



Statement of Work

Freight Forwarding and related Services for the IAEA Technical Cooperation Programme



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Acronyms

The following acronyms shall apply throughout the Statement of Work (SoW) unless defined otherwise hereinafter:

AWB	Air Waybill
B/L	Bill of Lading
CET	Central European Time
CMR	<i>Convention relative au contrat de transport international de marchandises par route</i>
CPT	Carriage Paid To
CSV	Comma-separated Values
CV	<i>Curriculum Vitae</i>
DAP	Delivery at Place
DAT	Delivery at Terminal
DDP	Delivery Duty Paid
ETA	Estimated Time of Arrival
EU	European Union
FCA	Free Carrier
FCL	Full Container Load
FCR	Forwarder's Certificate of Receipt
FOB	Free on Board
HS	Harmonized System
IAEA	International Atomic Energy Agency
KPIs	Key Performance Indicators
MTBF	Division of Budget and Finance
MTPS	Office of Procurement Services
NLA	National Liaison Assistant



NLO	National Liaison Office
PMO	Programme Manager Officer
POD	Proof of Delivery
SoW	Statement of Work
TC	Technical Cooperation
TCP	Technical Cooperation Programme
TCPC	Division of Programme Support and Coordination
TSV	Tab-separated Values
UN	United Nations
UNDP CO	United Nations Development Programme Country Office
VAT	Value-added Tax

Definitions

The following key definitions are used throughout the SoW, and they are defined as follows:

Buyer	The IAEA employee working in the Office of Procurement Services or an IAEA team responsible for placing orders for goods and services, and issuing shipping instructions to the Contractor.
Contract Administrator	The IAEA employee working in the Office of Procurement Services and responsible for the contract administration, contract compliance, Contractor's performance, reporting matters and meeting with the Contractor.
Contractor	An appointed registered company by the IAEA to perform the freight forwarding and related services as required in the SoW.
Counterpart	The Counterpart is responsible for the overall management and direction of a Technical Cooperation project in a country and ensuring that all stakeholders are involved. Regarding the freight forwarding process, the Counterpart is solely responsible for providing the 'green light' and acts as a beneficiary or a final recipient of the goods shipped. The Counterpart is associated with a specific Member State.
Customer Service Team	The Contractor's personnel responsible for the management of the IAEA shipments.
'green light'	A confirmation sent by the Counterpart to the Contractor stating the readiness to receive the shipment and meaning that all necessary documents and permits have been obtained.
IAEA Working Hours	The IAEA Working Hours are Monday – Friday from 08:00 until 17:00 Central European Time (CET).
Key Account Manager	The Contractor's personnel acting as the contact person for the IAEA for the services required in the SoW. The Key Account Manager is responsible for maintaining a business relationship with the IAEA, contractual and performance matters, including reporting and



participation in the meetings. The Key Account Manager is the second level of escalation.

Member State

Member State is a strategic partner in the TC programme. Member State provides guidelines through its Permanent Mission to the TC programme and facilitates dialogue with key players and the Counterpart(s) at the national level.

National Liaison Officer

The National Liaison Officer (NLO) is designated by the relevant Member State and recognised by the IAEA as the primary contact person between the IAEA and the Member State on matters relating to the IAEA, particularly the technical cooperation programme. The NLO manages coordination within the country (project counterparts, relevant sectoral units of the Member State, national planning entity, universities, and research institutions) and liaises with the United Nations Resident Coordinator and local bilateral and multilateral partners. The National Liaison Assistant support the work of the NLO.

Open Book Policy

In the context of the SoW, an Open Book Policy is an agreement between the IAEA and the Contractor to view data and financial information related to cost incurred in any part of the freight forwarding process. The agreement aims to work together to ensure that the costs are transparent, justifiable, and minimised where possible.

Programme Manager Officer

The Programme Manager Officer (PMO) is a staff member in one of the IAEA's Technical Cooperation Department's regional Divisions. He or she is responsible for managing the TC programme in one or more countries in that region. PMOs may also be assigned to manage regional or interregional projects. The PMO is the main IAEA point of contact with the NLO and Counterpart institutions. He or she advises on the Country Programme Framework process, coordinates IAEA inputs and feedback, and assists in formulating national TC programmes based on Member State plans. The PMO manages the delivery of IAEA inputs under approved TC projects based on agreed project work plans and ensures that Technical Cooperation Fund resources produce expected results.



Purchase Order	The Purchase Order is a legally binding document issued by the IAEA Office of Procurement Services to the Supplier with a request for an order of specific goods or services. An example of the IAEA Purchase Order is available in the section Attachments to the SoW.
Shipping Instruction	The written instructions by the IAEA on how and where to deliver the shipment(s).
Supplier	The Supplier is an entity producing, supplying, or selling goods to the IAEA.
Technical Officer	The Technical Officer is an IAEA staff member responsible for the technical integrity of TC activities. He or she determines the technical integrity of proposed TC projects and is actively involved in their development and implementation. The Technical Officer interacts with Counterpart and the Member State, in coordination with the PMO, to ensure projects are correctly carried out.
Team Leader	The Contractor's personnel acting as the supervisor of the Customer Service Team. The Team Leader is responsible for the distribution of a workload, operations, and quality control. The Team Leader is the first level of escalation.

Introduction

The International Atomic Energy Agency (hereinafter referred to as the 'IAEA' or as the 'Agency') was established in 1957 as the world's centre for cooperation in the nuclear field and works with its Member States and multiple partners worldwide to promote the safe, secure, and peaceful use of nuclear technology.

An organisation within the United Nations (UN) family with Headquarters in Vienna, Austria, the IAEA procures various types of goods and services to address the requirements of the Member States in more than 130 countries under the Technical Cooperation (TC) programmes and projects. The IAEA Technical Cooperation Programme (TCP) is the primary mechanism through which the IAEA assists the Member States (the acronym TCP is used interchangeably with the IAEA throughout the SoW).

Through the TCP, the IAEA supports the Member States build, strengthen, and maintain capacities in the safe, peaceful, and secure use of nuclear technology to support sustainable socio-economic development. The TCP provides expertise in fields where nuclear techniques offer advantages over other approaches, or nuclear techniques can supplement conventional means. The TCP focuses on applying nuclear technology to improve human health, support agriculture and rural development, advance water resource management, address environmental challenges and help sustainable energy development, including the use of nuclear power for electricity. The TCP also focuses heavily on supporting nuclear safety and security. For detailed information about TCP and its programmes and projects, please visit the relevant section of the IAEA [website](#).

To support the mandate in assisting the Member States, the IAEA requires effective and efficient shipment of various types of goods to and from destinations worldwide regularly; very often, these shipments are donations that the IAEA provides to the Member States, and title passes upon successful delivery and acceptance by the representative of a Member State (hereinafter referred as the 'Counterpart').

To address the shipping requirement, the IAEA is considering appointing a commercial entity (hereinafter referred to as the 'Contractor') that is qualified, certified and experienced to provide high-quality freight forwarding, including transportation, goods packaging, labelling, shipments tracking and reporting (hereinafter referred to as the 'services'), and collaborate seamlessly with the stakeholders involved in TC programmes and projects, including various supporting functions of the IAEA.

Requirements toward freight forwarding and related services for the IAEA Technical Cooperation are outlined in this SoW, including Annexes.

To assess the size and complexity of the IAEA freight forwarding requirements, please refer to [Annex I – The IAEA Shipping Characteristics](#).



1. Scope

This SoW describes the requirements for the shipment of various types of goods, including but not limited to general cargo, temperature-controlled, dangerous goods (e.g., appliances containing lithium batteries) and license-controlled goods. The requirement for the shipment of radioactive material, Class 7, is considered optional.

The IAEA's diplomatic mail, cargo diplomatic, private parcels and courier services are out of the scope of this SoW.

2. Stakeholders

The key stakeholders involved in the process of planning, purchasing, shipment and donating of the goods are the follows:

2.1. The IAEA Department of the Technical Cooperation, including:

- Division of Programme Support and Coordination (TCPC);
- Programme Management Officer (PMO); and
- National Liaison Officer (NLO) or National Liaison Alternate (NLA).

2.2. The IAEA Office of Procurement Services (MTPS), including:

- Buyer; and
- Contract Administrator.

2.3. Contractor;

2.4. Representative of the Member State (Counterpart);

2.5. United Nations Development Programme Country Office (UNDP CO); and

2.6. The IAEA Division of Budget and Finance (MTBF) Accounts Payable.

Overview of the roles and responsibilities vis-à-vis the shipping process available in the Attachments section to the SoW.

3. Contractor's Qualification and Requirements

3.1. Status

The Contractor shall be a registered company with a license to perform services required by the SoW and maintain such registration and license throughout the contract.

3.2. Logistical Capacity

The Contractor shall have adequate logistics capacity to guarantee the quality of services required by the SoW and maintain it throughout the contract.

3.3. Logistical Infrastructure

The Contractor shall have an adequate logistical infrastructure to perform services as required by the SoW and maintain it through the contract. Since a significant amount of goods originates from Austria/Europe, it is preferred that the Contractor should have a logistical infrastructure in Austria, including in the Vienna International Airport.

3.4. Certification

The Contractor shall have and maintain throughout the Contract period ISO 9000/9001:2015 – Quality Management Systems certification throughout the contract.

3.5. Personnel

3.5.1. The Contractor shall have experienced personnel to guarantee the quality of the services as required by SoW throughout the contract.

3.5.2. Contractor's personnel involved in handling dangerous, perishable goods, but not limited to, shall have appropriate training as per the industry regulations and applicable international/national regulations and standards.



3.5.3. Contractor's personnel assigned to perform the services shall be proficient and experienced in working in the English language – both orally and in writing.

3.5.4. The Contractor should seek an opportunity to assign personnel with the knowledge of other languages, mainly French and Spanish, to occasionally communicate with the counterparts.

3.6. Key Account Manager

3.6.1. The Contractor shall appoint a dedicated and experienced Key Account Manager to manage the IAEA's contractual relationship.

3.6.2. The Key Account Manager shall have at least three (3) years of experience as an account manager for corporate clients or international organisations.

3.6.3. The Key Account Manager shall have the capacity and responsibility to resolve any dispute or disagreement with the IAEA.

3.6.4. The Key Account Manager shall be reachable by telephone or e-mail and be available for quarterly and/or ad-hoc meetings during the IAEA Working Hours.

