

Webinar Series for new CPs, NLOs/NLAs

**TC DIVISION FOR ASIA AND THE PACIFIC - SECTION 1
12 JANUARY 2021**

08.00 AM – 10.00 AM, VIENNA TIME

Before we start....

- This will be an interactive session where participants will be able/are expected to engage in various exercises
- Aside from the speakers, all participants will be muted throughout today's presentation
- If you are experiencing any technical issues, please inform us using the chat box
- Please be informed that this session will be recorded and made available on an event web page at TC Website : [Technical Cooperation Projects in Asia and the Pacific | IAEA](#)
- Towards the end of the session, we will have a Q&A session. If you have questions, please raise them through the chat box, selecting to 'host & presenters', at any time during the presentation. We will try to answer as many as possible

Session overview



Date: 12 January 2021
TC Programme
Implementation: Procurement
of equipment and Services
through the TC Programme



Date: 19 January 2021
TC Programme
Implementation: Human
Resource Components of
the TC programme





TC Programme Implementation: Procurement of Equipment and Services through the TC Programme



Objective of this Webinar

Objective:

- Understand the procurement process
- Get to know the elements of a technical specification and how to develop one
- Understand the NLO and counterpart role throughout the procurement process



Presenters

Moderator



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National Liaison
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Policy Framework for TC

TC Strategy– Capacities of countries are strengthened for socio economic impact
Cooperation is driven from MS needs and requirements

Revised Supplementary Agreement (RSA)

for the Provision of Technical Assistance -Responsibility of the MS and the IAEA

Art. V Title of Equipment and Materials

- Equipment used only for peaceful applications
- Title to equipment is transferred to the counterpart upon release from the customs at the port of entry (DAT: Delivered at the Terminal)

End-user needs to bear cost for Preparation of premises, inland-transport, proper operation and maintenance storage and disposal,



Procurement principles





Procurement policy

- IAEA procurement governance
- IAEA Financial Rules and Regulations

Formal competitive bidding with neutral specifications: No 'brands'
Fairness to *all* potential bidders

Exception to competitive bidding might apply e.g.:

- Standardization/Compatibility with existing equipment
- Support requirements / existing arrangements
- Existing maintenance contracts



The IAEA purchasing process

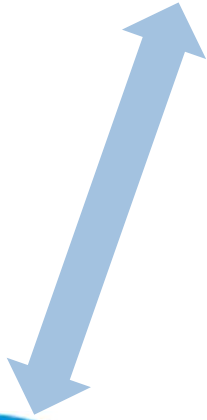
Planning

Bidding

Evaluation and Award

Implementation, Delivery
and Acceptance

Closure



TC Procurement Main Stakeholders





Procurement is a dependent service with many stakeholders – each dependency impacts effectiveness of the process and the procurement turn-around time



Each stakeholder is accountable of their role/function within the procurement process

