



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-395322-YG – ESB and API Manger for Application Data Integration 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 (workflow mailer);
2. General Instructions for Bidders;
3. Special Instructions to Bidders;
4. IAEA Contract;
5. IAEA General Conditions of Contract for Goods and Services;
6. IAEA Special Conditions for Cloud Computing Services;
7. Countries respecting Privileges and Immunities of the IAEA;
8. Statement of Work (SoW) and Annex 1 – IAEA Application Data Integration to-be Architecture;
9. SoW – Annex 2 – ESB Specifications (Compliance Matrix);
10. SoW – Annex 3 – API Manager Specifications (Compliance Matrix);
11. Contractor’s Requirements (Compliance Matrix);
12. Price Sheet in MS Excel format;
13. 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 as part of the Proposal; and*
14. Confidentiality Agreement.

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-395322-YG – ESB and API Manager for Application Data Integration

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 (e.g. 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 as follows:

- “Technical Proposal”;
- “Commercial Proposal”; and
- “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|mssc|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|xlsx|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

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.

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 IAEA is seeking to procure the following two software components: 1) an Enterprise Service Bus (ESB) and 2) an Application Programming Interface (API) Manager or a software solution that embodies the purpose and functionality of the ESB and API Manager either in a:

1. On-Prem Licensing Model (on-premise deployment/hybrid deployment); **or** in a
2. Subscription-based service licensing model (in case of a Software as a Service (SaaS) or Integration Platform as a Service (iPaaS) solution).

For the above listed option two, the proposed solution shall be deployed in a **private cloud network**, isolated and dedicated to the IAEA. It should not be deployed in a shared services cloud area with other public services offered by the third-party service providers

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. A description of the Bidder’s relevant expertise;
4. The Technical Proposal shall be submitted for **one** of the below:
 - An Enterprise Service Bus (ESB) and an Application Programming Interface (API) Manager (proposals for only ESB or API Manager will not be accepted); **or**
 - A software solution that embodies the purpose and functionality of the ESB and API Manager.

5. General technical discussion demonstrating the Bidder's understanding of the IAEA technical requirements and their proposed solution to meet them;
6. A statement of compliance with the SoW;
7. The attached Compliance Matrix (Contractor's Requirements) duly filled-in with justification in the "Clarification" column, including:
 - 7.1. Identification of the personnel 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 (see Section 4 in the SoW). Please provide CVs and any certificates applicable of the key personnel to be assigned to this project; and
 - 7.2. At least three (3) references of deployments of a similar size of the software solution offered in the last five (5) years, including short project description, client name and contact details.
8. The attached Compliance Matrix: SoW Annex 2 – ESB Specifications and SoW Annex 3 – API Manager Specifications duly filled-in with justifications in the "Notes" column;
9. Indication of any assistance, information, facilities and resources expected from the IAEA or local end-user and at what stage of the work/services;
10. Information about the following:
 - a) Adequacy of financial resources to perform the work under the Contract;
 - b) A statement that the Bidder possesses all applicable licenses to operate; and
 - c) A certificate, or similar, to confirm that the Bidder is an authorised reseller of the proposed software solution.

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 one hundred twenty (120) days from the RFP closing date, indicating the exact longer validity period or date;
4. Confirm acceptance of IAEA General Conditions of Contract. Any requests for deviations from the contractual terms and conditions will be examined for their acceptability. Deviations may, at the sole discretion of the IAEA, be subject to negotiation and be a factor in the selection decision.
5. Confirmation of acceptance of the IAEA Contract. In addition, the Bidder shall provide the Bidder's legal address, point of contact and the name and position of the legal representative that would sign the Contract on behalf of the Bidder, in the event of award;
6. The completed Price Sheet in MS Excel format (password unprotected);

The Price Sheet shall be filled for an on-premise deployment model (Option I) AND/OR a private

cloud deployment model (Option II) as well as for Pilot Integration Project and Related Services, and Professional Consultancy Services.

Please provide a final Total Cost of Ownership (TCO) for five (5) years for the proposed solution. The cost for all solution components to fulfil the technical requirements offered in your technical proposal for all required environments (e.g. databases for any repositories, etc.), as listed in SoW Section 5 shall be included. HA in the 'Prod' environment must be configured for all solution components, including any repositories/databases if required by the solution.

Please clearly indicate any additional assumptions to those mentioned above made for your calculation.

Note for On-Premise solutions:

Please include the number of processors/cores necessary for your solution to process the number of messages/API calls as mentioned in the SoW Section 5.

*Please **list** the specifications (Cores/Memory/Disk) and number of servers (Virtual Machines) required to run the proposed solution (for each component e.g. ESB/API Manager) for each of the required environments as listed in SoW Section 6. Please do not include any hardware cost in your 5-year TCO calculation. Clearly indicate any additional assumptions made for your calculation.*

Note for Cloud solutions:

Please clearly indicate any assumptions considered for the 5-year TCO calculation, e.g. traffic cost if applicable, network components, etc.

The Category "Optional Services: Professional Consultancy" in the price sheet shall be filled in regardless of the Option choice above.

If Option II – SaaS or iPaaS solution is part of the Bidder's proposal, the Bidder(s) shall confirm in writing the acceptance of the "IAEA Special Conditions for Cloud Computing Services" (document attached to this RFP) or provide a list of deviations if any. Additionally, the Bidder(s) shall confirm in writing that its proposed cloud infrastructure is in a country which respects the Privileges and Immunities of IAEA (list of Countries respecting Privileges and Immunities of the IAEA is attached to this RFP).

The IAEA will not cover any costs to the Bidder(s) for the software solution demonstration workshop to be organised by the IAEA as part of the selection process (on-site or remote);

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);

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 acceptance by the IAEA of the requested 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

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.

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; and
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. Qualification requirements:

- a) Quality certifications and Bidder's key personnel assigned as specified in SoW Section 4 and Section 2.2.6 above; and
- b) References of deployments of similar size of the software solution offered (as per Section 2.2.6/6.1 above).

Proposals from Bidders that fulfil the qualification requirements will be accepted for further technical evaluation.

2.4.2. Technical Evaluation criteria:

- a) Detailed response and requirements fulfilment of the ESB and API Manager or a software solution that embodies the purpose and functionality of the ESB and API Manager; and
- b) Online demonstration of the software components/solution. Based on technical score and financial viability, a competitive range of shortlisted bidders will be invited to demonstrate their solution. Dates and timeslots, if applicable, will be provided by the IAEA after the closing date of this RFP.

2.4.3. Commercial Evaluation

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

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

2.4.4. 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.