3.7. Customer Service Team

3.7.1. The Contractor shall establish a Customer Service Team to manage the IAEA shipments and related matters.

3.7.2. The Customer Service Team members shall possess sufficient qualifications and experience to perform services required by the SoW and have clearly defined roles and responsibilities.

3.7.3. The Customer Service Team shall be cable of processing effectively and in a timely manner, approximately 1,700 shipments annually. If the workload increases, the Contractor shall increase its team capacity to provide services requested by the SoW.

3.7.4. The Customer Service Team shall be available via telephone and e-mail during the IAEA Working Hours (08:00 to 17:00 hrs) and IAEA Business days. The IAEA will provide the IAEA holidays on annual basis.



- 3.7.5. The Contractor shall appoint a Team Leader responsible for the services provided by the Customer Service, including supervision, distribution of a workload and quality control.

3.8. Organisation and Quality of the Contractor's Personnel

- 3.8.1. The Contractor shall provide to the IAEA the organisation chart showing personnel assigned to perform services, including functional titles, roles and responsibilities, reporting lines and path for escalation and contact details.
- 3.8.2. The Contractor shall provide the IAEA with the up-to-date organizational chart and *Curriculum Vitae*s (CVs) for the Key Account Manager and Customer Service Team members.
- 3.8.3. The Contractor shall maintain the quality of the personnel assigned to perform services throughout the contract.
- 3.8.4. If any of the personnel assigned by the Contractor becomes unable to provide the services to the IAEA for whatever reason then, the Contractor acknowledges and undertakes that it shall immediately notify the IAEA in writing and make a replacement with a person of equivalent experience and expertise. The Contractor shall provide the IAEA with such details as the IAEA may reasonably require in writing regarding any replacement personnel (e.g., CV). The IAEA shall have absolute discretion as to the suitability of any proposed replacement personnel.

4. General Service Requirements

4.1. General Guidelines

- 4.1.1. As and when requested by the IAEA, the Contractor shall provide and follow up on all shipments, transport, freight forwarding and related services from the point of origin to the point of destination as specified in the Shipping Instructions in each Purchase Order issued by the IAEA.

- 4.1.2. Manage the entire transport chain and logistical functions/activities from the point of origin to the point of destination, including all elements of the various modes of transport necessary up to and including the delivery to the pre-defined destination. This will include all necessary equipment, facilities (except as otherwise approved hereinbelow), qualified personnel, expertise, and other means necessary to perform the transport, freight forwarding, order tracking and related services following a best commercial practice.
- 4.1.3. At present, the IAEA is placing Shipping Instructions which are based on the Incoterms 2010. The IAEA is considering using Incoterms 2020 in the future. The Contractor shall provide service considering both versions of the Incoterms and assist the IAEA during the transition period to the latest edition of Incoterms that may become available during the duration of the contract, as may be requested by the IAEA.
- 4.1.4. The Contractor shall exercise due diligence to detect any unaccustomed or unusual shipment of goods, such as possible duplicated shipments., etc. Such occurrence shall be communicated to the IAEA concerned immediately upon detection.
- 4.1.5. The Contractor shall follow up with IAEA's assigned suppliers to expedite and ensure all required documentation is provided, goods are picked up following the Purchase Order instructions and transported without delay.
- 4.1.6. Unless otherwise instructed by the IAEA in writing, the Contractor shall be responsible for import customs clearance on behalf of IAEA at the airport/port of destination except for countries where the Counterpart or the Member State designates a broker. In these cases, the Contractor shall continue to liaise with the IAEA, United Nations Development Programme Country Office (UNDP CO), NLO, Counterpart, among others, for any assistance in the customs clearance process.
- 4.1.7. As and when required, the Contractor shall provide export and import customs clearance for air shipments at Vienna International Airport for the IAEA Headquarters and the IAEA Laboratories in Seibersdorf, Austria and the IAEA Environmental Laboratories in Principality of Monaco (hereinafter referred to as the 'the IAEA Laboratories'). Export and import customs clearance shall be arranged at Vienna International Airport given IAEA's known shipper status for surface shipments.
- 4.1.8. The Contractor shall arrange pre-payment of all applicable charges from origin to the destination, including customs clearance as required. No 'freight collect' shipments are allowed.



- 4.1.9. All written communications shall be in the English language. The Contractor shall use e-mail to exchange the information with all stakeholders involved in the freight forwarding and related processes. Whenever required, a courier service should be used to deliver original documents.

4.2. Freight Estimate/Quote

- 4.2.1. The IAEA requires freight estimate for planning purpose and a freight quote to ensure adequate budgetary obligation of funds ahead of time.
- 4.2.2. The Contractor shall provide the IAEA either with a heuristic model for the freight estimate (preferred) or provide a freight quote (binding document with a fixed costs) based on the receipt of the Purchase Order. The requirements of IAEA input to the heuristic model for freight estimate will be defined later with the Contractor and will be limited to information available on the Purchase Order. In case of non-availability of a heuristic model for a freight estimate and upon request, the Contractor shall provide an estimate on an ad-hoc basis without the Purchase Order.
- 4.2.3. The freight estimate/quote shall reflect the carrier's name, frequency, transit time, transit point and transit time for inland transportation and if required, and any other relevant information required by the IAEA.
- 4.2.4. Unless otherwise agreed by the IAEA, the Contractor shall provide freight estimate/quote upon receipt of the freight estimate request/Purchase Order by the IAEA within **two (2) business days**.
- 4.2.5. Freight estimate/quote shall clearly state the validity period and any special conditions that may apply.
- 4.2.6. The sea freight rates quoted shall be full liner terms port of discharge. Port of discharge is defined as the seaport in the country of destination where the goods arrive, except for landlocked countries where rates should be based on a combined through B/L to the final destination.
- 4.2.7. The freight estimate/quote shall be available in the web-based Contractor's shipments tracking tool (hereinafter referred to as the 'Tracking Tool') for each shipping case (e.g., attached as a document).
- 4.2.8. In case of any price increase over ten percent of the initial estimate/quote provided to the IAEA, the Contractor shall inform the IAEA by providing a revised freight estimate/quote, including explaining the reason for a price increase.

- 4.2.9 If available, the Contractor should provide the IAEA stakeholders with access to a web-based freight quote calculator to estimate the cost based on the rates agreed with the Contractor, including the cost of the transaction and other factors, e.g., the agreed level of discount.

4.3. Open Book Policy

- 4.3.1. An Open Book Policy shall apply to support the operation between the IAEA, the Contractor, and the carriers.
- 4.3.2. The Contractor shall, upon request, be able to substantiate all quotes and invoices by providing copies of original quote from carriers.

4.4. Shipping Instructions — Transportation of Third-Party Items (Ex Supplier)

- 4.4.1. IAEA will provide the Contractor with a copy of a Purchase Order, or a part thereof, giving a description and relevant particulars of the goods, point of origin, ultimate destination, the name and address of the Supplier, terms of delivery, Shipping Instructions, shipping markings, packing details, special handling instructions and other pertinent details. The said Purchase Order will indicate the expected delivery date by the Supplier for the Contractor to coordinate delivery of goods. Omission of any previous information shall not invalidate the Purchase Order or diminish the Contractor's obligations under this arrangement. The Contractor shall carry out its services regarding each shipment following the information indicated in the Purchase Order/freight forwarding information relating to such shipment.
- 4.4.2. The IAEA places most of its orders 'Free Carrier (FCA) named main port', other Incoterms may be used on occasion. For FCA deliveries, the Contractor shall assist IAEA suppliers, if and when needed, to arrange export documentation.



4.5. Expediting/Order Monitoring and Follow up

- 4.5.1. The Contractor, upon receipt of the Purchase Order, shall check instructions for each shipment (e.g., forwarder, markings, temperature and packing restrictions, Harmonized System (HS) code(s), UN number(s) and consignee information) for any discrepancies/anomalies and report same to the IAEA and the Supplier so that any necessary corrections can be made at the earliest possible moment.
- 4.5.2. The Contractor shall consider any special requirements, e.g., temperature-controlled, dangerous goods, emergency, and the IAEA specific and country-specific requirements such as special documentation, duty-free certificate applications, pre-delivery inspection, 'green light', and extended pre-advice notification and plan the shipment accordingly.
- 4.5.3. The Contractor shall consider country-specific delivery dates to avoid temperature-restricted deliveries on weekends or local holidays.
- 4.5.4. The Contractor shall, in respect of each shipment, designate the Contractor's local office or a local agent to provide services based on the geographical location of the Supplier and shall notify the Supplier in writing of such designation every time. When special instructions have been issued, the Contractor shall also inform the Supplier and local office/agent.
- 4.5.5. Latest two (2) weeks before the Purchase Order delivery date, the Contractor shall proactively liaise with and assist the Supplier to ensure that the goods and documents are ready for collection by the Contractor by the date specified in the Purchase Order.
- 4.5.6. For orders with special instructions/requirements, e.g., 'green light' required, at least three (3) weeks' notice/pre-advice, etc., the Contractor shall initiate expediting procedures earlier to avoid additional waiting time or delay after the goods are ready for delivery/pick-up.
- 4.5.7. The Contractor shall arrange, in the most expeditious manner, that the goods be collected by the carrier by the date specified in the Purchase Order.



- 4.5.8. If the actual weight and volume of the individual shipment do not match the quoted initially provided by the Supplier and thereby the weight and volume the freight quote is based on, the Contractor shall i update the quote in the Contractor's Tracking Tool, stating the difference in weight and volume and the revised freight cost. The Contractor shall inform the IAEA of this change and wait for further instructions to ship.
- 4.5.9. If the goods are not packed according to the Purchase Order instructions, e.g., temperature-controlled, dry ice, dangerous goods packing, the Contractor shall inform the Supplier and the IAEA, and request the Supplier to repack according to the Purchase Order instructions, where needed.
- 4.5.10. Issues encountered with the IAEA suppliers by the Contractor shall be reported to the IAEA so that action can be taken to ensure timely delivery by the Supplier and timely collection and dispatch of the shipment by the Contractor.