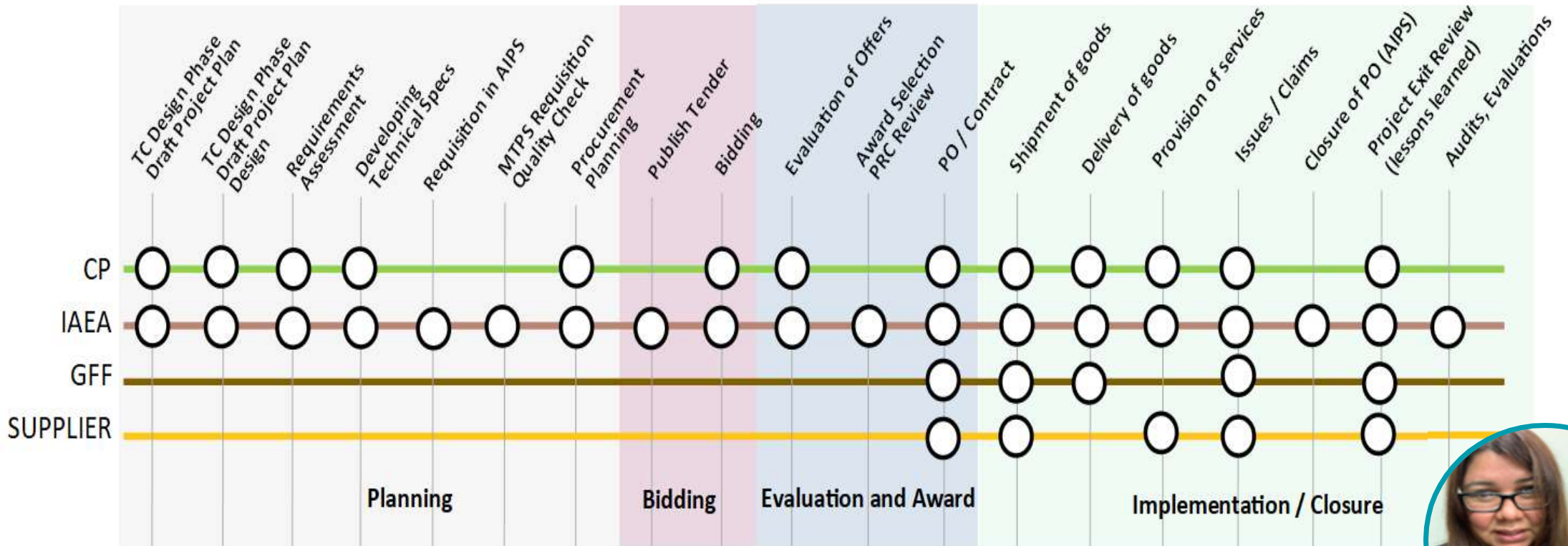




Stakeholders' involvement in the IAEA procurement process - sample case



TC Procurement Process Map—Roles and Responsibilities



CP = Counterpart, GFF = Global Freight Forwarder



NLO/NLA responsibilities in the procurement process



(1) Ensure the accuracy of data in the documents (e.g purchase order)


- incorrect details lead to missed shipments
- should review every purchase order and ensure the details of counterpart (e.g name, delivery address, email and phone number) are correct. This is important to ensure the counterpart receives the purchase order and other related documents.
- case of any issues found or changes, NLO/NLA should contact IAEA and update the correct information immediately.

(2) NLO/NLA should ensure the counterpart understand/adhere to TC policies and procedures throughout the procurement process

- advise the counterpart to review every purchase order and understand the instructions in the purchase order
- ensure the counterpart obtain the tax exemption and provide the IAEA freight forwarder any information/documentation as required. In some Member States, the counterpart will coordinate with UNDP to obtain the tax exemption.



NLO/NLA responsibilities in the procurement process

- 
- ❑ when everything is in place, ensure the counterpart provide confirmation “Green Light” to proceed the shipment to the IAEA freight forwarder
 - ❑ remind counterpart to arrange collection of goods from relevant terminal for “Delivered at Terminal (DAT)” shipment. Any delays will cause storage charges for counterpart
 - ❑ inform counterpart to contact supplier to arrange installation/training (if applicable)

(3) NLO/NLA should provide support to facilitate implementation actions and solve problems

- ❑ If any issues noted, NLO/NLA should advise counterpart to take photograph of packaging, goods, labels and provide the information to the IAEA and supplier immediately (do not delay)

➤ NLO/NLA plays important role in managing coordination within the country (counterpart and other relevant institutions) to ensure the smooth implementation of procurement process.





