



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-443305-YG – Freight Forwarding and related Services for the IAEA Technical Cooperation Programme

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:

01. Cover Letter (workflow mailer);
02. General Instructions for Bidders;
03. Special Instructions to Bidders;
04. IAEA Draft Contract Purchase Agreement;
05. IAEA General Conditions of Contract for Services;
06. Statement of Work;
07. Technical Compliance Matrix;
08. Commercial Compliance Matrix and Price Sheet;
09. General Guidelines for Bidder’s Presentation; and
10. 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

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.

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.

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 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.

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 e-mail(s) shall read [in this same order]:

RFP-443305-YG – Freight Forwarding and related Services for the IAEA TC Programme

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 e-mail 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 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 e-mail or official.

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.

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.

- “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|sldm|url|vbe|vbs|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.

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), 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 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. Indication of any assistance, information, facilities, and resources expected from the IAEA and at what stage of the services;
4. **The Technical Compliance Matrix (Attachment 07 to this Instructions to Bidders):** The Technical Proposal shall include the duly filled-in Technical Compliance Matrix, including detailed response to and demonstrating how the Bidder will comply with each of the requirements of the Statement of Work;
5. If there is any limitation to your geographical coverage, please precise in detail the country(ies)/region(s) of limitation and the reasons for it (e.g., countries under sanctions, embargo, war zones); and
6. 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.

Commercial Compliance Matrix and Price Sheet (Attachment 08 to this Instructions to Bidders):

The Commercial Proposal shall include the duly filled-in Commercial Compliance Matrix and Price Sheet and related information and supporting documentation. In addition, please consider the below information in your commercial proposal:

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.

2.4 EVALUATION METHOD AND SELECTION CRITERIA

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

2.4.1. Stage 1 - Qualification

The following mandatory requirements (please refer to 07. Technical Compliance Matrix tab "Stage 1 Qualification") will be evaluated using pass/fail criteria:

1. At least seven (7) years of experience in the freight forwarding industry;
2. ISO Quality Management Systems certification;
3. A minimum of three (3) satisfactory and verifiable references from the customers other than IAEA; in addition, IAEA performance records may be considered, where applicable; and
4. Personnel's qualifications and organizational structure.

Proposals from Bidders that pass the above criteria will be accepted for further evaluation.

2.4.2. Stage 2 – Online demonstration of the Tracking Tool

Bidders that qualified will be invited to Stage 2 of the technical evaluation to make an online presentation for the purposes of presenting their web-based Tracking Tool and substantiating the content of their technical proposal regarding the Tracking Tool. Evaluation of the web-based Tracking Tool will be done against the criteria in 07. Technical and Compliance Matrix, tab "Stage 2 Demo". General guidelines for this presentation are provided in 09. General Guidelines for Bidder's Presentation.

2.4.3. Stage 3 – Quality-based Evaluation

Offers from Bidders that passed Stage 2 of the technical evaluation will be evaluated against the following criteria:

1. Overall compliance with the Statement of Work;
2. Quality of Contractor's references;
3. Contractor's experience and logistical capacity and infrastructure;
4. Organisation, quality of the Contractor's personnel and Key Account Manager;
5. Customer service;
6. Freight estimate/quote;
7. Storage solution; and
8. Environmental Policy/Sustainability.

2.4.4. Commercial Evaluation

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

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

2.4.5. Selection Criteria

A Contract will be awarded to the Bidder who submits the best value for money proposal, which is "cost and quality". The relative weighting of each component of the Proposal is 70% for the technical value and 30% for the commercial value. The successful Bidder(s) will have reached the highest combined score.

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.