 preferably¹ through the IAEA iSupplier portal at <https://suppliers.iaea.org> (a navigation guide and training material can be found in the portal once the vendor 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 381314-MV – Provision of Firewall and Security Orchestration Solution to the IAEA

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|bas|bat|chm|cmd|com|cpl|crt|dll|docm|exe|fxp|hlp|hta|inf|isp|jar|jse|lnk|mda|mdb|mde|mdt|mdw|msc|msi|mst|pcd|pif|prf|prg|reg|scr|sc
t|shb|shs|url|vbe|vbs|vxd|wsc|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 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

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,

¹ Suppliers shall note that the IAEA will be phasing out e-mail submission in the near future, therefore suppliers are encouraged to register and submit their Proposal through the IAEA iSupplier portal.

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 TECHNICAL PROPOSAL

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

1. General technical discussion demonstrating your understanding of the IAEA technical requirements and your capabilities and proposed solution to meet them.
2. Provide a clear technical description of the proposed services to meet the Statement of Work requirements. **Bidders are to complete the Compliance Matrix for Technical Proposal and attach as part of their submission. Any proposed deviations shall be clearly defined and justified.** Bidders are to describe the approach and relevancy of the proposed solution and how they will execute these services.
3. Provide draft schedule of the work in form of a Gantt chart, outlining possible critical issues that may arise in the course of the project.
4. Provide a clear description of post-implementation maintenance and support services, including a detailed list of health checks to be performed during the system assessment and the technical support capabilities.
5. Provide, if applicable, any conditions that are applicable to the utilisation of the proposed Solution i.e. End User License Agreement (EULA) or similar as part of the Proposal.
6. Provide proof of minimum three (3) years of your company's relevant experience in providing services to the similar organisations and in a similar environment. Define the person(s) that will be responsible for the implementation of the work/services including a summary description of their experience relevant to this work/service. 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. Provide at least 3 references of implementing similar projects, including short project description, client name and contact details.
8. Clarify if any assistance, information, facilities and resources are expected from the IAEA or local end-user and at what stage of the work.
9. Provide information about the following:
 - a) Adequacy of financial resources to perform the work under the contract;
 - b) A statement that your company possesses all applicable licenses to operate;
 - c) Company organization, experience, quality certifications; and
 - d) Technical experience of the staff.
9. Provide 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).

2.3 CONTENT OF 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. Indicate your Proposal reference number and date of your Proposal.
2. Provide full contact details for questions regarding your Proposal and those to be used in any resulting order or contract: legal name, address, telephone number, fax number, e-mail address, and contact person(s).
3. Confirm that your Proposal is valid for minimum ninety (90) days from the RFP Closing Date.
4. Confirm acceptance of IAEA General Conditions of Contract. **Any deviations should be clearly highlighted at the time of the submission.**
5. Confirm acceptance of the IAEA Draft Contract Purchase Agreement forming part of this RFP and provide the legal address, point of contact and the name and position of your legal representative that would sign the contract on behalf of your company/organisation. Deviations may, at the sole discretion of the IAEA, be subject to negotiation and be a factor in the selection decision.
5. Complete the **Commercial Proposal Matrix**. Provide net of taxes, firm fixed prices per each services and related quantities. The list of all item prices shall add up to the total price of the Proposal. The Proposal shall include:
 - a) Provision of supply, delivery, configuration, installation, testing and commissioning delivery, of the Firewall and Security Orchestration Solution;
 - b) Cost of training (on-site and off-site)
 - c) Annual cost of post-implementation maintenance, support and updates;
 - d) Cost for additional 80 hours ad hoc requests (not part of regular maintenance); and
 - e) Any additional costs not specified in the Commercial Proposal Matrix.

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.

6. 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 Contractor's invoice and acceptance by the IAEA of the services and any supporting documentation.

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 vendor is registered) or to accountspayable@iaea.org the email specified in the Purchase Order/Contract.

² Suppliers shall note that 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.

7. State if any discount is offered for early payment of invoices.
8. Provide a statement attesting that you are 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".
9. If any line items include automatic renewals these shall be clearly state. The IEAE does not agree to automatic renewals.

2.4 EVALUATION AND SELECTION CRITERIA

Evaluation of the Proposals by the IAEA will be based on the following qualification requirements and evaluation criteria.

2.4.1. Qualification requirements:

- a) Compliance with all mandatory requirements listed in the Compliance Matrix for Technical Evaluation.
- b) A minimum of three (3) years' relevant experience in providing services to the similar organisations and in a similar environment.

The bidders that pass the above criteria will be accepted for further technical evaluation.

2.4.2. Technical Evaluation criteria:

The Proposals will be evaluated against the following evaluation criteria:

STAGE 1

- a) Approach and relevancy of proposed solution:
 - understanding of the required solution and the environment
 - quality of the proposed solution
- b) Technical capability of the proposed solution:
 - fulfilment of technical requirements (including the desirable)
 - integration requirements
- c) Quality of the proposed team and service offering:
 - CVs
 - References
 - Proposed project plan

STAGE 2

- d) Proof of Concept (POC):

Short listed Bidders will be required to, at their own cost, deliver a Proof of Concept (POC). The purpose of the POC shall:

- Ensure that the IAEA verifies the quality of the proposed solution;
- Allow IAEA to understand how the solution can be managed and how it meets the functional, performance and technical requirements, and how it integrates with current IAEA systems;
- Enable the IAEA to understand how the solution functions in the proposed operating environment, and analyse the performance and support processes; and

- Offer insight to IAEA into implementation requirements.

2.4.5. Commercial Evaluation

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

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

2.4.6. Selection Criteria

A Contract will be awarded to the Bidder who submits the best value for money combining “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.