



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

## **ATTACHMENT 1 TO RFQ NO. 627946 - AMX – Supply of Laboratory Information Management System (LIMS) including installation and training (two systems for Ivory Coast, one system for Seychelles)**

### **SPECIAL INSTRUCTIONS TO BIDDERS FOR PREPARATION OF THE QUOTATION**

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

#### **1. INTRODUCTION**

The International Atomic Energy Agency (IAEA) located in Vienna, Austria is seeking for the supply of Laboratory Information Management (LIMS) systems (hereinafter referred to as the ‘Systems’), including installation and training, as per attached Specifications. The successful Contractor(s) shall supply the LIMS systems and provide installation and training for the list of countries in Annex 1.

#### **2. CONTENT OF THIS REQUEST FOR QUOTATION**

The Solicitation consists of the following parts:

1. Cover Letter;
2. General Instructions for Bidders;
3. Special Instructions to Bidders, including:
  - 3.1 Technical Compliance Matrix – to be completed by the Bidders;
  - 3.2 Commercial Compliance Matrix – to be completed by the Bidders;
  - 3.3 Annex 1 – List of End-Users.
4. Offer submission checklist and Bidder’s Certification – to be completed;
5. IAEA General Conditions of Contract;
6. Specifications;
7. Supplier Registration Form – Bidders who are not yet registered with the IAEA and intend to submit a Quotation are required to register through the IAEA iSupplier portal (<https://suppliers.iaea.org>)<sup>1</sup>.

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

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<sup>1</sup> 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

information or documentation; only upon receipt of satisfactory information/documentation, at the sole discretion of the IAEA, will a request for registration be approved. Bidders should take this into account as part of the timeline for the submission of the Proposal.

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

UNITED NATIONS GLOBAL MARKET PLACE (UNGM): The IAEA makes its business opportunities available on the UNGM. In addition to registering with the IAEA, registration with UNGM enables vendors to keep abreast of upcoming tender notices and by subscribing to the UNGM Tender Alert Service, vendors can receive alerts on relevant business opportunities emailed directly 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 QUOTATION

Language: The Quotation shall be in the English language.

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

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

- Technical Offer;
- Commercial Offer and
- Copy of Commercial Offer without prices (all prices shall be deleted in this document)

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

Format and form of submission of the Quotation: The Quotation shall be submitted in electronic format preferably through the IAEA iSupplier portal<sup>2</sup> 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 Quotation.

**IMPORTANT: Quotations 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](mailto: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 Quotation via email, the subject line of the e-mail(s) shall read [in this same order]:

[RFQ 627946-AMX – Laboratory Information Management System \(LIMS\)](#)

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

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

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

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

The Technical and Commercial Offers must be submitted in separate electronic files in the iSupplier portal or attached to the e-mail(s), each clearly named as indicated below. Bidders shall ensure that each document corresponds to the name of the file.

- “Technical Offer”
- “Commercial Offer”
- “Copy of Commercial Offer without prices”

Electronic files **not** allowed:

ace|adp|ani|app|asf|bas|bat|cab|chm|cmd|com|cpl|crt|dll|docm|dotm|exe|f  
xp|hlp|hta|inf|iqr|isp|jar|Jse|Lnk|mda|mdb|mde|mdt|mdw|mht|msh|msi|ms  
p|mst|pcd|pif|potm|ppam|ppsm|pptm|prf|prg|ps1|reg|scr|sct|shb|shs|sldm|  
url|vb|vbe|vbs|vxd|wsc|xls|executable files, ‘win’, ‘rar’ and ‘rtf’.

It is the Bidder’s own responsibility to ensure that the Quotation 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 Quotation. Should the IAEA be unable to open or read the files, for any reason, the Quotation will be rejected.

Alternatively, the Quotation may be submitted by mail or courier or be hand delivered to the below physical address either in hardcopy **or** in hard drive(s) (e.g. USB stick or CD) containing the electronic files of the Quotation as per relevant instructions applicable to electronic submissions.

International Atomic Energy Agency  
Office of Procurement Services  
Vienna International Centre  
PO Box 100  
1400 Vienna, Austria

Quotations submitted by mail or courier or hand delivered shall be remitted in **two sealed envelopes**, as follows:

- Envelope 1 marked as “Technical Offer - [NAME OF THE BIDDER], [solicitation number and title]” and containing the Technical Offer
- Envelope 2 marked as “Commercial Offer - [NAME OF THE BIDDER], [solicitation number and title]” and containing the “Commercial Offer” and “Copy of Commercial Offer without prices”

The two sealed envelopes shall be submitted within one outer envelope marked as follows:

[NAME OF THE BIDDER]  
[ADDRESS OF THE BIDDER]  
Solicitation No.: [As indicated in the Cover Letter e.g. RFQ12345-AB]  
Solicitation title: [As indicated in the Cover Letter]  
Closing date and time: [Date and time as indicated in the Cover Letter]

## DO NOT OPEN BEFORE THE CLOSING DATE AND TIME

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Bidders shall submit the Quotation only once and through one single channel of submission. If a Bidder submits the Quotation through multiple channels (e.g. through the IAEA iSupplier portal and email, email and by hand, etc.), unless otherwise stated by the Bidder, the submission with the latest date and time of receipt by the IAEA will be considered valid for further consideration.

