

الوكالة الدولية للطاقة الذرية
国际原子能机构
International Atomic Energy Agency
Agence internationale de l'énergie atomique
Международное агентство по атомной энергии
Organismo Internacional de Energía Atómica

ATTACHMENT TO RFP No. 609575–VP: Citrix Hardware, Software, Maintenance, Support, Training, and Consultancy Services for a period of 5 years (29 March 2023 to 31 March 2028)

SPECIAL INSTRUCTIONS TO BIDDERS FOR PREPARATION OF THE PROPOSAL

These Special Instructions apply **in addition** to the standard IAEA “General Instructions for Bidders”.

The Solicitation consists of the following parts:

1. Cover Letter;
2. General Instructions for Bidders;
3. Special Instructions to Bidders;
4. Draft Contract Purchase Agreement;
5. Annex A-The IAEA’s General Conditions of Contract;
6. Annex B-Statement of Work;
7. Annex C - Compliance Matrix (to be included as part of the technical offer);
8. Annex D- Commercial Proposal Matrix (guide for preparation of the Commercial Proposal);
9. The Bid Submission Checklist and Certification Form (to be completed by the Bidder);
10. Supplier Registration Form - Bidders who are not yet registered with the IAEA and intend to submit a Proposal are required to register through the IAEA iSupplier portal (<https://suppliers.iaea.org>)¹.

Supplier registration requests through the IAEA iSupplier portal are processed between Monday – Friday from 10:00 – 16:00hrs (CET Vienna, Austria). Registration can take up to 48 hours to process if all is correct and complete; the IAEA reserves the right to request clarification or additional information or documentation; only upon receipt of satisfactory information/documentation, at the sole discretion of the IAEA, will a request for registration be approved. Bidders should take this into account as part of the timeline for the submission of the Proposal.

¹ The IAEA iSupplier portal enables suppliers to register and perform certain self-service data maintenance, as well as respond to requests for proposals and other tenders. Suppliers can access live data, check the status of the solicitations that have been sent directly to them, submit offers in response to IAEA solicitations and, in the event of award, submit invoices and track payment status.

Alternatively, if a Bidder is not able to register through the IAEA iSupplier portal, Bidders may submit the completed Supplier Registration Form (including a copy of the Certificate of Incorporation) as part of the Proposal.

UNITED NATIONS GLOBAL MARKET PLACE (UNGM): The IAEA makes its business opportunities available on the UNGM. In addition to registering with the IAEA, registration with UNGM enables vendors to keep abreast of upcoming tender notices and by subscribing to the UNGM Tender Alert Service, vendors can receive alerts on relevant business opportunities emailed directly to them. Suppliers not yet registered with the UNGM are encouraged to do so. More information on the registration process is available here: <https://www.ungm.org/Public/Pages/RegistrationProcess>

2.1 SUBMISSION OF THE PROPOSAL

Language: The Proposal shall be in the English language.

Length of the Proposal: The Proposal shall be precise and concise. Catalogues, marketing or commercial documentation should be avoided, unless necessary for the Proposal.

Content of the Proposal: The Proposal shall include the following separate documents:

- *Technical Proposal;*
- *Commercial Proposal;*
- *Completed Checklist and Certification Form.*

NOTE: The Technical Proposal shall NOT include any pricing information.

Format and form of submission of the Proposal: The Proposal shall be submitted in electronic format preferably through the IAEA iSupplier portal² at <https://suppliers.iaea.org> (a navigation guide and training material can be found in the portal once the supplier is registered) **or** to the email specified in the Cover Letter for submission of the Proposal. Proposals shall not be sent either directly or indirectly (in copy or forwarded message) to any other IAEA e-mail or official.

For technical queries on the use of the iSupplier portal please contact MTPS-Supplier.Contact-Point@iaea.org for assistance. Technical support is available between Monday – Friday from 10:00 – 16:00hrs (CET Vienna, Austria). Bidders should take this into account as part of the timeline for the submission of the Proposal.

