

**Questions and Answers (Q&A)**  
*Concerning the Request for Information for the*  
**Credit Card Payment Solution**

No.	Question by the Supplier <i>(Supplier’s spelling and punctuation preserved)</i>	Answer by the IAEA
<b>Date of publication: 2024.07.16</b>		
1.	<p>I have a question about the volume. I have found the following text section in the RFI:</p> <ul style="list-style-type: none"> <li>• NAPC: 600-700 online orders by credit card per year;</li> <li>• MTCD: 500 online orders by credit card per year and 500 inperson orders by credit card per year. Since MTCD requires acceptance of in-person credit card payments, consider two (2) terminals; and</li> <li>• COMMISSARY: The current daily average number of orders through debit cards and cash is 1,600.</li> </ul> <p>Can you tell me how much money is involved in the transactions?</p>	<p>Kindly consider the following information:</p> <p>NAPC (Laboratory) – EUR 50,000–EUR 200,00 per year with up to 2,000 orders by credit card online;</p> <p>MTCD (Publications) – EUR 10,000 per year. Following the question, MTCD revised the number of orders by credit card to read “up to 50” per year; however, this volume may grow following the solution implementation; and</p> <p>COMMISSARY (Shop) – The volume is similar to a consumer shop in Vienna, Austria, with eleven (11) cashier desks open Monday through Friday (<i>detailed information can be shared with the Supplier(s) who will provide a detailed response to the RFI</i>). Please note that the IAEA does not make any profit from sales. All income is used solely to support the processes of providing the items listed in the RFI, including any related support and administrative costs. Please consider this when preparing your response to this RFI.</p>

<b>Date of publication: 2024.07.29</b>		
2.	<p>1.What were the fees you paid for your current Implementation, if any ?</p> <p>2.What are the current Service fees that you pay ?</p> <p>3.What are the current Transactional fees that you pay ?</p> <p>4.What are the current Costs for processing refunds ?</p> <p>5.What Hardware costs do you currently pay ?</p> <p>6.Are there Any other additional expenses that you currently pay ?</p> <p>7. Do you currently pay any Optional consultancy fees for credit card payment services integration and related tasks ?</p>	<p>Since no solution exists at the IAEA, our answer is "Not applicable" to all these questions.</p>
3.	<p>What is the average ticket price per transaction ?</p>	<p>Since no solution exists at the IAEA, there is no information regarding your question; however, as a guideline, please refer to our answer no. 1, dated 2024.07.16.</p>