4.6. Booking, Planning and Execution

- 4.6.1. Suppliers will send the Contractor a 'notification of goods readiness' latest three (3) working days before the confirmed date of readiness of the goods, along with details of the cargo specifications and measurements and other relevant information specified in the notification. The Contractor shall proactively follow-up with suppliers to confirm readiness of the goods.
- 4.6.2. The supplier's notification should contain the following information, i.e., whether full delivery or partial shipment (including details such as item number and quantity), packed weight and volume, number, and type of shipping units. The necessary documents shall be ready on the same date as the goods.
- 4.6.3. Upon receipt of the 'notification of goods readiness', the Contractor shall check the quantities against the Purchase Order number and shipping reference and ensure that any anomalies and/or deviations from the delivery date are informed to the IAEA.
- 4.6.4. Upon 'green light' for shipment (e.g., pre-clearance received from the end-user/counterpart), the Contractor shall start the booking planning and shipping process, . No shipment can be initiated until green light is received to ensure that all documentation for import is ready by the time of arrival.



- 4.6.5. The Contractor shall update the estimated pick-up date accordingly in the Tracking Tool. This update shall trigger a notification to a designated contact point from the Counterpart.
- 4.6.6. The Contractor shall ensure that a confirmation of Estimated Time of Arrival (ETA) is sent to the stakeholders in the country. The ETA information shall be available in the Contractor's tracking tool.
- 4.6.7. The Contractor shall verify maximum packing restrictions (e.g., maximum shipping height) with the Supplier before actual pick-up.
- 4.6.8. The Contractor shall ensure the goods are shipped as per the booking confirmation and inform IAEA, the consignee and Counterpart in case of deviations from the initial transport plan. Any shipment departure/arrival delay shall be communicated in writing to the IAEA, consignee and Counterpart via the generation of an update by the Tracking Tool.

4.7. Collection/Receipt of Goods from the Supplier

- 4.7.1. The Contractor shall check all collected shipments and verify, at the minimum:
- a) The number of packing units;
 - b) That packing is adequate for the freight type;
 - c) Markings and labelling are correct;
 - d) The packing is within the maximum packing height (if applicable);
 - e) Actual weight and volume correspond to the packing list if mentioned (for air freight);
 - f) Itemized list of contents for each container indicating container number, seal number for Full Container Load (FCL) sea shipments;
 - g) The value corresponds with the Purchase Order; and
 - h) All documentation, including certificates specified in the Purchase Order, has been received.



- 4.7.2. Should there be any discrepancies, these shall be notified to the Supplier for rectification without delay.
- 4.7.3. When completeness has been verified, the Contractor shall issue a Forwarder's Certificate of Receipt (FCR) or Bill of Lading (B/L), signed certified copy of the Air Waybill (AWB) or CMR (*Convention relative au contrat de transport international de marchandises par route*) waybill to the Supplier.
- 4.7.4. As well as verification of completeness, these documents are used as proof that the Supplier has delivered/handed over the order to the Contractor so that the IAEA can pay the Supplier's invoice.
- 4.7.5. Unless otherwise agreed by the IAEA, the collection of the goods shall be communicated to the IAEA within 24 hours.
- 4.7.6. Upon collection, the Contractor shall update an appropriate record in the Tracking Tool. This update shall trigger a notification to the stakeholders involved. The IAEA will not reimburse the Contractor for mobilizing to the Supplier's warehouse without Supplier's written confirmation of goods ready for pick-up.
- 4.7.7. The original of the FCR or the signed certified copy of the AWB or CMR or B/L shall be given to the Supplier at the earliest possible moment but not later than one (1) week after receipt of the goods by the Contractor even if the IAEA has requested the Contractor to hold the shipment for whatever reason.
- 4.7.8. For consignments subject to pre-shipment inspection, to be arranged by the IAEA or any other party prior to or during the packing/loading, the Contractor shall not take over the goods until a clean inspection certificate is issued by the appointed inspection company, unless otherwise agreed in writing by the IAEA.
- 4.7.9. For shipments from the warehouse, or the Supplier where the Contractor arranges for the collection of orders, the Contractor shall arrange for export clearance and pre-carriage to the airport/port for shipment.

4.8. Storage Prior 'green light' and In-transit

- 4.8.1. The Contractor shall, as and if applicable, store goods in a suitable and most economical warehouse until shipment of the goods occurs.
- 4.8.2. The Contractor shall be responsible for an effective and efficient storage solution considering the wide geographical distribution of the IAEA's suppliers (e.g., logistical hub and/or warehouse in the region of the IAEA interest).
- 4.8.3. When storage charges are expected to accrue, the Contractor shall provide advance notice to the IAEA and a cost quotation for acceptance by the IAEA.

4.9. Shipping Documentation

- 4.9.1. It shall be the responsibility of the Contractor to obtain or produce promptly all required shipping documentation following IAEA's Shipping Instructions, including any special instructions contained in the Purchase Order, applicable laws, and regulations, and as required by the country of destination, selected mode of transport, cargo type and packing.
- 4.9.2. The Contractor shall:
 - 4.9.2.1. Collect/receive all documents, not limited to:
 - a) Packing list (mandatory);
 - b) Invoice (mandatory);
 - c) Certificate of Origin (mandatory);
 - d) Certificate of conformity (when applicable);
 - e) All manuals (when applicable);
 - f) Quality certificates (when applicable);
 - g) Certificate of registration (when applicable); and



h) Export declaration from the Supplier's country (when applicable).

4.9.2.2. Obtain a Master AWB (original three (3) for the Shipper) or a complete set of B/L (3/3), or a CMR note or appropriate transport document(s);

4.9.2.3. Prepare promptly all required documentation based on Shipping Instructions received from the IAEA, special instructions contained in the Purchase Order and applicable laws, regulations and as dictated by the mode of transport, nature of the goods and their packing;

4.9.2.4. Ensure prompt distribution of all transport and shipping documents to the Counterpart and other stakeholders from the e-mail distribution list. These documents shall be sent insufficient time to enable the Counterpart to clear the goods immediately upon arrival at the ultimate point of destination;

4.9.2.5. The documents shall be sent to the Counterpart no later than:

- a) Shipment by air – 24 hours before departure;
- b) Shipment by the sea – 15 days after departure*; and
- c) Shipment by truck – 45 hours after departure.

** Where applicable. Documents must reach the Counterpart at least one (1) week before the arrival of the goods where applicable.*

4.9.2.6. The normal distribution of documents to the Counterpart as per each Purchase Order Shipping Instructions;

4.9.2.7. Ensure that a complete set of documents reaches the Counterpart as soon as possible. Stale documents will be unacceptable, and any demurrage involved as a result will be for the account of the Contractor; and

4.9.2.8. Provide or obtain any additional sets of documents required for the export/import of the goods. Any associated charges will be established by mutual agreement between, the IAEA and the Contractor, in line with the freight quotation and invoicing section below.



4.10. Shipping Notification

- 4.10.1. It is the obligation of the Contractor to inform and notify all stakeholders of the shipment details. In addition to the shipment status, the Contractor shall, as soon as known, inform all relevant stakeholders of any discrepancy observed between the goods collected and the terms and conditions of the Purchase Order/warehouse delivery document.
- 4.10.2. The Contractor shall provide pre-advice e-mail notification to all stakeholders of when goods are available for pick-up or have been picked up and when goods have been delivered.
- 4.10.3. The e-mail shall contain, at the minimum, the following information (as applicable):
- a) Purchase Order number;
 - b) Number of shipments (in case of partial shipments);
 - c) Actual pick up or goods available date for pick-up;
 - d) Actual delivery date;
 - e) AWB number (if available at the time of e-mail notification);
 - f) Number of packages;
 - g) Weight; and
 - h) Airline carrier.

4.11. Time Limits for Dispatch

- 4.11.1. Once 'green light' is given by the Counterpart, and provided that all relevant export permits/licenses are ready goods shall be dispatched as soon as possible and within the specific time limits mentioned below. If the time limits cannot be fulfilled due to the expiry of the validity of licenses or other export documents due to the time required to obtain 'green light', the Contractor shall inform the IAEA of the additional time required. The exact time limits for dispatch shall apply for shipments from the IAEA Headquarters and the IAEA Laboratories.



4.11.2. Shipped by:

- a) Air (general cargo) – within five (5) working days;
- b) Sea – within ten (10) working days;
- c) Truck – within five (5) working days;
- d) Courier – within two (2) working days; and
- e) Emergencies (upon specific request by the IAEA) – within twenty-four (24) hours.

4.11.3. The Contractor shall make a notification of the event in the Tracking Tool. In the event goods are available for collection from the Supplier's warehouse prior to receiving 'green light', the Contractor shall make arrangements to store the goods in accordance with [Section 4.8 Storage Prior 'green light' and In-transit](#) of the SoW.

4.11.4. Only in exceptional duly justified circumstances may the Contractor seek an extension in writing from the IAEA requesting a new date of departure. This shall apply in cases due to unforeseen delays (e.g., airline strikes, etc.). In exceptional cases, IAEA may request that dispatch is delayed. Any applicable storage fees shall be promptly communicated to the IAEA pursuant to [Section 4.8 Storage Prior 'green light' and In-transit](#) of the SoW.

4.11.5. The Contractor shall ensure that every consignment is dispatched without delay and every consignment reaches its destination within the standard period acceptable for the particular route and mode of transport involved.

4.11.6. For emergency shipments, 24/7 support shall be required from the Contractor to ensure immediate dispatch upon the readiness of goods.

4.12. Order Monitoring/Follow up: Contractor's Tracking Tool

4.12.1. The Contractor shall provide and maintain a web-based Tracking Tool for tracking shipments allowing visibility of shipments movement by milestone events (e.g., actual pick-up date, actual departure date, customs clearance date, actual arrival date at the destination, number of shipments etc.).

4.12.2. Supporting shipping documents such as AWB, B/L, packing list, Supplier invoice, certificate/evidence of customs clearance, Proof of Delivery (POD), etc., shall be available in the Tracking Tool.

