



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- 299309-YG

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. General Instructions for Bidders;
3. Special Instructions to Bidders;
4. Draft Contract Purchase Agreement (CPA);
5. IAEA General Conditions of Contract for Services;
6. Statement of Work;
 - 6-a. Compliance Matrix;
 - 6-b. Price Sheet;
7. 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>). Alternatively, if a Bidder is not able to register through the IAEA iSupplier portal, they may submit the completed Supplier Registration Form as part of the Proposal.*

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 portal¹ 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 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-299309-YG – Business Continuity Certification Training

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 (e.g., 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, for example:

- “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|fxp|hlp|hta|inf|iqr|isp|jar|Jse|Lnk|mda|mdb|mde|mdt|mdw|mht|msc|msi|mso|mst|pcd|pif|potm|ppam|ppsm|pptm|prf|prg|ps1|reg|scr|sct|shb|shs|sldm|url|vbe|vbs|vxd|wsc|xls|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 THE TECHNICAL PROPOSAL

The Technical Proposal 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;

¹ 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.

2. The IAEA Supplier Number for IAEA registered suppliers or the completed Supplier Registration Form in the event that the Bidder is not an IAEA registered supplier and has not been able to register through the IAEA iSupplier portal;
3. General technical discussion demonstrating the Bidder's understanding of the IAEA technical requirements and their proposed solution to meet them;
4. A statement of compliance with the Statement of Work,
5. The attached Compliance Matrix (Compliance Matrix.docx) duly filled-in;
6. A description of the Bidder's relevant expertise;
7. Identification of 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. 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 CV or certificates to verify the qualification of the staff of the Bidder or its sub-contractors;
8. At least 3 references of implementing similar projects, including short project description, client name and contact details;
9. Indication of any assistance, information, facilities and resources expected from the IAEA or local end-user and at what stage of the work/services;
10. Information about the following:
 - a) Adequacy of financial resources to perform the work under the contract;
 - b) A statement that the Bidder 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.

2.3 CONTENT OF THE 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. The Proposal reference number and date;
2. Full contact details for questions regarding the Proposal and those to be used in any resulting order or contract: Bidder's legal name, address, telephone number, fax number, e-mail address, and contact person(s);
3. Confirmation that the Proposal is valid for minimum ninety (90) days from the RFP Closing Date, indicating the exact longer validity period or date;
4. Confirmation of acceptance of the IAEA General Conditions of Contract; and the draft Contract Purchase Agreement (CPA).
5. The completed Price Sheet (Price Sheet.docx).

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 acceptance by the IAEA of the requested services.

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 supplier is registered) or to accountspayable@iaea.org the email specified in the Purchase Order/Contract.

6. Statement of any discount offered for early payment of invoices.
7. A statement attesting that the Bidder is 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 criteria.

2.4.1. Qualification requirements:

1. Company compliance in providing a Certificate of the Business Continuity Institute (CBCI) or International Organisation for Standardization ISO 22301:2014 – Business Continuity Management Systems – Lead Implementer certified training;
2. Company ability to deliver the examination and have it certified by the BCI or ISO certificate authority;
3. Training delivery at the Vienna International Centre (VIC);
4. Training not exceeding 5 training days;
5. Training delivered in English;
6. Compliance of the Bidder's proposal with the SoW requirements.

Proposals from Bidders that pass the above criteria will be accepted for further technical evaluation.

² 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.

2.4.2. Technical Evaluation criteria:

1. Course details: details of the course, including course description, course objectives, description of the study material and detailed course program for the days offered (time, topics, breaks, exam, etc.);
2. Bidder's experience: company's experience in delivering the certification training to similar sized organizations, including the contact information of firms/organizations to whom the service was provided; and
3. Certification and experience of the Bidder's personnel offered: CVs of the personnel offered, including the Key Account Manager and Trainers. CVs should include information like education, languages, key qualifications, employment record and certifications.

2.4.3. Commercial Evaluation

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

- Commercial acceptability of the Financial Proposal; and
- Contractual compliance.

2.4.4. 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.

END.