Counterpart/End-User Responsibilities

STEP 1: PLANNING



1. Development of project design In consultation with PMO/TO

- Identified procurement needs during the project design phase
- Reflect Procurement inputs in project work plans including realistic cost estimates

1.2 Re-enforce existing analytical instrumentation	
1.2.1 EQ: Procure and install and LC-MS/Ms including on-site training for staff	280,00
1.2.2 EQ (GCS): Procure and install and LC-MS/Ms including on-site training for staff	80,000
1.2.3 EQ: Procure and install and LC-MS/Ms including on-site training for staff	99,609
1.2.4 EQ: Procure and install a radio receptor assay tool with kits and material to facilitate	70,000

- Consult/coordinate with Government authorities GCS / 5% NPC
- Ensure required means to operate, maintain, repair and dispose of equipment to ensure sustainability





Counterpart/End-User Responsibilities

2. Requirements Assessment

- Ensure all requirements are clear to the IAEA (voltage, language for manuals, etc.)
- Advise IAEA of shipment/customs clearance requirements, import restrictions.
- Confirm **regulatory requirements are met**, including licenses for radioactive material
- Ensure **site readiness** to receive/install equipment/train staff
- Ensure means to retrieve goods from customs, inland-transport, insurance costs.
- Considers possibilities for local purchasing.

Send
shipping
instructions
to IAEA



Example of Shipping Instructions to be sent to IAEA



Malaysia

✧ END-USER REQUIREMENTS:

- » Voltage for equipment: 240V / 50Hz;
- » Preferred language for manuals and software: English;

✧ FOR IAEA:

- » RSA v1

Mongolia (1)

✧ END-USER REQUIREMENTS:

- » Voltage for equipment: 220 V 50 Hz
- » Preferred language for manuals and software: English

✧ FOR IAEA:

- » RSA v1

Mongolia (2)

✧ SHIPPING REQUIREMENTS:

- » For POs shipped by IAEA's global freight forwarder indicate under the Freight Procedures Incoterms 2010: Freight Forwarder: CPT.
- » Due to local regulations IAEA's global freight forwarder does not have an agent for customs clearance.
- » AWB must be consigned to UNDP and have a final delivery destination to counterpart.
- » IAEA's global freight forwarder will send shipping advice to UNDP and to counterpart and will inform the buyer so that the buyer can follow up for confirmation of delivery.
- » The contact details for customs in Mongolia: Tel: 976-11-379956 // Emergency (Korean) : 976-9111-7600 and Emergency (Mongolian/Korean) : 976-9100-9281 // Cargo Terminal, Chinggis Khaan Hotel 3rd floor, Ulaanbaatar, Mongolia (North side of passenger terminal, 500 meter away) // customs clearance hours : 9h-17h (Mon-Fr) and 10h-14h (Sat) and Sunday closed // Cargo Supervisor : +976-11-284050
- » Ship via Beijing and not Moscow!





Adequate Radiation Safety Infrastructure

IAEA resolution – Requirement: MSs should have* adequate radiation safety infrastructure for the IAEA to procure equipment with radioactive sources



*Have: Reported
in RASIMS2:

Sufficient and updated information in the Radiation Safety Information Management System (RASIMS2)

TSA1, TSA2, TSA3,... TSA7 radiation safety infrastructure for management of radioactive sources

Procurement of radioactive sources will not be approved if:

- Inadequate radiation safety infrastructure
- No information in RASIMS2
- Outdated information in RASIMS2

PRE-CONDITION



Major reason for failure: when facilities are not ready!





Counterpart/End-User Responsibilities

STEP 1: PLANNING

3. Developing Technical Specifications/Statement of Work (SOW)

- ✓ Counterpart/End-user: Needs-assessment (working with TO/Expert); wishes; initial draft of minimal functional/technical requirements
- ✓ Counterpart/End-user: **Confirm details of contacts** of the relevant authorized entity to receive the goods/services, delivery date *(Incorrect details have implications: loss/misplacement etc)*
- ✓ TO: Prepare, review, corroborate, finalize Specs/SOW - Ensures accuracy of requirements; guides/advises End-User. *In collaboration with counterpart/End-User.*
- ✓ TO and MTPS identifies potential suppliers – Counterpart/End-user may suggest some as well to TO (but **NO** contact with suppliers allowed during process until PO is placed).



