

RFP-637288-YG –
Offset and Digital Printing
Services



IAEA

International Atomic Energy Agency

Statement of Work
by the MTCD
dated 2024-04-26

***Statement of Work for
Offset and Digital Printing Services***

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Acronyms

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

a.m.	Before noon
B&W	Black & White
DAP	Delivery at Place
FSC	Forest Stewardship Council (<i>standard in sustainable forestry</i>)
FTP	File Transfer Protocol
IAEA	International Atomic Energy Agency
ISO	International Organization for Standardization
MTCD	Division of Conference and Document Services
p.m.	After noon
PDF	Portable Document Format
PO	Printing Order
PU	Production Unit

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Background

The International Atomic Energy Agency (hereinafter referred to as the “IAEA” or the “Agency”) is widely known as the world’s “*Atoms for Peace and Development*” organisation within the United Nations family.

Established in 1957 as the world’s centre for cooperation in the nuclear field, the IAEA works together with its Member States and multiple partners worldwide to promote the safe, secure, and peaceful use of nuclear technologies. Detailed information about the work of the IAEA is available at www.iaea.org.

1. Publishing Operations at the IAEA

1.1. Production Unit

- 1.1.1. The Production Unit (PU) of the Publishing Section of the Division of Conference and Document Services (MTCD) manages in-house publishing operations (throughout this document, the terms “PU”, “Print Shop”, and “IAEA” may be used interchangeably to denote the Production Unit).
- 1.1.2. The PU is located at the Vienna International Centre, Wagramerstrasse 5, 1220 Vienna, Austria and operates from 8:00 a.m. to 5:00 p.m., Monday to Friday, excluding IAEA holidays (hereinafter referred to as the “Regular Print Shop Working Hours”).
- 1.1.3. The IAEA holidays do not necessarily coincide with those of Austria. For information regarding the IAEA holidays for 2024, refer to [Appendix I – IAEA Official Holidays](#).
- 1.1.4. The PU is certified for its environmental management system under the International Organization for Standardization (ISO) 14001:2015 – Environmental Management Systems.

1.2. Publications

The IAEA annually produces approximately 100 technical, scientific and academic publications, primarily in English (hereinafter referred to as the “publications” or “publication materials”). These publications cover a broad range of nuclear science and technology topics and play a critical role in disseminating knowledge to a global audience.

To ensure accessibility and reach, some of these publications are translated into other languages, for example, Arabic, Chinese, French, Russian, and Spanish. This multilingual approach helps to engage a broader international community in the IAEA's work.

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The IAEA publications are standardized in two (2) main formats, A4 and 16x24 cm, catering to the varied needs of their target audiences. They range from 60 to over 300 pages and are often part of an established series, ensuring consistency and recognizability across the board. While publications adhere to specific paper types. The agency also produces other reports and advocacy materials that vary in format, length and paper stock to suit their unique purposes.

Equipped with an in-house digital printing facility capable of both Black & White (B&W) and colour printing, including finishing equipment, the IAEA ensures high-quality production of its materials. During peak seasons, external outsourcing may meet tight deadlines and specific customer needs, maintaining the flow of information dissemination without delay.

The IAEA boasts technical expertise in all areas of publishing, including translation, editing, layout, graphic design, and dissemination. This multidisciplinary approach ensures that contents for printed materials are high quality and reach their intended audiences.

For more details about the IAEA's publications, including how to access them, please visit the "Publications" section on the IAEA website at www.iaea.org/publications.

2. Scope of Requirements

- 2.1. The IAEA requires publication materials for offset and digital printing, including but not limited to finishing, binding and delivery (hereinafter referred to as the "Printing Services") from the qualified Printing House (hereinafter referred to as the "Contractor").
- 2.2. The Contractor shall provide high-quality Printing Services in compliance with the agreed timelines and coordination with IAEA-designated focal point.

3. Requirements Structure

- 3.1. The SoW describes the Printing Services, which are grouped in two (2) LOTS as follows:
 - ❖ LOT 1 – Digital printing publications; and
 - ❖ LOT 2 – Offset printing publications.

The generic description and specifications of the IAEA publications are available in [Annex A](#).

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- 3.2. The IAEA may require printing publications different from those mentioned in LOTS 1 and 2. In such cases, the IAEA will provide the specifications and discuss and agree on the pricing and other details on a case-by-case basis.

