

Provision of Messenger Service for the IAEA, UNOV and CTBTO		IAEA Statement of Work Dated 07 October 2019
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STATEMENT OF WORK

Provision of Messenger Services for the International Atomic Energy Agency, the United Nations Office at Vienna and Comprehensive Nuclear Test Ban Treaty Organization

1. Scope

The Visa and Customs Unit established within the Department of Management (MTGS-TGSS) is responsible for all visa and customs related matters pertaining to staff members at the International Atomic Energy Agency (IAEA). MTGS-TGSS prepares approximately one hundred and fifty to two hundred (150 – 200) requests for duty travel entry visas and legalization of documents per month. These requests involve messenger or courier and are picked up from the IAEA headquarters located in the Vienna International Center (VIC) and delivered to the relevant consular sections and consulates based in Vienna and returned upon completion. In addition to the requirements of the IAEA, United Nations Office at Vienna (UNOV) and Comprehensive Nuclear Test Ban Treaty Organization (CTBTO), also located at VIC, utilise the same services and prepare approximately fifty (50) and six (6) requests per month, respectively.

In this regard, the IAEA, UNOV and CTBTO are seeking a service provider (hereinafter referred to as the “Contractor”) to pick up documents from the IAEA Visa and Customs Unit and the offices of UNOV and CTBTO, deliver and hand over these documents to either Vienna or other European-based consular sections and consulates in order to obtain visa documents (hereinafter referred to as the “Services”). This Statement of Work (SOW) describes the requirements for the provision of the Services.

2. Definitions, Acronyms, and Abbreviations

The following definitions, acronyms, and abbreviations shall apply throughout this SOW unless defined otherwise hereinafter:

VCU	-	Visa and Customs Unit
VAT	-	Value Added Tax
KPI	-	Key Performance Indicator
RIC	-	Responsiveness to Instant Communication
GSU	-	General Services Unit

3. Requirements

3.1. The Contractor shall carry out the activities listed here below and provide the

deliverables specified:

- 3.1.1. Provide a designated representative (herein referred to as the "Representative") who shall arrive at the IAEA VCU, UNOV and/or CTBTO GSU office(s) at a pre-determined time each working day to collect visa applications and passports and receive instructions for exceptional cases. The Representative shall deliver passports, and where applicable, provide information from the previous day's pick-ups to IAEA VCU, UNOV and CTBTO GSU staff members. The collection of documents shall be carried out on a daily basis and during regular working hours which are Monday through Friday from 07:00 until 18:00, from the IAEA VCU and on an "as and when required" basis from UNOV and CTBTO GSU premises;
- 3.1.2. The Representative shall deliver passports and the corresponding visa applications to the required diplomatic or consular representation strictly on the instructions of the IAEA VCU, UNOV and/or CTBTO GSU staff members and within the time frame specified. The Representative shall, if required, communicate with staff of the diplomatic or consular representation and relay additional and urgent information to the IAEA VCU, UNOV and/or CTBTO GSU counterpart, no later than one (1) hour after the information was provided. If required, the Representative shall cover all charges for visa fees and forward related invoices to the IAEA VCU, UNOV and/or CTBTO GSU for reimbursement within 30 days following the payment;
- 3.1.3. Provide immediate visa assistance for emergencies such as immediate pick up and/or delivery of passports either from/to consular sections and consulates concerned or from/to the VIC;
- 3.1.4. Guarantee collection of passports from the consular sections upon designation and deliver in accordance with provision 3.1.1. Those consular sections and consulates located in Vienna shall receive the same day delivery and those based in Europe the next day delivery;
- 3.1.5. Provide a telephone number and dedicated focal person for IAEA VCU, UNOV and CTBTO GSU staff members to contact during regular working hours, Monday through Friday from 07:00 to 18:00, as well as after working hours, including weekends and Austrian holidays. The focal person shall provide accurate and up-to-date information on pending and prospective visa related issues and receive instructions from IAEA VCU, UNOV and CTBTO GSU;
- 3.1.6. Provide, upon request and based on necessity, express pick-up and delivery services. In such cases, the IAEA VCU, UNOV and CTBTO GSU staff member will contact the Contractor and arrange for the required service. Pick up from the VIC or a diplomatic or consular representation shall be guaranteed within one (1) hour of confirmation. Confirmation shall be provided within ten (10) minutes following the initial request;
- 3.1.7. Provide, on an "as and when required" basis, the Services outside of

regular working hours, including on weekends, VIC official holidays (attached as Annex I) and on Austrian public holidays, upon request;