4.12.3. The Contractor's Tracking Tool shall have, at minimum, the following features, or be able to respond to IAEA needs in the spirit of the requirements below:

- a) User access to a shipment tracking information using the Purchase Order number;
- b) Management of user accounts and their access hierarchy – e.g., read-only access to a limited scope information by entering the Purchase order number y and access to detailed information including reporting for selected users with valid credentials;
- c) User authentication at sufficient security level with an interface friendly access;
- d) Reporting capability for tracking shipments based on periods, destinations, timeliness, and other parameters sufficient to make judgments regarding quality of service and Contractor's level of performance. The tracking should begin when the Supplier indicates the ready date and not end before delivery to Counterpart;
- e) Heuristic generated shipping estimates before pick-up and actual shipping cost after delivery for comparison;
- f) Ability to send notifications on the status of shipments for pre-defined criteria in the shipment process – e.g., the shipment has left its origin point, and the shipment has reached its final destination, shipment experiences a delay of over five (5) days at any of those points of the process;
- g) Regular reports automatically generated by the Tracking Tool on the status of shipments being sent to a selected user and stakeholder(s) for quality control purposes and quality assurance benchmarking;
- h) Tracking Tool shall provide a cost estimate of the origin, shipping, customs clearance, and destination charges as soon as the Purchase Order has been received by the Contractor but no later than shipment's departure from the origin;
- i) Capable of recording all relevant data elements to enable the monitoring of all goods from the date of receipt/collection until the goods are delivered at the final destination for receipt by the Counterpart;



- j) Allow access to all IAEA shipment records;
 - k) Capable of recording and showing all information to monitor the transportation activities from Purchase Order receipt date until goods arrival at destination and physical hand-over to the Counterpart;
 - l) Availability of a track and trace summary, via weblink, with the only security measure being entering a valid Purchase Order number;
 - m) Shipping documents such as packing list, commercial invoice, AWB/B/L/CMR, customs clearance and POD shall be available in the system following delivery of goods to the Counterpart throughout the duration of Contract;
 - n) 24/7 availability; and
 - o) Be accessible by IAEA independently with no support or assistance from the Contractor.
- 4.12.4. The reporting functionality, in passive or active form, shall allow, at minimum, the provision and selection of information specified in Annex III – Reporting, including ranges covering periods and types of shipment.
- 4.12.5. Information regarding the shipments shall be available to the IAEA, preferably in real-time mode.
- 4.12.6. The Tracking Tool shall support the most common browsing applications, e.g., Internet Explorer, Microsoft Edge, Google Chrome, Safari, etc.
- 4.12.7. Data at the end of each calendar month shall be available in the Tracking System no later than five (5) working days after the end of that month, and such data as at the end of each calendar month shall be available for at least 30 days from each month-end.
- 4.12.8. The IAEA shall have access to the Tracking Tool throughout the contract and for the period of there (3) years following Contract expiration.
- 4.12.9. The reporting functionality in the Tracking Tool shall allow a download of all information in a single report (Comma-separated Values (CSV), Tab-separated Values (TSV), or compatible spreadsheet format) any combination of the fields specified to be selected and ranges within them to be specified. The final content of the data dump will be finalised upon entry into force of the Contract.



4.12.10. To allow the provision of reports as defined in section [Reporting](#) of the SoW.

4.12.11. The Contractor shall:

- 4.12.11.1. Be responsible for the infrastructure to enable the IAEA access to a web-based Tracking Tool;
- 4.12.11.2. Provide access to the Tracking Tool to designated IAEA staff. Access to the IAEA information on the Tracking Tool shall be limited to the Contractor and the designated IAEA staff;
- 4.12.11.3. Maintain and keep up to date the Tracking Tool to support web-based real-time monitoring, track, and trace portal for IAEA shipments;
- 4.12.11.4. The Contractor shall be responsible for all costs related to the provision, set up, usage and maintenance of the Tracking Tool; and
- 4.12.11.5. The Contractor shall provide training to the IAEA and representatives of the Member States on how to use its Tracking Tool throughout the contract.

4.13. [Invoicing](#)

4.13.1. Unless otherwise agreed, the Contractor shall submit invoices for shipments delivered monthly. Changes in costs concerning any initially provided quotes shall be justified and supported with adequate documentation and approved on a case-by-case basis. Invoices shall only be submitted for goods delivered to the counterparts. At a minimum, the monthly invoice shall indicate the following information and charges for each shipment:

- a) Invoice Number;
- b) Purchase Order number;
- c) Project Reference;
- d) AWB, B/L or CMR number;
- e) Pick-up Date;



- f) Departure Date;
- g) Origin (airport/port);
- h) Destination (airport/port);
- i) Gross Weight;
- j) Volume;
- k) Customs Clearance at destination;
- l) Amount quoted;
- m) Amount invoiced;
- n) Variance; and
- o) Reason for variance.

4.13.2. The Contractor shall indicate separately on the monthly invoices any duties and taxes (e.g., Value-added Tax (VAT), etc.) paid for import customs clearance, extra charges for export packing or re-packing as required, and for additional costs such as demurrage, customs fees, port fees, correction letters, storage fees, customs bonded warehouse storage fees, porters for additional stuffing, etc.

4.13.3. In case of goods consolidation, the Contractor will be required to invoice for each Purchase Order and/or delivery providing complete details of the shipment(s) against each Purchase Order and/or delivery.

4.13.4. Invoices shall be in Euro.

4.13.5. All rates, charges shall be invoiced based on the applicable rate of exchange at the time of shipment, i.e., date of issuance of the transport document. Exchange rates should preferably be calculated at the official rate of exchange of the United Nations (UN). The UN rate of exchange is available on the UN Treasury [website](#).

4.13.6. The rate of exchange shall be clearly shown on the invoice for each freight item.



4.14. Pre-payment

- 4.14.1. The Contractor shall pre-pay or arrange pre-payment of all applicable charges from the point of delivery by the Supplier as indicated in the Purchase Order/warehouse delivery to the point of ultimate destination specified in the Purchase Order/warehouse delivery, provided that the Contractor ensure that such charges do not include taxes, excises or other duties imposed by the Member State. No 'freight collect' shipments are allowed.
- 4.14.2. It is further expected that the Contractor shall be able to handle containers at the destination, particularly for inland destinations, without container deposits being enforced by the carrier representative at the destination port.

4.15. Environmental Policy/Sustainability

The Contractor shall have to complete/provide within a year into the contract:

- a) ISO 14001 or equivalent certification regarding environmental issues;
- b) Provide reports on the CO₂-emission of IAEA shipments; and
- c) Provide the corporate/company policy on environmental issues/sustainability.

4.16. Insurance and Claims

The IAEA carries its cargo insurance for lost or damaged shipments while in transit. The Contractor shall provide the following information and documentation to the IAEA in the event of loss or damage of goods while in transit:

- 4.16.1. Report immediately to IAEA any insufficient or improper packing of goods in advance of making arrangements for transportation to the final destination;
- 4.16.2. Report to IAEA shipments that are lost or damaged while in transit without delay to ensure all rights against carriers are adequately preserved and exercised;
- 4.16.3. Respond to IAEA's letter of protest, questions or requests that may arise related to lost or damaged shipments in a timely fashion;



- 4.16.4. The Contractor shall liaise with carriers on tracking lost shipments and keep IAEA informed of the outcome;
- 4.16.5. Upon request, the Contractor shall provide copies of shipping documents and correspondence with carriers for lost or damaged goods; and
- 4.16.6. The Contractor shall liaise with the surveyor of the designated IAEA cargo insurance company when inspection of damaged goods is deemed to be necessary.

4.17. Designation of Carriers and Routing

The IAEA reserves the right to designate carriers and routings when necessary and to negotiate directly with carriers. Such freight rates shall be used solely for the benefit of IAEA.

5. Means of Conveyance

5.1. Pre-carriage

The Contractor can choose between customary routes to the nearest airport/port of origin to a destination within the time limits set forth above under FCA Supplier's warehouse Purchase Orders. The IAEA will not accept additional costs for cross-border pre-carriage (e.g., to another country of departure) unless agreed to in writing. In such cases, the IAEA shall be quoted in advance the transport costs from collection point to airport/port of departure.

5.2. Air Freight

The Contractor will be required to select only 'next suitable regular scheduled flight'. Wherever possible, all air shipments shall travel by the most direct route. Where transshipment is inevitable, the shipping route shall be planned through airports known for providing a swift handling service. Transshipments in Africa shall be avoided, as well as transshipments involving multiple air carriers. For temperature-controlled shipments, the Contractor shall select the most direct route to avoid spoilage or further delays in reaching a final destination. Considering the above, the Contractor may choose a more distant airport of departure, taking pre-carriage charges into account when appropriate, and IAEA's advantage.



5.3. Temperature Controlled Cargo (Air)

- 5.3.1. Temperature-controlled cargo shall travel by a direct route wherever possible. Where transshipment is unavoidable, the journey shall be planned through airports with temperate controlled and cold storage facilities. Shipments shall be scheduled to arrive outside weekends and public holidays in the recipient country, and bookings made well ahead of the date of departure.
- 5.3.2. Re-icing (dry ice) must be included in the route of transit if the goods cannot reach the final destination within the maximum timeframe of the dry ice.
- 5.3.3. The use of data logging devices is considered as standard and best practice in temperature-controlled conditions. If the Supplier cannot include data loggers in temperature-sensitive shipments, the Contractor will be asked to include these at the time of pick-up of the goods. This shall be included in the freight quote.
- 5.3.4. If the Contractor pick-up temperature-sensitive goods without data logger marking or temperature-controlled marking, the Contractor shall immediately advise the IAEA and the Supplier and wait for further instructions.
- 5.3.5. If the Supplier has packed the temperature-sensitive goods for shipment at a different temperature than stated in the Purchase Order, the Contractor shall immediately advise the IAEA and the Supplier and wait for further instructions.
- 5.3.6. Any additional requirements regarding arrival times will be stated in the Purchase Order/Shipping instructions. Unless unavoidable and communicated in writing to a defined contact point at IAEA, these shall be observed before delivery.

5.4. Sea Freight

The Contractor will be required to select only 'next suitable regular scheduled vessel' due to the lowest cost and best possible transit time.



5.5. Inland Transport

For carriage from the port of discharge up to the final destination, the Contractor should choose between customary conveyance and routes to ensure fast and safe arrival. It shall be the Contractor's responsibility to comply with national/international regulations of countries in transit and final destination.

5.6. Free Time Demurrage (Sea Freight Container)

5.6.1. The Contractor shall render to the IAEA assistance in obtaining consignments from the carrier at the port of discharge. Under all circumstances, the following 'free time demurrage' shall apply at the contracted destination with the Contractor:

- a) Sea* – 30 days from time of discharge for port/port shipments, and 45 days from time of discharge for inland and landlocked country destinations; and
- b) Land – 48 hours after consignment made available by carrier.

** Extended free time might be requested as specific destinations and/or projects may require free time of up to 60 days or more. In case carriers do not grant the required free time for any given shipment. The 'green light' shall be given by the PMO before proceeding with the shipment.*

5.6.2. All transport documents, Bills of Lading and CMR Waybill shall stipulate the 'free time of demurrage' whenever possible.