4. Contractor Requirements

4.1. Status and Experience

- 4.1.1. The Contractor shall be a legally registered company with at least five (5) years of experience in Printing Services.
- 4.1.2. The Contractor shall possess evidence of having previously offered Printing Services similar to those specified in this SoW at satisfactory level to other customers.
- 4.1.3. The Contractor shall maintain at least two (2) ISO certificates similar to the following: i) ISO 9001: Quality Management Systems and ii) ISO 14001:2015: Environmental Management Systems.

4.2. Professional Capacity

The Contractor shall possess and demonstrate the professional capacity to ensure the high quality of the Printing Services and maintain this standard throughout the contract.

4.3. Logistical Capacity

The Contractor shall have the logistical capability (e.g., have an agreement with a qualified logistics partner) to deliver the publication materials to the IAEA within the agreed timeframe and to maintain this standard throughout the contract.

4.4. Communication Capacity

- 4.4.1. English is the official working language of the IAEA, and the Contractor's key personnel, such as the Print Production Manager and the Key Account Manager, are expected to have the necessary skills. It would be advantageous if the Contractor's technical staff could communicate in German.

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- 4.4.2. The Contractor shall provide its personnel with mobile communication devices to ensure a swift exchange of information with the IAEA.

5. Contractor's Personnel Requirements

5.1. General Requirements

The Contractor's technical personnel involved in producing and delivering Printing Services shall have appropriate training and certifications that align with the standards of the modern production printing industry.

5.2. Print Production Manager

5.2.1. The Contractor shall designate an experienced Print Production Manager to support the IAEA throughout the contract. The Print Production Manager shall have at least three (3) years of experience meeting requirements similar to those outlined in LOT 1 and/or LOT 2.

5.2.2. Responsibilities of the Print Production Manager:

- Serve as the principal liaison for inquiries and requests pertaining to Printing Services;
- Engage in close collaboration with the IAEA, ensuring availability on short notice;
- Direct and manage the Contractor's personnel, ensuring efficient supervision;
- Oversee the execution, evaluation, and assurance of the highest quality standards in all Printing Services;
- Optimize the incident management and resolution process to ensure swift and effective handling of issues; and
- Assume responsibility for conducting regular meetings and delivering reports.

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5.3. Key Account Manager

The Contractor is required to appoint a dedicated Key Account Manager who shall oversee the IAEA's contractual relationship. The individual shall have at least three (3) years of experience working as an account manager with clients with Printing Services requirements similar to the IAEA.

6. Printing Services

6.1. General Requirements

- 6.1.1. The Contractor shall provide the full range of Printing Services, as and when requested by the IAEA, including but not limited to:
 - i) Colour and B&W digital printing services and/or colour and B&W offset printing services;
 - ii) Finishing services (e.g., perfect bounding and casebound, saddle-stitching, die-cutting, folding, collating, stapling, numbering, perforating, scoring, stitching, creasing, etc.); and
 - iii) Packing and delivery of the printed materials to the IAEA.
- 6.1.2. The Contractor shall be able to print all six (6) United Nations official languages, i.e., Arabic, Chinese, English, French, Russian and Spanish.
- 6.1.3. The Contractor shall provide a step-by-step guideline to the IAEA on how to prepare Ready Print Portable Document Format (PDF) files both for offset and digital prints.
- 6.1.4. The Contractor shall have access to the Internet and email service to exchange information with the IAEA.
- 6.1.5. The Contractor shall provide a detailed breakdown of costs, where printing costs are separated from delivery costs in its offers and invoices.

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6.2. Ordering Process

- 6.2.1. **Initiation of Printing Services order process:** Whenever the need for Printing Services arises, the IAEA will initiate discussions with the Contractor to detail the requirements. The Contractor is expected to submit an offer, which includes pricing, potential costs for samples (if applicable), production schedules, delivery timelines, and any relevant guidelines. Following these discussions, the IAEA will formally issue a written Purchase Order or Print Order (hereafter referred to as "PO") to commission the Printing Services and prepare the Print Ready PDF.
- 6.2.2. **Confirmation of PO receipt:** Upon receiving a PO, the Contractor shall promptly review and confirm acceptance via email, ensuring there are no undue delays, within a maximum of two (2) working days from receipt.
- 6.2.3. **Pre-production review of Print Ready PDF:** Before initiating the printing production, the Contractor shall assess the Print Ready PDF to ensure it meets the agreed-upon offer and guidelines.
- 6.2.4. **Adjustments to the Print Ready PDF:** If the Print Ready PDF requires additional modifications, the Contractor shall liaise with the IAEA-designated focal point to discuss the necessary adjustments to the Print Ready PDF.
- 6.2.5. **Approval and commencement of Printing Services:** Printing Services may only commence after the Print Ready PDF is approved via email by both the IAEA-designated focal point and the Contractor, at which point it is considered the "Final Proof".
- 6.2.6. **Cancellation rights before Final Proof approval:** The IAEA retains the right to cancel the PO at any stage before the Final Proof is approved.
- 6.2.7. **Quality assurance through hard copy samples:** In specific instances, the IAEA may request hard copy samples as an extra step for quality assurance before finalizing the Final Proof. If quality issues are identified with the hard copy samples, the Contractor shall implement the required improvements at no additional cost to the IAEA until the Final Proof is provided.
- 6.2.8. **Post-approval modifications and costs:** Should modifications be needed after the IAEA has approved the Final Proof, the IAEA will bear the associated costs until a satisfactory Final Proof is provided.

