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**ATTACHMENT 1 TO RFP No.** 28112-IS

**Security Event Management (SEM) 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:

1. Cover letter
2. Special Instructions to Bidders including:
   1. Submission of the Proposal
   2. Content of Technical Proposal
   3. Content of Commercial Proposal
   4. Evaluation and Selection Criteria
   5. Acknowledgment of Receipt *(To be sent back to the IAEA by e-mail within 5 working days after receipt of the Solicitation).*
3. Draft Blanket Purchase Agreement;
4. IAEA General Conditions of Contract (Annex 3 to the Blanket Purchase Agreement);
5. Statement of Work (Annex 1 to the Blanket Purchase Agreement);
6. Supplier Registration Form *(To be completed if you have not submitted a registration form to the IAEA or UNGM within the last two years. If your company is a registered UNGM supplier, please provide the reference number*.
7. IAEA Confidentiality Agreement (to be signed by the chosen Contractor); and
8. Confidentiality Agreement for non-staff members (to be signed by the Contractor’s personnel).

#### 2. 1 SUBMISSION OF THE PROPOSAL

Language: The Proposal shall be in the English language.

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

Format of Proposal: Proposal should be submitted in electronic format unless otherwise stated (i.e. via e-mail) including the following documents:

* Technical Proposal;
* Commercial Proposal and
* Copy of Commercial Proposal without prices (all prices shall be deleted in this document).

NOTE: Technical Proposal shall NOT include any prices or other financial information.

The electronic files shall be clearly named as “Technical Proposal”, “Commercial Proposal” and “Copy of Commercial Proposal without prices” files.

The Proposal shall be sent to the following e-mail address: [Official-Mail.Tenders@iaea.org](mailto:Official-Mail.Tenders@iaea.org). **Do not send communications to this e-mail.**

Any communications/requests for clarifications related to these tender documents shall be addressed by e-mail to the IAEA responsible contracting staff indicated in the RFP Cover Letter. As a general rule, request for clarifications shall be submitted to the responsible contracting staff below by October 21, to allow proper consideration.

Mr. Syed Ismail SHAH

e-mail: s.shah@iaea.org

If electronic submission is not possible due to technical or size constrains (attached catalogues or larger than 4 Mb), the Proposal can be split and submitted as several e-mail attachments. Please contact the IAEA contracting staff if you continue to have problems with your submission.

#### 2.2 CONTENT OF TECHNICAL PROPOSAL

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

1. Provide a clear technical description of the proposed services to meet the Statement of Work requirements. Kindly note that the IAEA expects that “section-by-section” description shall be provided in the Technical Proposal in order to comply with the requirements of the Statement of Work.
2. Describe your company’s relevant proven expertise and define the person(s) that will be the lead for the implementation of the services including a summary description of their experience relevant to this 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. *It is the expectation of the IAEA that the lead consultant will be available for the duration of the project.*
3. Provide information about the following:
4. Adequacy of financial resources to perform the work under the contract;
5. A statement that your company possesses all applicable licenses to operate; and
6. Company organization, experience, quality certifications;
7. Describe your company’s expertise in more advanced security event monitoring topics, such as identifying anomalies, building alerting rules, flushing out use cases and translating them into automated alerting rules, design and creation of security operations center reports.
8. Provide at least 3 (three) and not more than 6 (six) CVs of proposed candidates having security event management service experience and that will perform the services.

The IAEA may contact prior employers of the proposed lead technical consultant and/or carry out interviews with the proposed lead technical consultant as part of this project’s technical evaluation and reserves the right to accept or reject the use of the specific personnel on the assessment.

1. Clarify if any assistance, information, facilities and resources are expected from the IAEA and at what stage of the work.

2.3 CONTENT OF COMMERCIAL PROPOSAL

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

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

1. Indicate your Proposal reference number and date of your Proposal.
2. Provide full contact details for questions regarding your Proposal and those to be used in any resulting order or contract: legal name, address, telephone number, fax number, e-mail address, and contact person(s).
3. Confirm that your Proposal is valid for minimum ninety (90) days from the RFP Closing Date.
4. Confirm acceptance of IAEA Draft Blanket Purchase Agreement and General Conditions of Contract.
5. Provide net firm fixed all-inclusive daily rates for the expert(s) to provide the services as described in the Statement of Work by completing the rate card below. **The estimated annual services required will be 60 man-days.** All proposed rates shall include all travel and subsistence related costs.

|  |  |  |
| --- | --- | --- |
| Description | On-site rate per hour/day in EUR | Off-site/Online rate per day/hour in EUR |
| Security Event Management Expert (ArcSight) |  |  |
| Security Event Management Expert (ELK) |  |  |

**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, 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 EU in accordance with EU Directive 2006/112/EC - Article 151 (previously EU VAT Directive 77/388/EEC - Article 15 paragraph 10). *Note for Austrian suppliers:* The IAEA will pay the applicable VAT (MwSt).

1. 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 Contractor’s invoice and delivery of services to the IAEA and acceptance by the IAEA of the services and any supporting documentation.
2. State if any discount is offered for early payment of invoices.
3. Provide a statement attesting that you are 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

Evaluation of the Proposals by the IAEA will be based on the following qualification requirements and evaluation criteria.

* + 1. **Qualification requirements:**

1. Compliance with the requirements listed in the Statement of Work;
2. Acceptance of IAEA’s standards for the Confidentiality Agreements provided within this tender package; and
3. The Bidder shall have at least five (5) years of experience in the relevant industry and services.

The bidders that pass the above criteria will be accepted for further technical evaluation.

* + 1. **Technical Evaluation criteria:**

The Proposals will be evaluated against the following evaluation criteria:

1. Percentage of SOW vendor is capable of addressing;
2. Vendors proven expertise implementing and supporting HP ArcSight products (Logger, ESM, Express, Connectors).

OR

Vendors proven expertise implementing and supporting ELK platforms (ElasticSearch, LogStash, Kabana);

1. Proven expertise in more advanced security event monitoring topics, such as

1) Identifying anomalies

2) building alerting rules

3) flushing out use cases and translating them into automated alerting rules

4) Design and creation of security operations center reports; and

1. Consultants' experience (CV), as it relates to the Security Event Management SOW.
   * 1. **Commercial Evaluation**

Subject to the conformance of the Technical Proposal to the requirements, the Proposal will be evaluated as follows:

* Commercial acceptability of the Financial Proposal; and
* Contractual compliance.
  + 1. **Selection Criteria**

A Contract will be awarded to the Bidder who submits the best value for money combining “cost and quality”.

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.

#### 2.5 ACKNOWLEDGMENT OF RECEIPT

Complete the form below and copy and paste into an E-mail to the IAEA responsible contracting staff.

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**ACKNOWLEDGMENT OF RECEIPT**

Request for Proposal number:

Description:

Tender Closing Date & Time:

We have received the above mentioned Request for Proposal, and we will (please mark the box next to

the relevant text with "X") :

|  |  |
| --- | --- |
| - submit a proposal in response |  |
| - not submit a proposal in response, due to : |  |
| - requirements are outside our normal activities |  |
| - insufficient time to prepare a proposal |  |
| - present lack of resources to undertake the requested work/service |  |
| - cannot accept the IAEA General Conditions of Contract  [Draft Contract] |  |
| - other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

FROM :

Company : ...................................................................................................................

Address :.......................................................................................................................

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Contact person: ............................................... E-mail:................................

Tel. no. : ...............................................