5.6.3. The Contractor shall monitor 'long standing' containers and notify all stakeholders seven (7) days before the established free time.

5.6.4. The IAEA is interested in establishing a simplified and controllable demurrage cost regime during the contract based on a flat rate per day with the carriers or Contractor.



6. Taxes and Duties

- 6.1. The IAEA is exempt from VAT, customs duties and taxes concerning deliveries from and to IAEA Headquarters in Vienna, Austria, and the IAEA Laboratories. For Goods consigned to a Counterpart outside the European Union (EU), the exemption documentation is granted by the relevant ministry in the country of the Counterpart or by the UNDP CO. The Contractor shall proactively liaise and support relevant entities and UNDP CO in obtaining tax exemption most expeditiously.
- 6.2. The Contractor shall ensure that applicable charges do not include taxes, excise or other duties imposed by the Member State.
- 6.3. Special instructions may apply where certification from the country of destination of the embassy or letters of donation is required to obtain duties and taxes exemption status of goods imported into the country. The IAEA will provide instructions and support in obtaining such documentation.
- 6.4. In exceptional cases where customs or VAT exemption status cannot be obtained due to specific country legislation, the Contractor shall inform the IAEA and enquire whether the IAEA agrees to pay these. If approved, the Contractor shall pay the amount, which will then be reimbursed by IAEA upon submission of evidence demonstrating the payment of taxes/duties referencing the Purchase Order number.

7. Related (optional) Services

Additional related (optional) services may be requested by the IAEA, and these shall be agreed to prior to initiation. These services may include but are not limited to, and if so, requested by the IAEA:

- 7.1. Shipment of radioactive material, Class 7 (e.g., radioactive sources), from suppliers/the IAEA Laboratories to the Member States and from suppliers to the IAEA Laboratories;
- 7.2. The provision of ad hoc transportation estimates and freight rates (e.g., emergency shipments, major equipment, etc.) and ad hoc transportation services not covered by the contract at a price and conditions to be further negotiated and agreed to, and subject to a separate Purchase Order;

- 7.3. Professional consultancy service regarding international transportation requirements;
- 7.4. In-country logistics arrangements related to specific projects involving regional and local set-packing, warehouse administration, detailed distribution, and on-site delivery; and
- 7.5. Additional services for the IAEA customers for designated consignees, destinations and/or projects.

8. Requirements for transportation of Dangerous Goods

- 8.1. The IAEA is involved in the procurement and delivery of dangerous goods shipped from suppliers/the IAEA Laboratories to the Member States and from suppliers to the IAEA Laboratories. Dangerous goods shipped by IAEA include but are not limited to:
 - a) Laboratory chemicals; and
 - b) Biological and temperature controlled (e.g., flies, vaccines, blood, pathological samples).
- 8.2. International modal regulations for transporting dangerous goods shall always be adhered to by the Contractor and any alliance or sub-contracting partner.
- 8.3. Whenever possible, dangerous goods shall travel by the most direct route. Where transshipment is required, the booking shall be planned through airports/ports with adequate infrastructure. Shipments shall be scheduled to arrive outside weekends and public holidays in the destination country, and bookings shall be made well ahead of the date of departure.
- 8.4. Documents shall be sent at least five (5) working days in advance of arrival at destination; for some countries, the advance notification maybe even longer.
- 8.5. It is the Supplier's and Counterpart's responsibility to arrange for export and import licenses of dangerous goods in liaison with the Contractor.
- 8.6. Any additional requirements regarding the collection or delivery of dangerous goods shall be stated in the Shipping Instructions on the Purchase Order.

- 8.7. For dangerous goods, the IAEA reserves the right to exercise discretion and utilise the services of a Contractor of its choice to receive the highest quality of service due to the nature of the shipments.
- 8.8. If necessary and upon request, IAEA will assist in the delivery of dangerous goods.

9. Reporting

- 9.1. The Contractor's personnel shall have skills and tools to collect and manage the information regarding the IAEA shipments and providing reporting as defined in the SoW.
- 9.2. The Contractor shall provide high-quality reporting to assist the IAEA in monitoring and evaluating the freight forwarding and related processes, identifying problematic areas, assessing the implementation of the projects and programmes with specific Member State, supporting the decision-making process and fulfil requests of the audit.
- 9.3. The Contractor shall provide reports to the IAEA in Microsoft Excel format.
- 9.4. **Standard monthly reports:** The Contractor is required to provide the following reports by e-mail within five (5) days of the end of each calendar month, including a summary annual report at the end of each calendar year, to the IAEA:
- a) Overview of the shipments – current status of all shipments as per requirements set out in [Annex III – Reporting](#) and 4.12.4;
 - b) Overview of the shipments – current status of all shipments as per requirements set out in [Annex III – Reporting](#) and 4.12.4 broken down by:
 - i. Goods at the warehouse (pending 'green light'), including storage charges (the shipments with a growing storage cost shall be highlighted);
 - ii. 'Green light' received but not shipped;
 - iii. Goods in transit;
 - iv. Split shipments; and
 - v. Goods expiring.

- 9.5. **Performance reports:** The Contractor is required to provide reports as defined in the section [Performance Management](#).
- 9.6. **Ad hoc reports:** The Contractor is required to assist in developing tailor-made reports to address special requirements of the IAEA. Example of ad hoc reports includes but not limited to the following: report showing shipments affected by the global pandemic, a report showing proactiveness of the specific Counterpart to provide a 'green light', the report showing completed shipments without the POD, etc.
- 9.7. **Data dump:** The Contractor shall provide the IAEA with the functionality to download all information related to the IAEA shipments in the format of Microsoft Excel.
- 9.8. The IAEA reserves the right to discuss with the Contractor the detailed format of the reports required.

10. Performance Management

- 10.1. The Contract shall work proactively to maintain a satisfactory performance record and support continuous improvement in providing freight forwarding, customs clearance, issue resolution and other related processes and services defined in the SoW.
- 10.2. The Contractor's performance will be measured by the IAEA based on the requirements and targets specified in [Annex II – Key Performance Indicators](#).
- 10.3. Quarterly consolidated performance report shall be provided by the Contractor to the IAEA by e-mail within fourteen (14) days at the end of each quarter. The IAEA will review and comment on the report. The Contractor shall take any corrective actions as required by the IAEA.
- 10.4. The performance report should be preferably be provided in the format of presentation where all agreed KPIs (Key Performance Indicators) are listed one by one, including related information to measure the performance.
- 10.5. In cases the Contractor fails to meet the targets for more than two (2) consecutive quarters, the IAEA reserves the right, at its discretion, to implement any remedies available under the Contract, including deduction and/or withholding of payment, liquidated damages and/or suspension of the Contract.



- 10.6. The IAEA reserves the right to review and adjust these KPIs throughout the Contract.

11. Quarterly Business Review Meeting

- 11.1. Quarterly Business Review (QBR) meeting shall be held for each quarter of the calendar year to discuss issues, review performance, identify areas for improvement, brief on the market trends and agree on the course of actions to be implemented.
- 11.2. QBR meetings may be held online using, for example, Microsoft Teams or Cisco WebEx service or on-site at the IAEA's or Contractor's premises.
- 11.3. The Contractor shall provide the information in the form of a presentation. The draft of the presentation shall be made available to the IAEA at least two (2) weeks in advance of the QBR meeting.
- 11.4. The Contractor shall present the following information:
- Overview of the service provided (e.g., number of the shipments completed, number of new shipments, etc.) for a specific Member State and geographical region (e.g., Africa, Central Asia, etc.);
 - In addition to the above, the following parameters are to be reported:
 - 'Green light' time: days required by the Counterpart to provide a green light;
 - Delivery time: days required by the Contractor to deliver to the named destination;
 - Customs clearance time: days required to arrange customs clearance formalities;
 - Donation time: days required by the Counterpart to collect the goods and provide the POD; and
 - Overall time: days required to complete one shipment.
 - Report on the financial aspects of the services provided (e.g., the amount invoiced, storage costs, any changes in freight rates, etc.); and
 - Performance report (KPIs).



- 11.5. Once the information became available, the presentation shall show the benchmarking against the previous period.
- 11.6. The Contractor shall make notes and report on the action points agreed at the next QBR or ad hoc meeting.
- 11.7. The meeting of the last quarter shall also include a yearly review.

Annex I – The IAEA Shipping Characteristics

Number of Shipment

According to the statistics, the IAEA initiates approximately 2,200 shipments annually. The exact number for recent years is the following:

Period	Number of shipments
2017	1,717
2018	1,258
2019	1,793
2020	4,316
Q1-Q3 2021	2,147

Most IAEA shipments are transported by air, and other shipments are delivered by sea, road, and rail.

Expensed on the Shipping Services

In the past years, the IAEA has been spending on shipping services approximately €4,6 Mil annually. In 2020, the expenses reached €9 Mil because of the special project by the IAEA to provide its assistance to the Member States in fighting the coronavirus disease.

