

RFP-642689-YG –  
Visa Document Courier Services



Statement of Work  
by the MTGS  
dated 2024-10-30

***Statement of Work for  
Visa Document Courier Services***

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## Acronyms

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

CTBTO	Comprehensive Nuclear-Test-Ban Treaty Organization
GSU	General Support Unit
IAEA	International Atomic Energy Agency
MTGS	Division of General Services
TGSU	Travel and General Support Unit
UNOV	United Nations Office at Vienna
VAT	Value Added Tax
VIC	Vienna International Centre

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## Background

The International Atomic Energy Agency (IAEA) 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](http://www.iaea.org).

### 1. Scope

- 1.1. The Travel and General Support Unit (TGSU) within the Division of General Services (MTGS) is responsible for all visa and customs-related matters for staff members of the IAEA. **MTGS TGSU processes 160 duty travel entry visa requests, document legalisations, and document drop-off/pick-ups from the Ministry of Foreign Affairs, Tax Authorities, and Customs Office each month, amounting to an annual volume of approximately 1,920 requests.** These requests involve messenger or courier services to collect documents from the IAEA Headquarters at the Vienna International Centre (VIC), located at Wagramer Strasse 5, 1220 Vienna, Austria, and deliver them to the relevant consular sections and consulates either in Vienna, Austria or elsewhere in Europe. Once processed, the documents shall be returned to the VIC (the above-mentioned requirements hereinafter referred to as the “Services”).
- 1.2. In addition to the IAEA’s requirements, other VIC-based organisations utilise the same Services as follows:
  - 1.2.1. **Comprehensive Nuclear-Test-Ban Treaty Organization (CTBTO): Approximately six (6) monthly requests, totalling over 70 requests annually; and**
  - 1.2.2. **United Nations Office at Vienna (UNOV): Approximately 50 monthly requests, totalling around 600 requests annually.**
- 1.3. Given the figures provided in 1.1.–1.3. **the total aggregated annual number of requests for the three (3) VIC-based organisations is over 2,500.**

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- 1.4. The figures mentioned in 1.1. – 1.3. are to inform regarding the estimated volume of requests and do not constitute a purchasing commitment.
- 1.5. In this context, the IAEA, CTBTO, and UNOV are seeking a Service provider (hereinafter referred to as the "Contractor") to handle the Services. This Statement of Work (SoW) outlines the requirements for the provision of the required Services.

## 2. Requirements

- 2.1. The Contractor shall carry out the activities listed below and provide the specified deliverables:
  - 2.1.1. Provide a designated representative (hereinafter referred to as the "Representative") who shall arrive at the IAEA TGSU, UNOV, and/or CTBTO General Support Unit (GSU) offices at a predetermined time each working day to collect visa applications and passports and receive instructions for exceptional cases. The Representative shall also deliver passports and, where applicable, provide information from the previous day's pick-ups to the IAEA TGSU, UNOV, and CTBTO GSU. Document collection shall occur daily during regular working hours, Monday through Friday, from 07:00 to 18:00 at the IAEA TGSU and on an "as and when required" basis at the UNOV and CTBTO GSU;
  - 2.1.2. The Representative shall deliver passports and corresponding visa applications to the required diplomatic or consular representation strictly in accordance with the instructions of the IAEA TGSU, UNOV, and/or CTBTO GSU within the specified time frame. If required, the Representative shall communicate with diplomatic or consular personnel and relay additional or urgent information to the IAEA TGSU, UNOV, and/or CTBTO GSU counterpart no later than one (1) hour after receiving the information. The Representative shall also cover all charges for visa fees, if necessary, and forward related invoices to the IAEA TGSU, UNOV, and/or CTBTO GSU for reimbursement within 30 days following the payment;
  - 2.1.3. Provide immediate visa assistance in emergencies, such as the immediate pick-up and/or delivery of passports either from/to the consular sections or from/to the VIC;

