

**OFFICE OF PROCUREMENT SERVICES**

**RFP - Request for Proposal No 609575-VP**

**SEALED OFFER PROCEDURE**

Title **Citrix Hardware,Software,Maintenance,Support,Training, and Consultancy Services**

Closing Date and Time **2023-02-03 17:00:00**  
Time Zone **CET, Vienna (Austria)**

Submission of response **Through the IAEA Supplier's Portal (<https://suppliers.iaea.org>) or to [Official-Mail.Tenders@iaea.org](mailto:Official-Mail.Tenders@iaea.org) or by mail, courier or hand delivery**

Acknowledgement of Receipt and requests for clarifications, please send to:

Responsible Contracting Staff **Pillay, Mr Vimal**  
Email **V.Pillay@iaea.org**

**Do not send your response (quotation, proposal or bid) to the email of the Responsible Contracting Staff. Failure to comply with this instruction will result in the rejection of your quotation, proposal or bid.**

The International Atomic Energy Agency (IAEA) hereby invites suppliers to submit quotations, proposals or bids, as appropriate, for the provision of goods and/or services and/or works, as defined in the attached documentation.

In preparing and submitting your quotation, proposal or bid, you are required to follow the IAEA "General Instructions for Bidders" (also found at <https://www.iaea.org/sites/default/files/iaeaforbidders.pdf>) and "Special Instructions to Bidders" attached.

Please notify the Responsible Contracting Staff mentioned above if any part of this solicitation is missing.

Thank you.

**Attachment**

Name	Details
General Instructions for bidders	General Instruction for Bidders.pdf
Supplier Registration Form	Supplier Registration Form.docx
Annex A GCC GOODS & SERVICES	GCC for Provision of Goods and Services.pdf
Submission checklist and Certification form	Submission checklist and Certification form - to be filled in.docx
Annex B_Statement of Work_ Citrix Services .pdf	Annex B_Statement of Work_ Citrix Services .pdf
Annex C_ Citrix Services Compliance Matrix.pdf	Annex C_ Citrix Services Compliance Matrix.pdf



Annex D _ Citrix Services Commercial Proposal Table.pdf	Annex D _ Citrix Services Commercial Proposal Table.pdf
Draft CPA_Template_ Citrix Services docx.pdf	Draft CPA_Template_ Citrix Services docx.pdf
Special Instructions to Bidders _RFP No. 609575_VP_Citrix S	Special Instructions to Bidders _RFP No. 609575_VP_Citrix Services .pdf

## Requirements

Ship-To **Vienna, Austria**

Item No	Qty	UoM	Goods and/or Services Description
1	1	lot	Provision of Citrix hardware, software, maintenance, support, training and consultancy services

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**Please return the below Acknowledgment of Receipt  
via E-mail to the IAEA responsible contracting staff indicated in the cover letter,  
as soon as possible after receipt of the solicitation**

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**ACKNOWLEDGMENT OF RECEIPT**

**SUBJECT LINE OF THE E-MAIL:**

*[Insert solicitation number as indicated in the cover letter e.g. Request for Quotation No. 12345AB] - Description: [As indicated in the cover letter]*

**TEXT OF THE EMAIL:**

*Closing Date and Time: [Insert as indicated in the cover letter]*

We have received the above mentioned solicitation and in response we:  
[You may copy the appropriate response(s) in the body of the E-mail]

- ( ) Intend to submit a quotation/proposal/bid/response
- ( ) Are unable to submit a quotation/proposal/bid/response due to the following reason(s):
- ( ) Requirements are outside of our normal activities
  - ( ) Present lack of resources to undertake the requested work/services
  - ( ) The requested products are not available at the moment
  - ( ) Insufficient time to prepare an offer
  - ( ) We do not sell directly, but through distributors
  - ( ) We have no after-sales service available in the recipient country
  - ( ) Cannot accept the IAEA General Conditions of Contract and/or Draft Contract
  - ( ) OTHER [please specify details]
- .....
- .....
- ( ) even though on this occasion we are unable to submit a quotation/proposal/bid/response as indicated above, we are interested in future IAEA opportunities
- ( ) we are not interested in participating in future IAEA opportunities. Please remove us from your roster

**OTHER COMMENTS:**

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**FROM:**

Company name: .....

Address: .....

Name of the contact person: .....

E-mail: .....

Tel. No.: .....

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\* NOTE TO BIDDERS: In the event of missing documentation/information in the solicitation, please contact the IAEA responsible contracting staff as soon as possible.