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

RFP No. 609575– VP: Citrix Hardware, Software, Maintenance, Support, Training, and Consultancy Services (*TECHNICAL PROPOSAL or COMMERCIAL PROPOSAL*)

If email submission in one single email is not possible due to technical or size constraints (e.g. attaching catalogues or files larger than 4 Mb), the Proposal can be split and submitted as several e-mail attachments. Bidders should contact the IAEA responsible contracting staff in a timely manner before the Closing Date and Time if they continue to have problems with the email submission.

REMINDER: As per above instructions, the Proposal shall be sent to the email specified in the Cover Letter for submission of the Proposal. Proposals shall not be sent either directly or indirectly (in copy or forwarded message) to any other IAEA e-mail or official.

² The IAEA will be phasing out e-mail submissions in the near future, therefore Bidders are encouraged to register and submit their Proposal through the IAEA iSupplier portal.

Submissions via links to external servers such as through cloud storage services (iCloud, Dropbox, Google Drive, etc.) are **not** acceptable.

The Technical and Commercial Proposals may be submitted in **separate electronic files or as one combined file**, attached to the e-mail(s), each clearly named as indicated below (if separate files are submitted). Bidder shall ensure that each document corresponds to the name of the file.

- “Technical Proposal”
- “Commercial Proposal”

Electronic files **not** allowed:

ace|adp|ani|app|asf|bas|bat|cab|chm|cmd|com|cpl|crt|dll|docm|dotm|exe|fxp|
hlp|hta|inf|iqr|isp|jar|Jse|Lnk|mda|mdb|mde|mdt|mdw|mht|msc|msi|msp|ms
t|pcd|pif|potm|ppam|ppsm|pptm|prf|prg|ps1|reg|scr|sct|shb|shs|sldm|url|vb|v
be|vbs|vxd|wsc|xls|executable files, ‘win’, ‘rar’ and ‘rtf’.

It is the Bidder’s own responsibility to ensure that the Proposal is received by the IAEA before the Closing Date and Time and submitted in accordance with these instructions and to check the integrity of each of the electronic files comprising the electronic submission e.g. to ensure that they are not corrupt and are virus free. The IAEA is unable to discover corrupted or unreadable files until the opening of the Proposal. Should the IAEA be unable to open or read the files, for any reason, the Proposal will be rejected.

Requests for clarifications: Any communications/requests for clarifications related to this Solicitation shall be addressed by e-mail to the IAEA responsible contracting staff indicated in the Cover Letter. Request for clarifications shall be submitted at the latest one (1) week before the Closing Date and Time, to allow proper consideration.

2.2 CONTENT OF THE TECHNICAL PROPOSAL

IMPORTANT NOTE

The Technical Proposal shall NOT include any pricing information!

The International Atomic Energy Agency (IAEA) wishes to enter into an agreement for Provision of Citrix Hardware, Software, Maintenance, Support, Training, and Consultancy Services for a period of 5 years (29 March 2023 to 31 March 2028). The Initial validity of the agreement shall be for three (3) years with the option to extend for an additional two (2) one-year periods, for a maximum duration of five (5) years.

The Technical Proposal shall include, but shall not be limited to, the following points by number and in the order shown:

1. The Proposal reference number and date.
2. The IAEA Supplier Number for IAEA registered suppliers or the completed Supplier Registration Form in the event that the Bidder is not an IAEA registered supplier and has not been able to register through the IAEA iSupplier portal.
3. General technical discussion demonstrating the Bidder’s understanding of the IAEA technical requirements and their proposed solution to meet them.
4. In addition, **Bidders must submit the Technical Compliance Matrix (Annex C)** duly filled in with justification in the “Comments” Column and included as part of their submission, to demonstrate capability to deliver the proposed requirements of the Statement of Work.

