



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. RFP 235338-SIS

Corrective Maintenance Services for Radiation Monitoring Devices

REVISION 1

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 (Workflow Mailer);
2. Special Instructions to Bidders;
3. Draft Contract;
4. IAEA General Conditions of Contract;
5. Statement of Work;
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. Annex A, Cost Proposal Table; and
8. Annex B, Compliance Matrix.

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

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 preferably¹ through the IAEA iSupplier portal at <https://suppliers.iaea.org> (a navigation guide and training material can be found in the portal once the vendor 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 any other IAEA e-mail or official.

When submitting the Proposal via email, the subject line of the e-mail shall read [in this same order]:

RFP 235338-SIS – Corrective Maintenance Services
for Radiation Monitoring Devices

If email submission 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, you may submit your Proposal via email. Please contact the IAEA responsible contracting staff in a timely manner before the Closing Date and Time if you continue to have problems with your electronic submission.

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”
- “Copy of Commercial Proposal without prices”

Electronic files **not** allowed:

386|ade|adp|rtf|rar|app|asd|asf|asx|eml|bas|bat|cab|chm|cmd|com|cpl|crt|dll|exe|fxp|hlp|hta|hto|inf|ini|ins|isp|jar|jse?|lib|lnk|mdb|mde|msc|msi|mst|ocx|pcd|pif|prg|reg|scr|sct|sh|shb|shs|sys|url|vb|vbe|vbs|vcs|vxd|wmd|wms|wmz|wsc|executable files, ‘win’, ‘rar’ and ‘rtf’.

It is the Bidder’s own responsibility to check the integrity of each of the electronic files comprising their 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.

The IAEA will not be responsible for the consequences of your failure to comply with any of the above instructions for submission of the Proposal.

Requests for clarifications: 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 Cover Letter. As a general rule, request for clarifications shall be submitted at the latest one week before the Closing Date and Time, to allow proper consideration.

2.2 MANDATORY SITE VISIT

1. In support of Proposal preparation, the IAEA will hold **mandatory site visits** at both premises (VIC and Seibersdorf).

¹ Suppliers shall note that the IAEA will be phasing out e-mail submission in the near future, therefore suppliers are encouraged to register and submit their Proposal through the IAEA iSupplier portal.

2. Participation in one visit to VIC and one to Seibersdorf is mandatory to be eligible to submit a Proposal.
3. For Seibersdorf, the site visit will be held at IAEA Laboratories Complex, located at 2444 Seibersdorf, Austria, on Tuesday, 02 April 2019 (exact time to be advised). Alternative Date: Monday 08 April 2019 (exact time to be advised).
4. For the VIC, the site visit will be held at the Vienna International Centre ("VIC") located at Wagramer Strasse 5, 1220, Vienna, Austria, on Wednesday, 03 April 2019 (exact time to be advised). Alternative Date: Monday 09 April 2019 (exact time to be advised).
5. The names and positions of the Bidder's participants in the site visits shall be provided to the IAEA Contracting Officer listed above in advance of the site visits for registration confirmation, not later than 01 April 2019 at 15:00 CET, Vienna (Austria).
6. The Bidder's participants listed on the registration confirmation will be announced in advance at the United Nations Security and Safety Office at the VIC entrance and Seibersdorf Protective Force at the Complex entrance as "official visitors" respectively in preparation for granting access to the premises.
7. A maximum of three (3) participants per Bidder are allowed, including any supporting staff such as interpreters. Each participant shall be in possession of a photo identification document for verification of their identity and will be required to sign an attendance record. Participants will also undergo physical security checks to access the VIC and shall be subject to the United Nations Security and Safety Service orders, restrictions and guidelines.
8. The site visits will be conducted in the English language.
9. The IAEA shall document all questions raised during the site visit and distribute IAEA responses only to Bidders that attended the site visits.
10. Bidders will not be allowed to take photos or make voice/video recordings during the site visit.
11. Bidders shall bear all costs associated with attending the site visits; the IAEA will not be responsible or liable for these costs, regardless of the conduct or outcome of this RFP. It is the Bidder's sole responsibility to obtain and bear the costs related to visa or similar for the participants to the site visits. The IAEA will make no effort nor accept any responsibility for obtaining such visa or similar requirement.

2.3 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. General technical discussion demonstrating your understanding of the IAEA technical requirements and your proposed solution to meet them;
2. Statement of compliance with the Statement of Work, with completed compliance matrix (Annex B). Any proposed deviations shall be clearly defined and justified;

Provide a clear technical description of the proposed works/services to meet the Statement of Work requirements. Kindly note that the IAEA expects that a "section-by-section" description shall be provided in the Technical Proposal in order to comply with the requirements of the Statement of Work.