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- 6.2.9. **Delivery schedule post Final Proof approval:** Generally, following the approval of the Final Proof, printing shall be concluded, and the printing materials shall be delivered within two (2) working days for low volume and simple advocacy items, five (5) working days for average volume and average products and ten (10) working days for high volume and complex printed products. In exceptional cases, the IAEA may request urgent delivery. A different delivery schedule may be agreed upon in the relevant PO.
- 6.2.10. **Deviations from the Final Proof at delivery inspection:** The Contractor recognizes the IAEA's focus on ensuring consistency in the visual appearance, layout, and colouring of the printed materials. The IAEA reserves the right to reject any print materials that do not match the approved Final Proof or show inconsistencies within individual copies. In such instances, the IAEA is not required to compensate for the rejected portions of the print materials.

6.3. Packing, Labelling and related Requirements

- 6.3.1. **Packaging:** All printed publications shall be packed and delivered in closed corrugated cardboard boxes, single wall, and the maximum weight of the package shall not exceed 15 kilograms unless otherwise advised.
- 6.3.2. **Labelling:** Labels shall be placed on each box, front side, including information such as title of printed publication, PO number, number of copies in the box, and the IAEA-designated focal point.
- 6.3.3. **Delivery Terms:** Printed materials in larger volumes shall be delivered on EURO-pallets (120x80 cm). Maximum height, including pallet height, shall be 120 cm. The Contractor shall liaise with the IAEA Receiving Area regarding the delivery time and conditions and shall instruct its subcontractors (e.g., logistics company) accordingly. The contact details of the IAEA Receiving Area are e-mail receiving-area.contact-point@iaea.org and telephone (+43-1) 2600-21185. The printed materials shall be delivered under the Delivered at Place (DAP) Incoterms 2020.
- 6.3.4. **Storage:** If intermediate print materials are required to be maintained in the custody of the Contractor, the Contractor agrees and accepts to be fully liable and responsible for any loss or damage of such materials.

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4. Open Book Policy

- 4.1. An Open Book Policy shall apply to foster transparency between the IAEA and the Contractor to support printing requests, considering that printing jobs' specifications and related printing, packaging, and delivery costs may vary over time.
- 4.2. The Contractor shall, upon request, be able to substantiate all quotes and invoices provided to the IAEA.

5. IAEA Responsibilities

- 5.1. The IAEA will appoint a designated focal point to coordinate and implement activities related to the Printing Services.
- 5.2. The IAEA will provide, at its premises, a suitable place for the Contractor to work in the performance of the Printing Services, should this be necessary.
- 5.3. The IAEA shall make reasonable efforts to cooperate with the Contractor in connection with the performance by the Contractor of the Printing Services, including providing the Contractor reasonable and timely access to IAEA staff, as may be required by the Contractor for performing services under this Contract.