- 3.1.8. Provide supporting industry related information such as new diplomatic and consular representations, changes in visa related requirements, etc., to the IAEA VCU, UNOV and CTBTO GSU staff within three (3) hours following the request for information;
- 3.1.9. Provide to IAEA VCU, UNOV and CTBTO GSU, on a regular basis, the most recent versions of the visa application forms of the diplomatic and consular representations, for their own record keeping;
- 3.1.10. Provide each month to the designated address provided by the IAEA VCU, UNOV and CTBTO GSU, in electronic form and along with the invoice, a detailed, statement of individual services provided and fees including:
 - 3.1.10.1. Job Reference(s) of Services provided each month;
 - 3.1.10.2. Date of actual delivery to the diplomatic and/or consular representation;
 - 3.1.10.3. Country of the diplomatic and/or consular representation to which the delivery was made, and country in which the representation is located;
 - 3.1.10.4. Name of IAEA VCU, UNOV and/or CTBTO GSU staff member who ordered the service;
 - 3.1.10.5. Name of visa applicant;
 - 3.1.10.6. Type of travel document;
 - 3.1.10.7. Additional service charges;
 - 3.1.10.8. Total net charges;
 - 3.1.10.9. VAT;
 - 3.1.10.10. Total gross charges

Statements and invoices containing errors or lacking complete information shall be returned to the Contractor and shall not be cleared by the IAEA VCU, UNOV and/or CTBTO GSU for payment;

- 3.1.11. Warrant that delivery and pick-up of passports and documents is in compliance with rules and regulations of the diplomatic or consular representation to which they are delivered to guarantee prompt facilitation of the IAEA's, UNOV's and CTBTO's visa applications; and
- 3.1.12. The Representative shall be fluent in the English language and be able to articulate information clearly and in a professional manner.

4. Key Performance Indicators

- 4.1. The effectiveness and the degree of compliance of the Services shall be measured on quarterly basis by the following KPIs:

4.1.1. Accuracy of Service (AoS)

- 4.1.1.1. Defined: The accuracy of the provided service shall be measured by the timely pick-up and drop-off of documents from and to the VIC and consular sections and consulates.
- 4.1.1.2. Measured: Total number of cases of unpunctuality (N_u), exceeding the agreed tolerance of fifteen (15) minutes, relative to the total number of applications (N) indicated in percentile values
$$N_u\% = \left(\frac{N_u}{N} \times 100\right)$$
- 4.1.1.3. Target: The Contractor shall warrant a deviation $< 3\%$ over the course of one (1) year.

4.1.2. Responsiveness to Instant Communication (RIC)

- 4.1.2.1. Defined: The time elapsed until communication as defined in paragraph 3.1.5. shall be established and information is provided by the Contractor, i.e. pick-up of telephone or adequate response to email inquiries. This shall also include communication and response time after working hours, including weekends and Austrian holidays.
- 4.1.2.2. Measured: Telephone conversations shall be evaluated by the response time, i.e. number of rings, hold, forwarding, merit of the conversation etc. Response to email requests shall be evaluated by the time elapsed until the first merit-based reply is received by VCU staff members, and by the adequacy of the information provided. An ordinal scale, 1) excellent, 2) good, 3) satisfying, 4) poor, 5) inadequate, shall be employed to categorize communication. The median of all communications shall be calculated to measure responsiveness.
- 4.1.2.3. Target: The Contractor shall warrant a median score of < 2.5 over the course of one (1) year.

4.1.3. Accuracy of Invoicing (Aoi)

- 4.1.3.1. Defined: The accuracy of the monthly invoices and the detailed service statements shall be defined by their compliance with the applicable provisions of the Austrian tax law (§ 11 UStG) and as described in article 3.1.10. above.
- 4.1.3.2. Measured: The Aoi shall be measured by a simple convergence/divergence indicator of 1) accurate and 2) inaccurate and calculated by mode distribution.
- 4.1.3.3. Target: The Contractor shall provide accurate invoices and statements each month without the necessity of revision. The mode must therefore indicate 1=12 and 2=0 over a period of one (1) year.

Annex I – Official holidays

- **In 2020**

Wednesday, 1 January 2020	New Year's Day
Friday, 10 April 2020	Good Friday
Monday, 13 April 2020	Easter Monday
Friday, 1 May 2020	May Day
Monday, 25 May 2020	in lieu of 24 May (Eid al-Fitr)
Friday, 31 July 2020	Eid al-Adha
Monday, 26 October 2020	Austrian National Day
Friday, 25 December 2020	Christmas Day
Monday, 28 December 2020	in lieu of 26 December (St. Stephen's Day)

- **In 2021**

Friday, 1 January 2021	New Year's Day
Friday, 2 April 2021	Good Friday
Monday, 5 April 2021	Easter Monday
Monday, 3 May 2021	in lieu of 1 May (May Day)
Thursday, 13 May 2021	Eid al Fitr
Tuesday, 20 July 2021	Eid al-Adha
Tuesday, 26 October 2021	Austrian National Day
Monday, 27 December 2021	in lieu of 25 December (Christmas Day)
Tuesday, 28 December 2021	in lieu of 26 December (St. Stephen's Day)