



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

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 for Bidders;
4. IAEA Draft Contract;
5. IAEA General Conditions of Contract for Services;
6. Statement of Work;
7. Requirements;
8. Price Sheet; 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>)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.

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: www.ungm.org/Public/Pages/RegistrationProcess.

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.

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. The Technical Proposal shall have a page limitation of no more than forty (40) pages. Only the Technical Proposal has specifically identified page limitations; however, the following are excluded from the limitation:

- Table of Contents;
- Title Pages;
- Glossary;
- Staffing Plan;
- Resumes; and
- Signed Letters of Commitment.

No material may be incorporated by reference as a means to circumvent the page limitation.

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 e-mail or official.

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

RFP-513324-YG – Protection Force Security Services for the IAEA Laboratories in Seibersdorf, Austria

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”

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.

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|iqy|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|sldm|url|vb|vbe|vbs|vxd|wsc|xls|xlsm|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

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 seven working days before the Closing Date and Time, to allow proper consideration.

Each question should clearly specify the solicitation area to which it refers. When possible, questions should be phrased to permit "Yes" or "No" responses. Answers to all questions will be made available as soon as practicable via e-mail to each active prospective bidder's identified point of contact. The identity of bidder(s) asking questions will be withheld.

Bidder's Conference, including Site Visit: To support the preparation of bidders' proposals, the IAEA will hold a mandatory Bidder's Conference as specified herein below:

1. **Participation in the Bidder's Conference is mandatory to be eligible to submit a Proposal;**
2. **The Bidder's Conference visit will be held on 16 September 2021 at the IAEA Laboratories located at Friedensstrasse 1, 2444 Seibersdorf, Austria. The Bidder's Conference will start at 10:00 am; kindly arrive at the main entry gate at least fifteen (15) minutes before to the start of the meeting;**
3. The names, positions and contact details of the Bidder's participants to the Bidder's Conference shall be provided to the IAEA Contracting Officer listed above in advance of the site visits for registration confirmation, by not later than 10 September 2021.
4. A maximum of three (3) participants per Bidder is allowed, including any supporting staff such as an interpreter. Each participant shall have a valid identification document with the photo (e.g., identification card, driving license, passport, etc.) for verification of their identity and will be required to sign an attendance record. Participants will also undergo physical security checks to access the IAEA premises and shall be subject to the IAEA Security and Safety Service orders, restrictions and guidelines;
5. Based on the information submitted by the Bidder and after verification by the responsible Contracting Officer, the IAEA will send a registration confirmation, including the Bidder's Conference Agenda;
6. The Bidders' Conference will be a closed meeting for confirmed registered Bidder's participants only. The Bidder's participants listed on the registration confirmation will be announced in advance at the entry gate of the IAEA Laboratories as "official visitors" in preparation for granting access to the premises;
7. The Bidder's Conference will be conducted in the English language;
8. The questions posed at the Bidder's Conference and related answers will be sent to participants of the Bidder's Conference;
9. The IAEA will not disclose the name of the Bidder(s) raising the question(s). These clarifications shall be deemed the official response from the IAEA to the questions raised;
10. The IAEA will not disclose the name of the Bidder(s) attended the Bidder's Conference;
11. Bidders will not be allowed to take photos or make voice/video recordings while at the IAEA premises; and
12. Bidders shall bear all costs associated with attending the site visits; the IAEA will not be responsible or liable for these costs, regardless of the conduct or outcome of this RFP. It is the Bidder's sole responsibility to obtain and bear the costs related to visa or similar for the participants to the site visits. The IAEA will make no effort nor accept any responsibility for obtaining such visa or similar requirement.

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. A copy of the Certificate of Incorporation proves that the Bidder's company is registered in the Republic of Austria;
4. A description of the Bidder's relevant expertise, including the following information:

- a) A statement proving that the Bidder has at least five (5) years providing security services as defined in this Solicitation;
 - b) A statement proving that the Bidder possesses all applicable licenses to operate an armed guard service in Austria;
 - c) Company organization and quality certifications; and
 - d) Technical experience of the staff, equipment used, facilities and production capacity as necessary for providing the services.
5. Provide references of past satisfactory performance for completed or active contracts that are similar in nature, size in Euros, and complexity to the service as defined in this Solicitation. No less than three (3) references shall be submitted for the work experience cited. References identified may include government and commercial customers. The experience cited shall have had a duration of at least nine (9) months and shall have begun or ended within the last three (3) years. For each past performance reference, the Bidder shall provide the following information:
 - a) Complete contract name and address where work was performed;
 - b) Owner/client's name and complete address;
 - c) Date on which you started to perform the work;
 - d) Name, title, company/agency, address, telephone number, and e-mail address (if available) of the program or project manager, quality assurance representative, or other customer technical representative who is most familiar with the quality of your work under the contract and is available for contact; and
 - e) Explain how the work that you did previously or are currently doing is relevant (e.g., similar in nature, size in euros, and complexity) to the work that is to be performed by you as defined in this Solicitation.
6. General technical discussion demonstrating the Bidder's understanding of the IAEA technical requirements and their proposed solution to meet them.
7. The attached Microsoft Excel documents (07. Requirements) duly filled in as per the provided instruction to each table;
8. Response to the requirements as follows:
 - 8.1. Detailed technical approach to the proposed security solution: The Bidder shall describe its proposed technical approach to effectively and efficiently accomplish the requirements as defined in this Solicitation. Address the following areas within the technical approach:
 - a) Project Management and Supervision: Describe the project management and supervision approach that will be applied to ensure that proper, continuous and qualified operational staffing and performance levels are effectively and efficiently maintained;
 - b) Duties: Describe the proposed scheduling methodology and shift configurations, including line supervision, for meeting all duty requirements and productive assignments;
 - c) Training and Performance Assessment: Describe the approach for developing and maintaining a high-quality integrated training and performance assessment program to ensure proper readiness for duty and to maintain the proficiency of perishable skills; and
 - d) Risk Management: Identify the programmatic risks associated with the proposed approach and how risks will be avoided or mitigated.
 - 8.2. Describe the transition approach with a proposed schedule for the transition period between 01 December 2021 and 31 March 2022, outlining possible critical issues that may arise. The transition approach shall describe a detailed approach to provide an orderly transition to a full performance level in accordance with the overall elements identified in Section 8 of the SoW titled Contract Phase-in and Phase-out and shall also include a proposed schedule with specific tasks and

