

Questions and Answers (Q&A)

The deadline for the clarification questions is 2022.09.22 at 17:00CET Vienna, Austria

Concerning the Request for Proposal

IT Security Penetration Testing Services

No.	Question by the Bidder (Bidder's spelling and punctuation preserved)	Answer by the IAEA
Date of publication: 2022.09.12		
1.	Context 6.2.1 Good command of English language (written and oral) Question 1 Is any minimum certification required for accreditation: B1,B2,C1?	Bidders need to attest to written and oral communication in English to at least level B2
2.	Context 6.2.2. A minimum of five (5) years of experience in providing penetration testing services; 6.2.3. 6.2.4. 6.2.3. A proven track record of at least five (5) satisfied customers from environments of similar size to that of the Agency to which the relevant service was provided from 2020 to date. This information shall be available in the form of (anonymized) client references. Question 2 6.2.2 and 6.2.4: Does this experience refer only to the experience of the staff that will perform the work, or is it also necessary to demonstrate the experience that the company must have in this field of work? Can the experience of the staff that will perform the	With respect to 6.2.2, this refers to the staff that will perform the work and that will be present during the demonstration. With respect to 6.2.4 it necessary to mainly demonstrate the experience that the company has in this field of work.

	work be credited with other success stories of the requested service when working in other companies?	
3.	Question 3 We have not visualized any kind of experience requirements or certificates of the company as quality standards, are there any that are necessary for the possible execution of the project?	No, all required qualifications of Contractor and Contractor's Personnel have been mentioned in chapter 6 of the Statement of Work. No additional quality requirements apply.
Date of publication: 2022.09.16		
4.	Quality Question 2 asks for a technical description of the proposed services to meet the SoW requirements for the services described in sections 4,5,6 and 8 in the SoW. Please can the IAEA clarify the sections to be covered, as there is no section 8 and the sections 4,5,6 relate to Deliverables, Phases and Qualifications?	Quality-based requirement 2 was referring to the old SoW numbering. This should have been SoW sections 3, 4, 5, and 6. The IAEA will provide an updated "09. Technical Compliance and Evaluation Matrix -v2" document.
5.	Can any IAEA clarify if this question is about the technical testing methodology (also covered in Question 3) or Service Delivery/Project Implementation methodology or both please?	Quality-based requirement 3 refers to both methodologies used for technical testing as well as methodologies for service delivery.
Date of publication: 2022.09.21		
6.	Please can you confirm the cloud(s) to be tested (e.g. AWS) in respect of the Cloud DDOS Testing?	The Agency works with Microsoft Azure as well as with the Oracle cloud.