



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 RFP NO. 642689-YG – Visa Document Courier Services

### 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:

01. Cover Letter;
02. General Instructions for Bidders;
03. Special Instructions to Bidders;
04. Offer submission checklist and Bidder’s Certification – *shall be completed and returned as part of the proposal*;
05. IAEA Service Model Contract;
06. IAEA General Conditions of Contract for Services;
07. Statement of Work;
08. Technical Compliance and IAEA Evaluation Matrix – *shall be completed and returned as part of the proposal in Excel and PDF formats*;
09. Price Sheet – *shall be completed and returned as part of the proposal in Excel and PDF formats*; and
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>)<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 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.

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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.

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: [www.ungm.org/Public/Pages/RegistrationProcess](http://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; and
- Commercial Proposal.

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 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 Proposal. ***Proposals shall not be sent either directly or indirectly (in copy or forwarded message) to the Contracting Officer or 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 Proposal via email, the subject line of the e-mail(s) shall read [in this same order]:

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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 Proposal 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 Proposal 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 Proposals 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 Proposal”
- “Commercial Proposal”

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|iqy|isp|jar|Jse|Lnk|mda|mdb|mde|mdt|mdw|mht|msc|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 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.

Bidders shall submit the Proposal only once and through one single channel of submission. If a Bidder submits the Proposal 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 Proposal 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 (1) week before the Closing Date and Time, to allow proper consideration.**

## 2.2 CONTENT OF THE TECHNICAL PROPOSAL

The Technical Offer 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. In case the Bidder is not an IAEA registered Supplier, a completed Supplier Registration Form (Attachment No. 10 to this Instructions to Bidders);
3. General technical discussion demonstrating the Bidder’s understanding of the IAEA technical requirements and their proposed solution to meet them;
4. Offer Submission Checklist and Bidder's Certification Form (Attachment No. 04 to this Instructions to Bidders): The Technical Proposal shall include the duly filled-in Offer Submission Checklist and Bidder's Certification Form; and
5. Technical Compliance and IAEA Evaluation Matrix (Attachment No. 08 to this Instructions to Bidders): The Technical Proposal shall include the duly filled-in Technical Compliance and IAEA Evaluation Matrix.

## 2.3 CONTENT OF THE COMMERCIAL PROPOSAL

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

**Price Sheet** (Attachment No. 09 to this Instructions to Bidders): The Commercial Proposal shall include the duly filled-in Price Sheet and related information and supporting documentation.

**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).*

**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 acceptance by the IAEA of the services.

## 2.4 EVALUATION AND SELECTION CRITERIA

Evaluation of the Proposals for each Lot will be undertaken as follows:

### 2.4.1. Technical Evaluation

#### **Stage 1 – Evaluation of the response to the Mandatory Requirements**

Stage 1 – Evaluation of the Bidder's response to the Mandatory Requirements using PASS/FAIL methodology. The list of the requirements is available in the Technical Compliance and Evaluation Matrix/MANDATORY\_REQ sheet. In case of failure to address of even one (1) requirement, the proposal is disqualified. If all requirements are met, the proposal will be allowed for the next evaluation Stage.

#### **Stage 2 – Evaluation of Quality-based Requirements**

This will be evaluated based on the criteria specified in the Technical Compliance and Evaluation Matrix/QUALITY\_REQ sheet; a technical score will be assigned.

Proposals from Bidders that fulfil the quality-based requirements will advance to the commercial evaluation.

### 2.4.2. Commercial Evaluation

Subject to the technical conformance of the Technical Proposal, the Commercial Proposal will be evaluated as follows: i) Commercial acceptability of the Financial Proposal, and ii) Contractual compliance.

### 2.4.3. Selection Criteria

- I. A Contract will be awarded to the Bidder who submits the best value-for-money proposal based on "cost and quality". The relative weighting of the Proposal is 60% for the technical component and 40% for the commercial component. The successful Bidder(s) will have reached the highest combined score.

- II. 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.