milestones. As part of the proposed approach, the Bidder shall address any risks associated with performing these requirements and the proposed approach to avoid or minimize the identified risks;

- 8.3. Bidders are advised to consider the option of hiring the security personnel available by the current Contractor hired by the IAEA to the largest extent possible in order to ensure continuity in operation and avoid loss of information. If this option is interesting, the Bidder is required to notify the IAEA in writing;
- 8.4. Defined Staffing Plan: Present the staffing plan that will be applied to ensure successful implementation of your solution and considers a gender balance at all levels. Provide a Staffing Plan that delineates the staff necessary to execute the services defined in the SoW. The Staffing Plan shall be consistent with the staff included in the cost proposal. The Staffing Plan shall describe the labour categories and job duties of all proposed personnel required to perform service as defined in this Solicitation. The Staffing Plan shall also identify the estimated quantity of proposed Full-time Equivalent (FTE) and associated Direct Productive Labour Hours (DPLH) allocated to each labour category as per the services as defined in this Solicitation; and
- 8.5. Provide a defined list of persons (hereinafter referred as “Key Personnel”) that will be responsible for the implementation of the Contract. All Key Personnel dedicated to the project shall be properly qualified and are expected to have a working knowledge of the English language. In addition, the following information shall be provided:
 - a) The Bidder shall provide a written resume and position description for each Key Person who will perform key managerial responsibilities (resumes shall not exceed two pages in length, inclusive of the position description);
 - b) Provide a letter of commitment attached to the resumes for all proposed Key Personnel. The letter of commitment shall include the following:
 - i. A statement that the individual commits to work under the resultant Contract for the first two (2) years of the initial base period of the Contract, and that a specific salary and benefits package has been agreed upon;
 - ii. The firm date of availability; and
 - iii. The proposed individual's signature.
9. Provide a clear technical description of any equipment proposed. All items that are in line with SoW 3.2.6 are considered approved. All deviations from SoW 3.2.6 and additional equipment require prior approval by the SCO;
10. Indication of any assistance, information, facilities and resources expected from the IAEA or local end-user and at what stage of the services; and
11. Propose additional (optional) services that may add value to the IAEA.

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, 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 for Services.
5. Confirmation of acceptance of the IAEA Draft Contract forming part of this RFP. This section shall further 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, as well as points of contact for the purpose of Article 17 of the Draft Contract.
6. Bidders are required to quote the rates for the various functional titles required in the SoW. Based on multiyear experience it is recommended that bidders consider the minimum level of salary as indicated in *Kollektivvertrag Bewachungsgewerbe C3 Botschaftsdienst* (ref. [website](#) of the Austrian Federal Economic Chamber) and adding an additional 25% to that level for Officers and 40% for Supervisors to guarantee the quality of services and minimise the employee's turnover.
7. Indicate the rates for the various functional titles required (please see RFP Annex – Price Sheet/Rates) and Total Firm Fixed Price of your Proposal for five (5) years of services (please see RFP Annex – Price Sheet/Price_5Y).

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, 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.

8. Provide proof of adequacy of financial resources to perform the work under the contract; provide your company's audited Financial Statements for the last three (3) years of business operation as certified by the Executive Director or equivalent.
9. Statement of any discount offered for early payment of invoices.
10. 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

2.4.1. Technical Evaluation

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.

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

Stage I – Qualification Criteria:

- a) Certificate of Incorporation: The Bidder shall be officially registered in accordance with the law of the Republic of Austria;
- b) Experience: The Bidder shall have at least five (5) years of experience providing security services as defined in this Solicitation; and
- c) References: The Bidder shall provide no less than three (3) references of past satisfactory performance for completed or active contracts that are similar in nature and complexity to the work as defined in this Solicitation. The experience cited shall have had a duration of at least nine (9) months and shall have begun or ended within the last three (3) years

Only bidders that qualify Stage I will be considered for Stage II.

Stage II – Mandatory Requirements of the Sow:

Compliance with the Mandatory Requirements of the SoW. (ref. RFP document '07. Requirements/Mandatory_Req').

Only bidders that qualify Stage II will be considered for Stage III.

Stage III – Quality-based Requirements

Bidder's capacity to offer a high-quality service in response to the Quality-based Requirements (ref. RFP document '07. Requirements/Quality_Req).

Bidders' offers that pass this stage will be accepted for further commercial evaluation

2.4.2. 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.

2.4.3. 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.