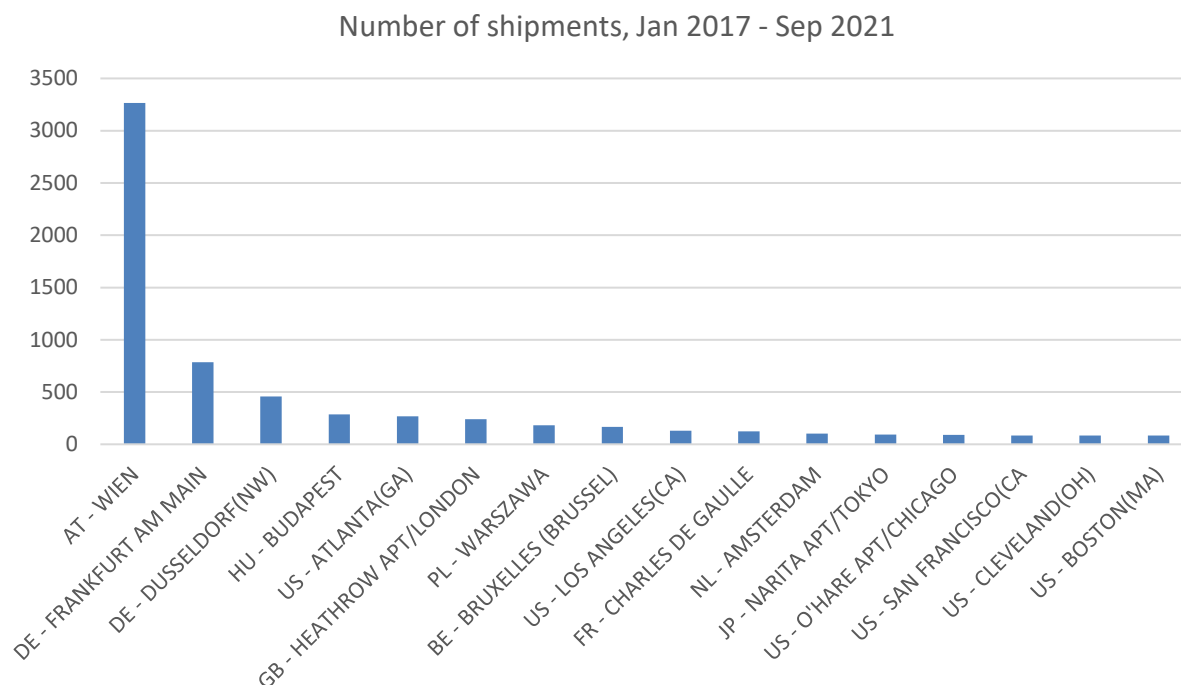
Top Five Categories of Goods Shipped

Typical goods include general cargo such as specialised electronic equipment and laboratory supplies; a minor part comprises dangerous goods and temperature-controlled perishables. The top five categories of goods shipped are the following:

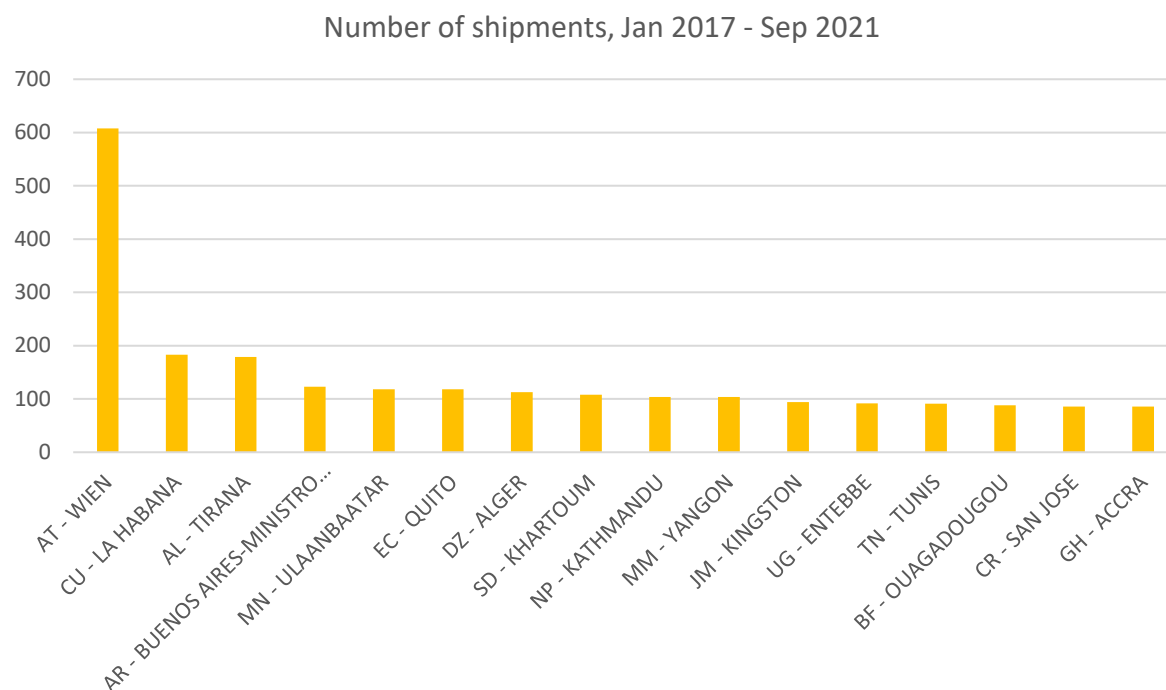
1. Laboratory equipment and supplies;
2. Covid-19 related equipment and supplies;
3. X-ray, radiation detection and protection equipment;
4. Entomological equipment; and
5. Medical equipment.



Top 15 Export Destinations

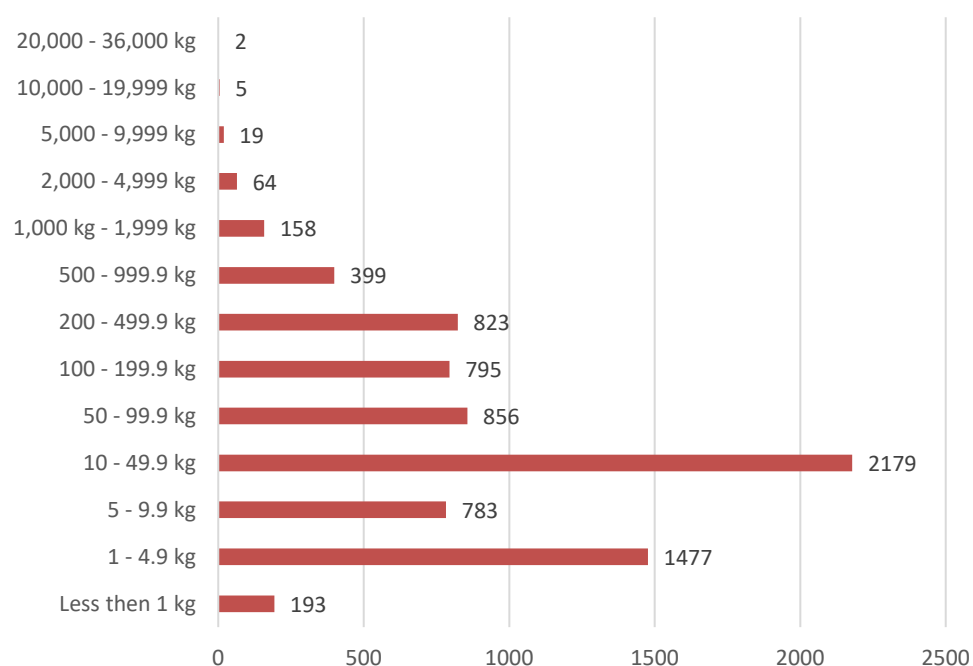


Top 15 Import Destinations



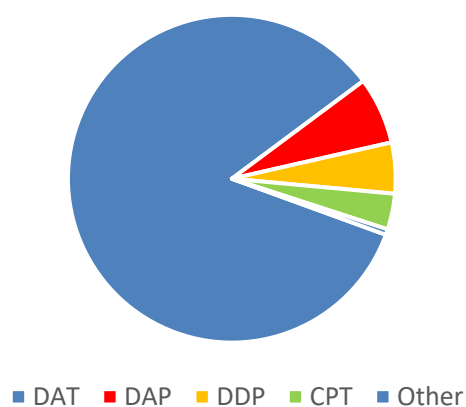
Distribution of Weight over Shipments

Number of shipments, Jan 2017 - Sep 2021



Use of Incoterms

Shipments, Jan 2017 - Sep 2021





Additional Details

Most of IAEA's suppliers are in Austria, Germany, and the United States of America. On occasion, goods may be shipped from the IAEA's Headquarters or the Laboratories directly to the Member States.

The IAEA has neither warehouses nor field country offices, and in general, goods purchased for TC programmes and projects are shipped directly from suppliers to the Member States.

The figures presented in Annex I are for information purposes only and do not constitute a commitment on the part of the IAEA to any purchase volumes.



Annex II – Key Performance Indicators

Below is the list of the Key Performance Indicators (KPIs) identified and established by the IAEA. The IAEA reserves the right to review and adjust these KPIs throughout the Contract.

No.	KPI	Description	Requirement	Target	Report
1.	Timely provision of the freight estimate/quote	Measures the number of days required by the Contractor to provide freight estimate/quote	Freight Estimate/Quote (SoW, 4.2.4.)	95% compliance	The report shows the number of requests completed within the agreed time frame and the number of requests completed with the delay. Once the information became available, the report shall show the benchmarking against the previous period
2.	Timely confirmation of the Purchase Order	Measures the number of days required by the Contractor to confirm the receipt of the Purchase Order, including assigning it to the responsible personnel	One (1) business day	95% compliance	The report shows the number of requests completed within the agreed time frame and the number of requests completed with the delay. Once the information became available, the report shall show the benchmarking against the previous period



3.	Collection period	Measures the number of days from 'green light' authorisation by the Counterpart until pick-up of the goods at the Supplier's warehouse	Time Limits for Dispatch (SoW, 4.11.2.)	95% compliance	The report shows the number of shipments processed within the agreed time frame and the number of shipments processed with the delay. Once the information became available, the report shall show the benchmarking against the previous period
4.	Accuracy of freight quote	Measures the accuracy of the freight quote against the amount invoiced (excluding the cost of storage)	Freight Estimate Quote	95% compliance	The report shows the number of cases with the amount invoiced matching or lowering the freight quote amount, and the number of cases where the amount invoiced exceeds the amount of the freight quote. Once the information becomes available, the report shall show the benchmarking against the previous period
5.	Customer satisfaction	Measures the level of customer satisfaction of the key stakeholders involved in the process (the Buyer, the PMO and the Counterpart)	A questioner to measure the level of customer satisfaction shall be sent to the stakeholders by the shipment completion	95% compliance	The report shows the number of shipments processed at a satisfactory and not satisfactory level; in case of unsatisfactory feedback, a client's comment to be provided



Annex III – Reporting

Example of Reporting (ref. 4.12.4)

No.	Heading	Value (example)
1	Airfreight Charges	€
2	Airline Carrier	Luftansa
3	Airport/Port of embarkation	Dusseldorf
5	Amount quoted	€
6	Amount of PO	€
7	AWB, B/L or CMR number	Number
8	Chargeable weight	Kg
9	Collection Date by Contractor	Date
10	Consignee	UNDP Morocco
11	Country of Destination	Moroco
12	Country of Origin	Germany
13	Current Status of Shipment	Goods available/pick up/take in charge/departure/arrival/delivery
14	Customs charges	€
15	Customs clearance at destination	€
16	Dangerous Goods Surcharge	€
17	Date of Arrival at destination	Date
18	Date of Collection	Date
19	Date of Customs Clearance	Date
20	Date of Delivery	Date
21	Date of Departure from Origin	Date
22	Date of Goods Available for Collection	Date
23	Date of Physical Handover to the Counterpart	Date