- 2.1.4. Guarantee the collection of passports from the consular sections upon designation and ensure delivery in accordance with provision 2.1.1. For consular sections and consulates located in Vienna, Austria, same-day delivery shall be provided, while those based elsewhere in Europe shall receive next-day delivery;
- 2.1.5. Provide a telephone number and a dedicated focal person for IAEA TGSU, UNOV, and CTBTO GSU to contact during regular working hours (Monday through Friday, 07:00 to 18:00) and after working hours, including weekends and Austrian holidays. The focal person shall offer accurate, up-to-date information on pending and prospective visa-related issues and receive instructions from IAEA TGSU, UNOV, and CTBTO GSU;
- 2.1.6. Provide express pick-up and delivery services upon request. In such cases, IAEA TGSU, UNOV, and/or CTBTO GSU will contact the Contractor to arrange the required service. Pick-up from the VIC or a diplomatic or consular representation shall be guaranteed within one (1) hour of confirmation, with confirmation provided within ten (10) minutes following the initial request;
- 2.1.7. Provide Services on an "as and when required" basis outside of regular working hours, including weekends, VIC official holidays, and Austrian public holidays, upon request. The information about the IAEA Headquarters Official Holidays, which may be different from the Official Holidays of the Republic of Austria, is available in [Annex I](#);
- 2.1.8. Provide relevant industry information, such as updates on new diplomatic and consular representations or changes in visa-related requirements, to IAEA TGSU, UNOV, and CTBTO GSU within three (3) hours of receiving the Request for Information;
- 2.1.9. Regularly supply the most recent versions of visa application forms from diplomatic and consular representations to the IAEA TGSU, UNOV, and CTBTO GSU for record-keeping purposes;
- 2.1.10. Provide, on a monthly basis, an electronic detailed statement of individual Services rendered and fees, along with the invoice, to the designated address provided by each organization (IAEA TGSU, UNOV, and CTBTO GSU). The statement shall be submitted by the

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5th business day of each month to ensure timely receipt and processing. Each organization requires a separate statement detailing the specific Services and fees; the statement shall include:

- 2.1.10.1. Job reference(s) for Services provided each month;
- 2.1.10.2. Date of actual delivery to the diplomatic and/or consular representation;
- 2.1.10.3. Country of the diplomatic and/or consular representation to which the delivery was made and the country in which the representation is located;
- 2.1.10.4. Name of the IAEA TGSU, UNOV, and/or CTBTO GSU staff who ordered the Service;
- 2.1.10.5. Name of the visa applicant;
- 2.1.10.6. Type of travel document;
- 2.1.10.7. Additional Service charges;
- 2.1.10.8. Total NET charges;
- 2.1.10.9. Value Added Tax (VAT);
- 2.1.10.10. Total gross charges; and
- 2.1.10.11. Statements and invoices containing errors or missing information shall be returned to the Contractor and will not be processed for payment by the IAEA TGSU, UNOV, and/or CTBTO GSU.
- 2.1.11. Ensure that the delivery and pick-up of passports and documents comply with the rules and regulations of the diplomatic or consular representation to guarantee the prompt facilitation of the IAEA TGSU, UNOV, and CTBTO visa applications; and
- 2.1.12. The Representative shall be fluent in English and capable of articulating information clearly and professionally.

## Appendix I – IAEA Headquarters Official Holidays

The following fixed Official Holidays have been approved for the IAEA Headquarters:

### Year 2025

Date	Official Holiday
1 January 2025	New Year's Day
31 March 2025	Eid al-Fitr
18 April 2025	Good Friday
21 April 2025	Easter Monday
1 May 2025	May Day
6 June 2025	Eid al-Adha
27 October 2025	Austrian National Day (in lieu of 26 October)
25 December 2025	Christmas Day
26 December 2025	St. Stephen's Day

### Year 2026

Date	Official Holiday
1 January 2026	New Year's Day
20 March 2026	Eid al-Fitr
3 April 2026	Good Friday
6 April 2026	Easter Monday
1 May 2026	May Day
27 May 2026	Eid al-Adha
26 October 2026	Austrian National Day
25 December 2026	Christmas Day
31 December 2026	New Year's Eve