



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-262313-ELB

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. IAEA General Conditions of Contract;
4. Compliance Table (to be included as part of the Technical Proposal);
5. Commercial Table (to be included as part of the Commercial Table);
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. General Instructions for Bidders.

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

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

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.

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:

RFP-262313-ELB - Maintenance renewal of Veritas NetBackup licenses

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”

Electronic files **not** allowed:

ace|adp|ani|app|bas|bat|chm|cmd|com|cpl|crt|dll|docm|exe|fxp|hlp|Hta|Inf|Isp|jar|Jse|Lnk|mda|mdb|mde|mdt|mdw|msc|msi|msp|mst|pcd|pif|prf|prg|reg|scr|sct|shb|shs|url|vb|vbe|vbs|vxd|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 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. Statement of compliance: complete the attached Compliance Table. Please provide descriptions (when applicable) to demonstrate your understanding of the IAEA mandatory requirements and how you intend to meet them.
2. All key personnel dedicated to the project shall be properly qualified and are expected to have a working knowledge of the English language. Please provide CVs for the on-site engineer(s).
3. Provide at least 3 references of implementing similar projects, including short project description, client name and contact details.

4. Clarify if any assistance, information, facilities and resources are expected from the IAEA or local end-user and at what stage of the work.
5. 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.
6. 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).

2.3 CONTENT OF COMMERCIAL PROPOSAL

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 General Conditions of Contract.
5. Complete the Commercial Table. Please adapt and/or adding new items, as applicable.

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).

6. 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 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.

7. State if any discount is offered for early payment of invoices.
8. 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".
9. Provide a statement of acceptance that, in case of award, you will provide the IAEA with the applicable audit report in accordance with the internationally accepted standards (for example, SSAE 16 or equivalent) prior to the signature of the contract and during the contract and describe the proposed report(s) and the frequency that these will be provided.

2.4 EVALUATION AND SELECTION CRITERIA

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

2.4.1. Qualification requirements (if applicable):

- Certified partner/reseller of Veritas - the Bidder shall provide documentation of its partner status

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

2.4.2. Technical Evaluation criteria:

The Proposals will be evaluated against the following evaluation criteria:

- a) Bidder's capacity to fulfil the mandatory requirements;
- b) Relevance of bidder's experience in providing the services; and
- c) Quality of the proposed team (experience and certifications).

2.4.3. 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 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.

2.4.4. Selection Criteria

A Purchase Order will be awarded to the Bidder who submit 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.