The IAEA will not be responsible for the consequences of the Bidder's failure to comply with any of the instructions for submission of the Quotation as per this Solicitation.

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

### 2.2 CONTENT OF THE TECHNICAL OFFER

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

1. The Quotation reference number and date.
2. General technical discussion demonstrating the Bidder's understanding of the IAEA technical requirements and their proposed solution to meet them.
3. Statement of compliance with the list of deliverables indicated in the Specification for each location outlined in Annex 1 or for the country or countries they may be able to supply. Consideration should be given to any individual power/voltage requirements for each location, if relevant, to ensure full compatibility of each System in line with the required use and purpose.
4. Bidders are required to complete the Technical Compliance Matrix and attach it as part of their submission. Any proposed deviations shall be clearly defined and justified.
5. Provide clear details about your proposed warranty, installation, and training programme.
6. 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.
7. Indication of any assistance, information, facilities and resources expected from the IAEA or local end-user and at what stage of the work/services.
8. 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.

9. The name, address, and contact details for the nearest authorized service representative that will provide installation, warranty, maintenance, and after-sales support services (if applicable and if different from the contractor). The Bidder shall provide a detailed plan for provision of continued technical and system sustainability support after sales and setup.
10. Confirmation that the Quotation includes, for each item of equipment provided:
  - a) Set of literature and at least one user/operation manual in the English language (where possible in the French language as well for one of the End-Users); to facilitate use of the System, and any information that helps the Contractor demonstrate ability to meet the Specifications;
  - b) Essential accessories and supplies to allow immediate operation of equipment; and
  - c) Complete set of cables for interconnection of all electronic units.
11. Confirmation accepting the Warranty in accordance with IAEA General Conditions of Contract (all warranties will remain fully valid following any delivery of the goods and for a period of not less than one (1) year following acceptance of the goods by the IAEA in accordance with the Contract).
12. Dangerous Goods: UN reference numbers for all dangerous goods. If applicable, the Bidder shall indicate clearly in the Quotation any items that require refrigeration or expedited handling due to their perishable nature or use of short half time isotopes.

## 2.3 CONTENT OF THE COMMERCIAL OFFER

**Currency:** All prices shall be defined in EURO.

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

1. The Quotation reference number and date.
2. Full contact details for questions regarding the Quotation and those to be used in any resulting order or contract: Bidder's legal name, address, telephone number, fax number, e-mail address, and contact person(s).
3. Confirmation that the Quotation is valid for minimum ninety (90) days from the RFQ Closing Date, indicating the exact longer validity period or date.
4. Confirmation of acceptance of the IAEA General Conditions of Contract.
5. State that the Bidder will follow the United Nations Supplier Code of Conduct and any other ethical requirements as may be set forth in the IAEA solicitation and/or contractual documents, observing the highest standard of ethics at all times;
6. Country of origin of goods/equipment/services (if applicable).
7. The **total firm fixed price** of the Quotation (excluding any taxes).

Please complete the attached Commercial Compliance Matrix and submit as part of the Commercial Offer.

The Quotation shall further provide (net of taxes) the firm fixed price per each deliverable item, equipment and/or services and related quantities. The list of all item prices shall add up to the total price of the Quotation. Optional items, requested by the Specification shall be quoted as well.

**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).

**Delivery costs:** The prices shall exclude freight cost. Any freight cost, if applicable, shall be defined separately in the Quotation.

The IAEA has a general agreement with a global freight forwarder (GFF) to provide freight forwarding services. In the event of award, the IAEA will authorize the GFF to liaise directly with the supplier to coordinate all activities related to collecting and delivering the goods to the final destination. To this aim, the following information shall be provided in the Quotation:

- Pick up address or pickup place (supplier's warehouse or other location);
- Estimated Gross Weight (inclusive of packaging, dry ice etc.);
- Estimated Dimensions with package (length x width x height);
- Commodity type (general cargo, DGR PAX (dangerous goods passengers flights OK), DGR CAO (dangerous goods on cargo flights only);
- For radioactive or cold chain shipment, please indicate the exact shipping route and estimated transit time.

**Payment Terms:** The IAEA will not provide any advance payments or payments by letter of credit. The standard IAEA payment terms are by bank transfer net thirty (30) days after acceptance of the contractor's invoice and delivery of the goods to the IAEA or the IAEA's GFF and/or acceptance by the IAEA of the services and any supporting documentation.

NOTE: Invoices shall be submitted in electronic format, preferably<sup>3</sup> 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 [invoices@iaea.org](mailto:invoices@iaea.org) the email specified in the Purchase Order/Contract.

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 selling prices to other customers for the same or substantially similar items and/or services for comparable quantities under similar terms and conditions".

## 2.4 EVALUATION AND SELECTION CRITERIA

### 2.4.1. Technical Evaluation criteria:

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<sup>3</sup> 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.

Full compliance to all mandatory requirements of the Specifications listed in the Technical Compliance Matrix.

#### **2.4.2. Commercial Evaluation**

Subject to the technical conformance of the Technical Offer, the Quotation will be evaluated as follows:

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

#### **2.4.3. Selection Criteria**

A Purchase Order will be awarded to the Bidder who submits the best value for money proposal, which is “lowest priced technically compliant”.

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 RFQ.