3. Provide an implementation plan of the work;
Provide draft schedule of the work in form of a Gantt chart, outlining possible critical issues that may arise in the course of the project;
4. Describe your company's relevant experience in similar works. Provide at least 3 references of implementing similar projects, including short project description, client name and contact details;
5. Provide information about your company's experience with all relevant RDM equipment as outlined in our Statement of Work;
6. Provide details on your approach to paragraph **3.4 Maintenance support services** of the SoW and describe how and where you will be holding consumables/critical spare parts and related supplies as laid out in 3.4.3 of the SoW;
7. Define the person(s) that will be responsible for the implementation of the work/services including a summary description of their experience relevant to this work/service including CV's and certificates. All key personnel dedicated to the project shall be properly qualified and are expected to have a working knowledge of the English language.
8. Provide 3-5 key performance indicators (KPI) to be used to demonstrate that the work/services are delivered on time at the quality outlined in the proposal. These KPI's should include target values and minimum or maximum values that you guarantee;
9. Provide a complete list of all items that are to be delivered under a resulting contract;
10. Clarify if any assistance, information, facilities and resources are expected from the IAEA or local end-user and at what stage of the work;
11. The Bidder is further encouraged to make a comprehensive proposal on how to best undertake the required corrective maintenance, and on-call services in order to minimize the down time and disruption of IAEA operations;
12. Provide information about the following:
 - a) Adequacy of financial resources to perform the work under the contract;
 - b) A statement that your company possesses all applicable licenses to operate;
 - c) Company organization, experience, quality certifications; and
 - d) Technical experience of the staff, equipment used, facilities and production capacity as necessary for the Work.
13. Provide a clear technical description of the equipment proposed. The equipment shall meet the IAEA requirements (provide requirements matrix if needed);
14. Confirm that the proposal includes, for each item of equipment provided:
 - a) Sets of manuals in the English language (or other language if specified above);
 - b) Essential accessories and supplies to allow immediate operation of equipment; and
 - c) Complete set of cables for interconnection of all electronic units.
15. Confirm acceptance of Warranty in accordance with IAEA General Conditions of Contract (all warranties will remain fully valid following any delivery of the goods and for a period of not less than one (1) year following acceptance of the goods by the IAEA in accordance with the Contract); and

16. Dangerous Goods: The Proposal shall include UN reference numbers for all dangerous goods. If applicable, indicate clearly in your Proposal any items that require refrigeration or expedited handling due to their perishable nature or use of short half time isotopes.

2.4 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. Submit completed cost proposal table (Annex A).
3. 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);
4. Confirm that your Proposal is valid for minimum ninety (90) days from the RFP Closing Date;
5. Confirm acceptance of the IAEA Draft Contract forming part of this RFP and provide the legal address, point of contact and the name and position of your legal representative that would sign the contract on behalf of your company as well as points of contact for the purpose of Article 7 of the Draft Contract;
6. Indicate the country of origin of goods/equipment (if applicable);
7. Labour rates for all staff, including hourly, daily, weekly compensation for regular hours, after hours, nights and weekend/holiday work (see cost proposal table Annex A);
8. One time and on-going charges for Service Desk call-out services (see cost proposal table Annex A);
9. Indicate the total firm fixed price of your Proposal (excluding any taxes);
10. Provide net of taxes, firm fixed price per each deliverable item, equipment and/or services and related quantities. The list of all item prices shall add up to the total price of the Proposal;
11. The Bidder should define up-front the hourly rates for Service Desk services as well as call-out services during regular IAEA business hours (Annex 1 to Special Instructions to Bidders) and outside of regular business hours;

Regular business hours are: Monday – Friday 07:00 – 19:00.

IAEA official Holidays are:

Friday, 19 April 2019	Good Friday
Monday, 22 April 2019	Easter Monday
Wednesday, 1 May 2019	May Day
Wednesday, 5 June 2019	Eid al-Fitr
Monday, 12 August 2019	Eid al-Adha
Friday, 25 October 2019	in lieu of 26 October (Austrian National Day)
Wednesday, 25 December 2019	Christmas Day
Thursday, 26 December 2019	St. Stephen's Day;

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).

Delivery costs: The prices shall exclude freight cost. Any freight cost, if applicable, shall be defined separately in the Proposal.

12. 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 Bidder's invoice and delivery of the goods to the IAEA and/or acceptance by the IAEA of the services and any supporting documentation;

NOTE: Invoices shall be submitted in electronic format, preferably² through the IAEA iSupplier portal at <https://suppliers.iaea.org> (a navigation guide and training material can be found in the portal once the vendor is registered) or to accountspayable@iaea.org the email specified in the Purchase Order/Contract.

13. State if any discount is offered for early payment of invoices; and
14. 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".

2.5 EVALUATION AND SELECTION CRITERIA

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

2.5.1 Qualification requirements (if applicable):

Experience

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.

2.5.2 Technical Evaluation criteria:

The Proposals will be evaluated against the following evaluation criteria:

² Suppliers shall note that the IAEA will be progressively phasing out e-mail submission of the invoices, therefore suppliers are encouraged to register and submit their invoices through the IAEA iSupplier portal.

- a) Compliance with SoW;
- b) Implementation plan (incl. GANTT chart);
- c) Company's relevant experience in similar works;
- d) Company's experience with all relevant RDM equipment; and
- e) Certifications and experience of company's personnel (CVs).

2.5.3 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.

2.5.4 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.