24	Days in Storage (aging buckets up to 15 days, 15 to 30 days, 30 to 60 days and above 60 days)	bucket xx
26	Description of shipment	ENTOMOLOGICAL EQUIPMENT
27	Destination (airport/port)	CASABLANCA - MOH
28	Destination Charges (storage fees, etc.)	€
29	Destination Location	Rabat
30	Expected date of arrival at destination	Date
31	Expected collection date at origin (from the Supplier)	Date
32	FOB Charges (export customs clearance, handling, etc.)	€
33	Place of Origin	Schwerte
34	Fuel Surcharge	€
35	Greenlight Status	Waiting/Received
36	Green light received Date	Date
37	Gross Weight	Kg
38	IAEA project reference (if applicable)	XYZ5038
39	IAEA Purchase Order number and line number	2021092341665/1
41	Invoice Date	date
42	Invoice No	INV###
43	Loading country	Germany
44	Loading Place	Dusseldorf
46	Number of Pieces	Number
47	Number of Packages	2
49	Number of shipments (in case of partial shipments)	2
50	Origin (Airport/Port)	Dusseldorf
51	Origin Charges (pick-up charges)	€
53	Point of Goods pick-up	Place of collection
54	IAEA Purchase Order Value	€



55	Reason for delay of shipment?	WAITING SHIPPING COMPANY FOR STATUS UPDATE
56	Reason for variance	CASABLANCA - MOH
57	Security Surcharge	€
59	Storage charges	€
60	Storage until	Date
61	Supplier (or Consignor)	Supplier GmbH & Co. KG
63	Surcharges	€
64	Tariff	€
65	Destination (Counterpart)	Institute for Radiological Monitoring and Safety
66	Total Amount Invoiced	€
67	Total charges for the entire shipping and customs clearance process	€
68	Tracking Number	60400/CT/121636545
69	Variance	Difference of Amount Quoted and Amount invoiced
70	Volume	9.59
71	Weight	969



Example of Invoicing (ref. 4.13.1)

Heading	Value (example)
Invoice Number	INV#
Purchase Order number	2021092341665
Purchase Order Line number	1
Item description	Description
Project Reference	XYZ2011
AWB, B/L or CMR number	Number
Pick-up Date	Date
Departure Date	Date
Origin (airport/port)	Dusseldorf
Destination (airport/port)	CASABLANCA - MOH
Gross Weight	969
Volume	9.59
Customs Clearance at destination	€
Amount quoted	€
Amount invoiced	€
Variance and	€
Reason for variance	Description



Annex IV – Example of PO

Please see the next page.

PURCHASE ORDER

(example of PO for RFQ purpose only)

INTERNATIONAL ATOMIC ENERGY AGENCY



WAGRAMER STRASSE 5, P.O. BOX 100
1400 VIENNA, AUSTRIA
TEL: (+43-1) 2600-0
FAX: (+43-1) 2600-7

No.: 2021xxxx-YY
Date: year-month-day

← Invoices must contain this PO Number, and match the information contained herein. Non-compliance will result in rejection of invoices and/or delay in payment.

Supplier's name, address, contact details and email

Consignee : Consignee's name, address, contact details

Email: Consignee's email

Ship to: "Ship to" name, address, contact details

Attn: "Ship to" contact person name and email

Invoices should be submitted to:

IAEA MTBF Accounts Payable
Wagramer Strasse 5
P.O. Box 100
1400 Vienna

Email: invoices@iaea.org

or through the IAEA iSupplier portal at <https://suppliers.iaea.org>

Date of delivery: year-month-day
Terms of delivery: Free Carrier Supplier's Warehouse
Terms of Payment: Net 30 days
Guarantee and other conditions: 1 Year

Responsible contracting staff: <i>IAEA</i>		Subtotal(EUR): 41,400.00
<i>iaea@iaea.org</i>		
For the IAEA:	This Purchase Order has been electronically signed by IAEA , Procurement Officer, Office of Procurement Services Signed Date: year-month-day	
		GRAND TOTAL(EUR): 41,400.00
Supplier's order acknowledgement (please sign here and return as order confirmation):		
Complete Name:		Signature:
Position:		Date:

Note to Supplier: as per offer submitted on year-month-day

ITEM	DESCRIPTION	UNIT	QTY	UNIT PRICE	AMOUNT(EUR)
1	Detectors (Waterproof) for Industrial Applications of Radiotracers	each	6	3,000.00	18,000.00
2	Cables (Waterproof) for Industrial Applications of Radiotracers - PRICE PER METER	each	300	40.00	12,000.00
3	Data-Acquisition System (DAS) unit for Industrial Applications of Radiotracers	each	1	4,000.00	4,000.00
4	RTD software for Industrial Applications of Radiotracers	each	1	5,000.00	5,000.00

5	System integration, handling and packaging	each	1	2,400.00	2,400.00
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Purchase Order conditions and instructions:

CONDITIONS OF CONTRACT

The Supplier named on the face of this order (hereinafter referred to as the "Contractor") acknowledges and agrees that the acceptance of this Purchase Order (PO) shall be evidenced by either the return to the IAEA of a signed acknowledgment copy, or a written confirmation issued by the IAEA to the Contractor of the Contractor's verbal acceptance or performance, in whole or part, of the obligations of the Contractor set out in the Purchase Order. Acceptance of the Purchase Order shall constitute a contract between the Contractor and the IAEA (hereinafter referred to as the "Purchase Order" or the "Contract"). The following documents shall govern the Purchase Order and are listed in order of precedence in case of a conflict:

1. This Purchase Order;
2. The IAEA General Conditions of Contract;
3. The IAEA Specification/Statement of Work;
4. The Contractor's quotation.

TRANSFER OF TITLE AND RISK

In accordance with the provisions of the Revised Supplementary Agreement (RSA) concerning the Provisions of Technical Assistance by the IAEA, signed by the IAEA and the Government of the End-User, title and risk of the Goods shall pass to the Government of the End-User upon receipt of the notification from the IAEA that the implementation of the technical assistance relating to the relevant project is completed. Said notification shall occur prior to delivery.

IAEA DESIGNATED FREIGHT FORWARDER

The IAEA has entered into an agreement with FREIGHT FORWARDER NAME to provide global freight forwarding services for the IAEA. As the Contractor's quote under this Purchase Order is based on FCA (suppliers' warehouse) INCOTERMS 2010, the IAEA authorizes FREIGHT FORWARDER NAME to liaise directly with the Contractor to coordinate all activities related to collecting and delivering the goods to the final destination.

FREIGHT FORWARDER NAME Point of Contact for IAEA Shipments and Contact details (email and tel).

INSTRUCTIONS FOR THE CONTRACTOR

1. RECEIPT OF THE PURCHASE ORDER

Upon receipt of the Purchase Order, the Contractor shall:

- a) Send an order confirmation to the IAEA Contracting Officer – preferably by completing and signing the Supplier's order acknowledgement provided at the top of the Purchase Order;
- b) Immediately notify the IAEA Contracting Officer in case of any issues;
- c) Immediately notify the IAEA Contracting Officer in case of any delays and provide a new target delivery date. Mitigation measures shall be proposed to reduce delays as much as possible (e.g. alternative products, split shipments, etc.).

2. SHIPMENT OF GOODS

The Contractor shall carefully read the "Country Shipping Instructions" provided in this Purchase Order and accordingly:

- i) prepare the goods for shipment;
- ii) prepare export paperwork; and
- iii) arrange export clearance of the shipment.

When goods are ready for shipment, the Contractor shall:

- a) Pack the goods for export in compliance with any specific instructions in the "Country Shipping Instructions" provided in this Purchase Order.
- b) Notify the IAEA's Global Freight Forwarder with copy to the IAEA Contracting Officer that the goods are ready for collection, including:
 - i) copies of all relevant shipping documents;
 - ii) confirmation of whether shipment is complete or partial. FOR PARTIAL SHIPMENTS: The Contractor shall indicate/circle on the IAEA Purchase Order document which line(s) and respective quantities are included in each shipment;
 - iii) details of any special handling requirements (e.g. dry ice, no tipping, oversize, etc.);
- c) Hand over goods to IAEA's Global Freight Forwarder and sign/provide any related confirmation of receipt/collection;
- d) Subsequently submit relevant invoice, in accordance with the terms of this Purchase Order and items shipped (e.g. partial/complete), to IAEA Accounts Payable invoices@iaea.org. FOR PARTIAL SHIPMENTS: The Contractor shall indicate/circle on the IAEA Purchase Order document which Purchase Order line(s) and respective quantities were included in the shipment and attach it to the invoice.

3. ARRANGING SERVICES

If applicable, the Contractor shall liaise directly with the End-User for a suitable date to perform the services. Any special requirements for travel to the End-User shall be arranged directly with the End-User.

4. PAYMENT OF EQUIPMENT, TRAINING AND/OR INSTALLATION SERVICES

The IAEA will pay 100 percent of the equipment cost on receipt of the shipping documents, confirmation of collection by the IAEA Global Freight Forwarder and invoice.

If applicable, installation and/or training services will be paid upon receipt of a separate invoice and certificate of satisfactory installation and/or training signed by the Contractor and the End-User. The Contractor shall:

- a) Email a completed and signed Certificate of Completion to TC-Procurement.Contact-Point@iaea.org with a copy to the IAEA Programme Management Officer and IAEA Contracting Officer (see contacts details on last page of this Purchase Order). A template for this can be found attached to this Purchase Order.
- b) Submit the invoice for the services to IAEA Accounts Payable invoices@iaea.org.

5. ISSUES/CLAIMS

The Contractor shall support and/or process, as applicable, any product delivery issues (e.g. missing items), warranty or any other claims related to the goods and/or services, in coordination with the IAEA Global Freight Forwarder and/or End-User (as the case might be) and the IAEA Contracting Officer copying the IAEA Programme Management Officer.

6. FEEDBACK

The Contractor may be requested to provide feedback on matters related to the implementation of the Purchase Order.