Annex A – IAEA Publications: Generic Description and Specifications

Digital Printing

No.	Description	Specification
1.	The book may have at least 60 pages and up to 400 additional pages ; inner pages may be full colour or a mix of full colour and black and white pages. Binding shall be of perfect bound with creasing, with a glue that is of good quality to keep the pages together and lasts for some years.	Printing 160 copies Formats: A4 & 16x24 cm Soft Cover & Perfect Binding Paper inner pages: 120 gsm, Berberich (Forest Stewardship Council – FSC) Paper cover stock: 250/270 gsm, VIA Linen/Berberich and Europapier (FSC)
2.	The book may have at least 60 pages and up to 400 additional pages ; inner pages may be full colour or a mix of full colour and black and white pages. Binding shall be of perfect bound with creasing, with a glue that is of good quality to keep the pages together and lasts for some years.	Printing 100 to 450 copies Formats: A4, 16x24 cm, USL Size Soft Cover & Perfect Binding Paper inner pages: 100/120 gsm, matt art coated white (FSC) Paper cover stock: 250/270 gsm, matt art coated white (FSC)
3.	The brochure may have at least 56 pages and up to 150 additional pages , full colour for inner pages. Binding shall be of perfect bound with creasing, with a glue that is of good quality to keep the pages together and lasts for some years.	Printing 100 to 450 copies Formats: A4, B5, A5, A6, 20x20 cm, 21x21 cm Soft Cover & Perfect Binding Paper inner pages: 100/120 gsm, matt art coated white (FSC) Paper cover stock: 250/270 gsm, matt art coated white (FSC)
4.	The brochure may have from 8 to 52 pages, or two sided as folded brochure . Inner pages full colour. Binding should be saddle-stitch.	Printing 300 to 450 copies Formats: A4, B5, A5, A6, 20x20 cm, 21x21 cm, 29.7x63 cm Self-Cover, with cover & saddle-stitching Self-cover: Paper inside pages: 130 or 150 gsm matt art coated white (FSC) With cover: Paper cover stock: 250 gsm, matt art coated white (FSC)
5.	Poster: one page only.	Printing 100 to 200 copies Formats: A2, A1 and A0 Paper 130/150 gsm, matt, glossy or satin plotter paper (FSC)

Offset Printing

No.	Description	Specification
1.	<p>The book may have at least 60 pages and up to 400 additional pages; inner pages could be full colour or a mix of full colour and black and white pages.</p> <p>Soft cover: Binding shall be of perfect bound with creasing, with a glue that is of good quality to keep the pages together and lasts for some years.</p> <p>Hard cover: The smyth-sewen binding shall be of a good quality binder cotton thread that keeps the signatures together.</p>	<p>Printing 500 to 1000 copies Formats: A4, 16x24 cm, USL Size 1. Soft Cover & Perfect Binding 2. Hard cover Threat Sewing Paper inside pages: 110/120 gsm matt art coated white paper (FSC) Soft cover stock: 250/270 gsm matt art Hard cover: Paperboard and end paper for the inside cover 150 gsm white matt art coated (FSC)</p>
2.	<p>The brochure may have at least 56 pages and up to 150 additional pages, full colour. Binding shall be of perfect bound with creasing, with a glue that is of good quality to keep the pages together and lasts for some years.</p>	<p>Printing 500 to 1000 copies Formats: A4, B5, A5, A6, 20x20 cm, 21x21 cm Soft Cover & Perfect Binding Paper inner pages: 100/120 gsm, matt art coated paper white (FSC) Paper cover stock: 250/270 gsm matt art coated paper white (FSC)</p>
3.	<p>The brochure may have from 8 to 52 pages, inside pages full colour. Folded brochures. Binding should be saddle-stitch.</p>	<p>Printing 500 to 1000 copies Formats: A4, B5, A5, A6, 20x20 cm, 21x21 cm, 29.7x63 cm folded brochure Self-Cover, with cover & saddle-stitching Paper inner pages: 100/120 gsm, matt art coated white paper (FSC) Paper cover stock: 250/270 gsm matt art coated white paper (FSC)</p>
4.	<p>Posters one, two pages only</p>	<p>Printing 300 to 700 copies Formats posters: A2, A1 and A0 customised Paper: 150 or 170 gsm matt or semi glossy (FSC)</p>
5.	<p>Folder 1: Single sided print Two pockets no spine + die cut Folder 2: Single sided print + die cut Two pockets 0.5 mm spine Folder 3: Single sided print + die cut Two pockets 10 mm spine Folder 4: Single sided print, customized size, inclusive new die-cut</p>	<p>Printing 300 to 500 copies Folders: 44x31 cm, 44.5x 31 cm, 45x31 cm and customized sizes Paper stock: 300 gsm, 350 gsm matt art coated white paper (FSC) and matt laminated</p>

Appendix I – IAEA Official Holidays

Year 2024

No.	Date	Holiday
1.	Monday, 1 January	New Year's Day
2.	Friday, 29 March	Good Friday
3.	Monday, 1 April	Easter Monday
4.	Wednesday, 10 April	Eid al-Fitr
5.	Wednesday, 1 May	May Day
6.	Monday, 17 June	Eid al-Adha (in lieu of 16 June)
7.	Monday, 28 October	Austrian National Day (in lieu of 26 October)
8.	Wednesday, 25 December	Christmas Day
9.	Thursday, 26 December	St. Stephen's Day

Source: [United Nations Information Service](#).