



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-484331-YG – HP Managed Print Services

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 documents consist of the following parts:

01. Cover Letter (workflow mailer);
02. General Instructions for Bidders;
03. Special Instructions to Bidders (this document);
04. IAEA Draft Contract Purchase Agreement;
05. IAEA General Conditions of Contract for Goods and Services;
- 6a. Statement of Work (SoW) – HP Managed Print Services;
- 6b. SoW – Annex I – HP Network Printers in Use;
- 6c. SoW – Annex II – Print Statistics;
- 6d. SoW – Annex III – Specifications;
- 6e. SoW – Annex IV – Floor Plan;
07. Technical and Contractor Requirements;
08. Pricing Format; and
09. 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>)¹.*

Supplier registration requests through the IAEA iSupplier portal are processed between Monday – Friday from 10:00 – 16:00hrs (CET Vienna, Austria). Registration can take up to 48 hours to process if all is correct and complete; the IAEA reserves the right to request clarification or additional information or documentation; only upon receipt of satisfactory information/documentation, at the sole discretion of the IAEA, will a request for registration be approved. Bidders should take this into account as part of the timeline for the submission of the Proposal.

Alternatively, if a Bidder is not able to register through the IAEA iSupplier portal, Bidders may submit the completed Supplier Registration Form (including a copy of the Certificate of Incorporation) as part of the Proposal.

¹ The IAEA iSupplier portal enables suppliers to register and perform certain self-service data maintenance, as well as respond to requests for proposals and other tenders. Suppliers can access live data, check the status of the solicitations that have been sent directly to them, submit offers in response to IAEA solicitations and, in the event of award, submit invoices and track payment status.

UNITED NATIONS GLOBAL MARKET PLACE (UNGM): The IAEA makes its business opportunities available on the UNGM. In addition to registering with the IAEA, registration with UNGM enables vendors to keep abreast of upcoming tender notices, and by subscribing to the UNGM Tender Alert Service, vendors can receive alerts on relevant business opportunities emailed directly to them. Suppliers not yet registered with the UNGM are encouraged to do so. More information on the registration process is available here: <https://www.ungm.org/Public/Pages/RegistrationProcess>

2.1 SUBMISSION OF THE PROPOSAL

Language: The Proposal shall be in 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 portal² 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 email or official.

For technical queries on the use of the iSupplier portal, please contact MTPS-Supplier.Contact-Point@iaea.org for assistance. Technical support is available between Monday – Friday from 10:00 – 16:00hrs (CET Vienna, Austria). Bidders should take this into account as part of the timeline for the submission of the Proposal.

When submitting the Proposal via email, the subject line of the email (s) shall read [in this same order]:

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If email submission in one single email 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 email attachments or submitted through the IAEA iSupplier portal. Conversely, if the IAEA iSupplier portal is temporarily unavailable, Bidders may submit the Proposal via email. Bidders should contact the IAEA responsible contracting staff in a timely manner before the Closing Date and Time if they continue to have problems with the email submission.

REMINDER: As per the above instructions, the Proposal shall be sent 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 email or official.

Submissions via links to external servers such as 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

² 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.

attached to the email (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|hl
p|hta|inf|iqr|isp|jar|Jse|Lnk|mda|mdb|mde|mdt|mdw|mht|msc|msi|msp|mst|pc
d|pif|potm|ppam|ppsm|pptm|prf|prg|ps1|reg|scr|sct|shb|shs|sldm|url|vb|vbe|vb
s|vxd|wsc|xls|executable files, 'win', 'rar' and 'rtf'.

It is the Bidder's own responsibility to ensure that the Proposal is received by the IAEA before the Closing Date and Time and submitted in accordance with these instructions and to check the integrity of each of the electronic files comprising the 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

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

Bidders shall submit the Proposal only once and through one single channel of submission. If a Bidder submits the Proposal through multiple channels (e.g. through the IAEA iSupplier portal and email, email and by hand, etc.), unless otherwise stated by the Bidder, the submission with the latest date and time of receipt by the IAEA will be considered valid for further consideration.

The IAEA will not be responsible for the consequences of the Bidder's failure to comply with any of the instructions for submission of the Proposal as per this Solicitation.

Requests for clarifications: Any communications/requests for clarifications related to this Solicitation shall be addressed by email to the IAEA responsible contracting staff indicated in the Cover Letter. As a general rule, a 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. A description of the Bidder's relevant expertise and experience in providing enterprise level managed print services;
5. Proof that Bidder has at least five (5) years of experience in the providing enterprise level managed print services;
6. Proof of Bidder's certifications as follows:
 - i) Microsoft Active Directory Services Certificate;
 - ii) Corporate Social Responsibility Policy, which should be ISO 26000 or equivalent; and
 - iii) Quality Standard Certification.
7. The attached Microsoft Excel documents (6b. SoW – Annex I – HP Network Printers in Use and 07. Technical and Contractor Requirements) duly filled-in as per the provided instruction to each table;
8. A statement of compliance with the SoW;
9. Indication of any assistance, information, facilities and resources expected from the IAEA and at what stage of the services.
10. Propose additional (optional) goods or services that may add value to the IAEA (e.g., portable printer for travel or print management service for the IAEA Environmental Laboratories in Monaco).

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. Bidder's legal name, address, telephone number, fax number, email address, and contact person(s);

3. Full contact details of the Bidder's personnel for questions regarding the Proposal and full contact details of the Bidder's personnel for questions regarding the contract;
4. Confirmation of acceptance of the IAEA Draft Contract Purchase Agreement and General Conditions of Contract for Services. 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. State that the Bidder will follow the United Nations Supplier Code of Conduct and any other ethical requirements as may be set forth in the IAEA solicitation and/or contractual documents, observing the highest standard of ethics at all times;
6. Duly completed the Pricing Format as follows:
 - Management of the network printers owned by the IAEA;
 - New MFPs devices;
 - Consumables;
 - MFPs for conferences; and
 - Optional goods and services.

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 delivery of the goods to the IAEA or acceptance by the IAEA of the services.

NOTE: Invoices shall be submitted in electronic format, preferably³ 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 invoices@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"*.

³ 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.

2.4 EVALUATION AND SELECTION CRITERIA

Evaluation of the Proposals by the IAEA will be done by evaluating the Bidder's response to the following requirements:

2.4.1. Mandatory Requirements:

The IAEA will evaluate Bidder's response to the requirements stipulated in the '07. Technical and Contractor Requirements/A_ Mandatory' and requirements mentioned in Section 2.2 above.

The Bidders that fulfil the mandatory requirements will be accepted for further technical evaluation.

2.4.2. Quality-based Requirements

Compliance with the Quality-based Requirements ('07. Technical and Contractor Requirements/B_ Quality'); the Bidders that fulfil these requirements will be accepted for further evaluation.

2.4.3. Commercial Evaluation

Subject to the 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.