COUNTRY SHIPPING INSTRUCTIONS

✧ END-USER REQUIREMENTS:

- » Voltage for equipment: 220V / 60Hz
- » Preferred language for manuals and software: Spanish

✧ FOR IAEA:

- » Donation Letter required. Letter shall be issued in Spanish
- » RSA v1

✧ SHIPPING REQUIREMENTS:

- » Please indicate on AWB or B/L: THIS ORDER CONSTITUTES A DONATION BY THE IAEA
- » The name of the consignee on all shipping documents (Commercial Invoice, Airway Bill, Bill of Lading, etc.) must be made out to: Consignee name, address, contact details.
- » The Commercial Invoice must include the description of the products, make, model, serial number and FCA value.
- » For restricted goods a special authorization from the relevant regulatory authority is required prior to the shipment.
- » Please provide one ORIGINAL invoice and AWB to the consignee at the time of shipment!

✧ COMMUNICATION REQUIREMENTS:

>xxxxxx<

INSTRUCTIONS FOR IAEA's GLOBAL FREIGHT FORWARDER

1. ORDER CONFIRMATION

Upon receipt of the Purchase Order the IAEA Global Freight Forwarder (GFF) shall confirm receipt of the Purchase Order and provide the relevant tracking reference to all parties.

2. SHIPMENT OF GOODS

The GFF shall:

- a) Co-ordinate with the Contractor for on-time readiness and collection of shipment(s);
- b) Ensure that all shipment paperwork and export documentation is complete, and shipment is suitably packed for export in compliance with any specific instructions in the "Country Shipping Instructions" provided in this Purchase Order. The GFF shall clarify with the

Contractor whether a shipment is partial or complete;

- c) Upload shipment paperwork in the GFF's track and trace website and thereafter confirm Goods Available status. In the case of a split/partial shipment, the shipment shall be marked in the system as "Partial" and a separate shipment reference shall be set up for the remaining shipment(s);
- c) Arrange collection of goods from the Contractor once these are confirmed ready;
- d) Send all relevant shipment paperwork to the Ship To Party (End-User) and Consignee (including any other parties as detailed in the "Country Shipping Instructions") requesting green light to ship;
- e) Arrange delivery, in accordance with the designated Incoterms, once green light is confirmed;
- f) Send the confirmation of shipment booking and Expected Time of Arrival (ETA) to all stakeholders indicating "Partial shipment" if applicable.

3. SHIPMENT DETAILS, INCOTERMS AND TRANSPORTATION METHOD

The following information applies to the shipments under this Purchase Order:

- Pick up address or pickup place (supplier's warehouse): Supplier's warehouse address
- Gross Weight kg (inclusive of packaging, dry ice etc.): 350 kg
- Dimensions (length x width x height cm): 1mx0,5mx1,7m
- Commodity: General Cargo
- INCOTERMS 2010: FOR FREIGHT FORWARDER: DAT; GFF to clear customs at destination
- Mode of Transportation: AIR FREIGHT - GFF to check with IAEA for other transport modes for large/heavy shipments

4. DELIVERY OF GOODS

The GFF shall, in accordance with the applicable Incoterms:

- a) Arrange the customs clearance of the goods or hand-over to designated broker, as applicable;
- b) Notify the End-User that goods are ready for collection at terminal, if applicable;
- c) Ask the End-User to sign the Proof of Delivery (POD) template part of this Purchase Order and return the completed POD to the GFF;
- c) Upload the POD in the GFF's track and trace website and thereafter confirm the Goods Delivery status.

5. ISSUES/CLAIMS

The GFF shall assist with any delivery issues (e.g. missing/damaged goods) by providing relevant supporting documentation for insurance claims (e.g. shipment paperwork, POD, etc.).

INSTRUCTIONS FOR THE UNDP

THE UNDP OFFICE IS REQUESTED TO obtain a tax exemption certificate for the purposes of assisting the IAEA's Global Freight Forwarder named in this PO (or its local agent) with customs clearance.

The charges for the service shall be billed in accordance with the prevailing UNDP Universal Price List item "Issue Purchase Order (25%)", using the "billing module" in ATLAS and using Fund Code 12000 with IAEA as the donor (code 01852 or IAEA). The number of this purchase order should be used as the Agency ULO number/Agency Reference No. and "Customs Clearance" entered in the line description.

In line with the provisions of the Revised Supplementary Agreement concluded between the IAEA and the recipient government, all other related charges (e.g., inland transport to the Counterpart) shall be borne by the Counterpart. The UNDP is not authorized to make such expenditures on IAEA's behalf, and will not be reimbursed, unless prior express approval has been obtained from the IAEA.

The UNDP focal point for the IAEA is the GSSC SCA, in Malaysia: undp@undp.org.

INSTRUCTIONS FOR THE END-USER

1. PURCHASE ORDER CONTACT DETAILS

FREIGHT FORWARDER:

Contact Details for FREIGHT FORWARDER NAME are as follows:

FREIGHT FORWARDER Email:

FREIGHT FORWARDER Tel:

IAEA: The IAEA Contact details for the Technical Officer, Programme Management Officer (PMO) and Contracting Officer can be found at the bottom of the Purchase Order.

CONTRACTOR: The Contractor (e.g. Supplier) contact details can be found on the top left (first page) of this Purchase Order.

2. RECEIPT OF THE PURCHASE ORDER

Upon receipt of the Purchase Order, the End-User shall:

- a) Review the entire Purchase Order and familiarize themselves with the terms and conditions and in particular with the provisions under "INSTRUCTIONS FOR END-USER" and "COUNTRY SHIPPING INSTRUCTIONS" which indicates special requirements for shipment to the destination country;
- b) In case of any issues found or changes needed in the Purchase Order (e.g. new contact person), immediately contact the IAEA Contracting Officer;
- c) Use the Purchase Order number as reference in any related communication.

3. SITE READINESS

If required, the End-User shall:

- a) Confirm the site readiness indicating that all necessary arrangements have been completed in order to receive the equipment;
- b) Email the confirmation to the IAEA Contracting Officer with copy to the PMO.

4. END-USER STATEMENT/EXPORT LICENSE

If requested by the Contractor, the End-User shall respond to Contractor copying the IAEA Contracting Officer and:

- a) Complete an End-User statement as provided by the Contractor;
- b) Provide additional documentation as requested by the Contractor;
- c) Return the completed End-User statement to the Contractor following the Contractor's instructions (e.g. signed, stamped, original copies, etc.).

5. APPROVAL TO SHIP – "GREEN LIGHT"

The End-User shall:

- a) Coordinate with UNDP and/or Local Authorities (as applicable) to obtain the tax exemption and import permit;
- b) Email the tax exemption and import permit and provide confirmation to proceed with the shipment e.g. "Green light" to the IAEA Freight Forwarder;
- c) Provide the IAEA Freight Forwarder any additional information/documentation as required.

6. DATE OF DELIVERY

The date of delivery, as indicated on this Purchase Order, is the expected date that the item(s) will be collected from the Contractor's premises by the IAEA Freight Forwarder. The actual shipping and country arrival dates, as well as further shipping details will be provided by the IAEA Freight Forwarder once the shipment arrangements have been finalized after provision of "Green Light" by the End- User.

7. ORDER TRACKING

To track the status of shipments against this Purchase Order, the End-User should:

- a) Go to FREIGHT FORWARDER TRACKING TOOL online address (there is no need to log in to use this tracking service);
- b) Enter the full IAEA Purchase Order number, including the letters (as printed at the top of this Purchase Order e.g. "xxxxxxx-xx") in the 'Universal Shipment Tracking' field.

The End-User can additionally follow up directly with the IAEA Freight Forwarder, copying the IAEA Contracting Officer.

8. HAND-OVER AND COLLECTION OF GOODS

The End-User shall:

- a) Arrange collection of goods from the relevant terminal if the shipment Incoterm is "Delivered at Terminal" (DAT);
- b) Pay for all in-land charges: e.g. transportation to the site, etc.
- c) Sign a Proof of Delivery (POD) on collection/hand-over (template available at the end of this Purchase Order);
- d) Email a copy of the POD to the IAEA Freight Forwarder.

If any services have been ordered, the End-User shall:

- a) Sign a certificate of completion to confirm the services were delivered. The certificate of completion shall be signed by the named End-User contact point or any other authorized person. A certificate of completion template is attached to this Purchase Order in case the Contractor does not provide a form;
- b) Email the signed certificate of completion to TC-Procurement.Contact-Point@iaea.org copying the PMO and the IAEA Contracting Officer.

9. AFTER DELIVERY – CLAIMS/ISSUES/WARRANTIES

In the case of any delivery or warranty issues with any of the items of this Purchase Order, the End-User shall immediately email the IAEA Contracting Officer, copying the Contractor and PMO and provide the following information:

- a) Purchase Order reference number;
- b) Supporting information e.g. item description, product code, detailed description of the claim/issue;
- c) Photos/screenshots where possible/applicable.

10. FEEDBACK

The End-User may provide any feedback concerning the Purchase Order and the performance of the Contractor to the IAEA Contracting Officer. In case of any complaints please provide detailed information to be able to assess the issue fairly.

PROOF OF DELIVERY (POD)

The End-User shall complete the below proof of delivery (POD) confirmation and email a copy to the IAEA's Global Freight Forwarder.

Should the IAEA authorize the Contractor to proceed with partial shipments, the POD confirmation should be submitted by the End-User for each shipment received against this Purchase Order.

When completing the POD confirmation(s) please refer to the PACKING LIST included with the relevant shipment(s).

PO Number: _____; AWB Number: _____;

Delivery/collection date: _____;

Number of pallets received: _____; Number of boxes received: _____;

Delivery received in good condition (circle appropriate value): YES NO

If NO, please provide details (refer to Section "After delivery – claims/issues/warranties" in the INSTRUCTIONS FOR THE END-USER):

Were all items listed on the packing list received (circle appropriate value): YES NO

If NO, please mark the missing items on the packing list indicating quantities missing and immediately send a copy by email to the IAEA Contracting Officer, copying the Contractor and IAEA Programme Management Officer (refer to Section "After delivery – claims/issues/warranties" in the INSTRUCTIONS FOR THE END-USER).

Comments:

Received by (include full name and position and sign): _____

IAEA POINTS OF CONTACT

Contracting Officer	IAEA, Email:IAEA@iaea.org
Technical Officer	IAEA, Email: IAEA@iaea.org
Project Management Officer	IAEA, Email: IAEA@iaea.org

NATIONAL LIASON OFFICERS / ASSISTANTS

National Liaison Officer(s)	name(s) and email(s)
National Liaison Assistant(s)	name(s) and email(s)

Attachments:

File Description	File Name
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Donation letter IAEA	Donation letter IAEA POxxxx Country.pdf
RSA Letter	RSA letter POxxxx Country.pdf