5. Identification of the person(s) that will be responsible for the implementation of the work/services including a summary description of their experience relevant to this work/service. All key personnel dedicated to the project shall be properly qualified and are expected to have a working knowledge of the English language. The IAEA may request to provide CV or certificates to verify the qualification of the staff of the Bidder or its sub-contractors.
6. Information about the following:
 - a) Adequacy of financial resources to perform the work under the contract;
 - b) A statement that the Bidder possesses all applicable licenses to operate;
 - c) Company organization, experience, quality certifications; and
 - d) Technical experience of the staff, equipment used, facilities and production capacity as necessary for the work.

2.3 CONTENT OF THE COMMERCIAL PROPOSAL

Currency: All prices shall be defined in EURO. Proposals submitted in other currency will be converted to EURO using the applicable United Nations operational rate of exchange available at: <http://treasury.un.org/operationalrates/OperationalRates.php>. The resulting EURO price will be used for the price comparison and for the award.

The Commercial Proposal shall include, but shall not be limited to, the following information by number and in the order shown:

1. Indicate the IAEA RFP number and provide the bidder's own reference number (if relevant) and date of the Proposal.
2. Provide full contact details for questions regarding the Proposal and those to be used on any resulting Contract Purchase Agreement: *legal name, address, telephone number, fax number, e-mail address, and contact person(s)*.
3. Confirm that the Proposal is valid for **minimum ninety (90) days from the RFP Closing Date**, indicating the exact longer validity period or date.
4. The **total firm fixed unit prices**, excluding any taxes.
5. Complete Annex D- Commercial Proposal Matrix
6. **Taxes:** All prices shall be net of any taxes. If any tax or fee might be applied, this shall be defined separately. All prices shall not include any indirect taxes (value added tax (VAT), general sales tax, goods and services tax, etc.) and customs duties or fees. Any applicable taxes or fees shall be defined separately. Note for suppliers located in the EU: The IAEA is an international organization and, therefore, does not have a VAT or EORI number. The IAEA is exempted from VAT in the territory of the European Union (EU) in accordance with EU Directive 2006/112/EC, 151 (1) (b), as amended by EU Council Directive 2009/162/EU. Note for Austrian suppliers: The IAEA will pay the applicable VAT (MwSt).
7. **Payment Terms:** The IAEA will not provide any advance payments or payments by letter of credit. The standard IAEA payment terms are by bank transfer net thirty (30) days after acceptance of the contractor's invoice.

NOTE: Invoices shall be submitted in electronic format, preferably³ through the IAEA iSupplier portal at <https://suppliers.iaea.org> (a navigation guide and training material can be found in the portal once the supplier is registered) or to accountspayable@iaea.org the email specified in the Purchase Order.

8. Statement of any discount offered for early payment of invoices.
9. A statement attesting that the Bidder is offering the IAEA the most favoured customer status: *"I certify that the pricing offered does not exceed the prices set in the existing Contract Purchase Agreement with the IAEA for comparable services under similar terms and conditions"*.

2.4 EVALUATION AND SELECTION CRITERIA

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

2.4.1. Technical Evaluation criteria:

Complying with the requirements in the Statement of Work and providing a duly completed compliance matrix (Annex C). Technical Proposals will be evaluated using the following five (5) broad criteria as follows: (i) The approach taken by the bidders to the technical and functional requirements; (ii) The team's calibre (experience and qualifications); (iii) The suggested Citrix Model; (iv) The availability of licenses; and (v) The quality of reports.

2.4.2. Commercial Evaluation

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

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

2.4.3. Selection Criteria

A Contract Purchase Agreement will be issued to the Bidder selected on the basis of best value for money combining cost and quality. The IAEA reserves the right, as it deems appropriate, to not make an award as a result of this RFP.

The IAEA reserves the right, as it deems appropriate, to award to a single bidder, to award to multiple bidders in any combination or not to award to any of the bidders as a result of this RFP

³ The IAEA will be progressively phasing out e-mail submission of the invoices, therefore suppliers are encouraged to register and submit their invoices through the IAEA iSupplier portal.