STEP 1: PLANNING

Responsibilities



Equipment: Technical Specifications	Services: Statement of Work
<ol style="list-style-type: none"> 1. Scope 2. Applicable Documents (as necessary) 3. Definitions, Acronyms, and Abbreviations (as necessary) 	
<p>4. Requirements</p> <p>4.1 Functional and Performance Requirements: Essential functions and performance required of the equipment</p> <p>4.2 Technical Requirements: Essential technical requirements (Support critical)</p>	<p>4. Requirements</p> <p>4.1 Activities to be carried out broken down in work tasks</p> <p>4.2 List of inputs to be provided and required outputs</p>
<ol style="list-style-type: none"> 5. Marking 6. Packing 7. Quality Requirements 8. Testing and Acceptance 9. Installation and Training 	N/A
10. Deliverable Data Items; Warranty/service??? counterpart	

Specifications template for equipment, works and services can be found on PCMF or provided by the TO's assigned to implement the national project



Examples: Radio receptor assay tool; UHPL

- a) *Radio receptor assay instrument measuring H-3, C-14 activity in food*
- b) *Able to measure 3 to 4 x 10⁷ counts per second*
- c) *Operates in 220V/50Hz electricity/mains supply*
- d) *Installation and training of at least 5 persons for 5 working days at the End-User's premises*

But be ready (site-preparation etc); be vigilant; communicate

Had a case of PNG where application training was not completed but CP signed the certificate of installation/training



STEP 2: BIDDING

Counterpart/End-User Responsibilities

During this stage, the requirements which were finalized during the planning stage (e.g. Technical Specifications or Statement of Work) are sent out for bidding to the supply market. This step is conducted and managed by the IAEA Contracting Officer.

During this phase the Counterpart/End-User shall:

- Provide support to the IAEA Technical Officer on technical queries that may be raised by potential bidders, as required*

DO NOT

- Engage in any communication with any potential bidder(s)

* Any situation leading to TS should be avoided.





Counterpart/End-User Responsibilities

EVALUATION:

TO conducts technical evaluation;

Sometimes it is a team of TOs (2 or more): But it is your TO to keep an eye on your interest.

IAEA Contracting Officer conducts commercial evaluation of the technically compliant offers.

Technical Clarifications (if needed)

- ❖ Trust your TO; if your input is needed (hopefully not) If needed, you be consulted.






Counterpart/End-User Responsibilities

- Upon completion of the technical and commercial evaluation and internal award approval process, the IAEA will issue the related contract/agreement or purchase order to the selected supplier(s)
- The End-User shall:
 - Ensure site readiness and arrange necessary logistical issues
 - Sign the contract/agreement or review the IAEA Purchase Order, as applicable
- ✓ In case of any issues found or changes needed in the PO (e.g. new contact person), immediately contact the IAEA Contracting Officer indicated in the PO
- ✓ Use the PO number as reference in any related communication



Checking the Purchase Order 1/3

INTERNATIONAL ATOMIC ENERGY AGENCY
 WAGRAMER STRASSE 5, P.O. BOX 100
1400 VIENNA, AUSTRIA
TEL: (+43-1) 2600-0
FAX: (+43-1) 2600-7

PURCHASE ORDER

No.: 2019XXXX-XX
Date: 2019-01-01

Invoices must contain this PO Number, and match the information contained herein. Non-compliance will result in rejection of invoices and/or delay in payment.

PO Reference Number

Consignee = entity processing tax exemption certificate e.g. UNDP

Ship to = End-User address and contact details

Supplier name and contact details

SUPPLIER ABC
123 Main Street
Town
Country
Email: email@email.com

Consignee: United Nations Development Programme

Ship to: Ministry of
123 Street Name
City
Country
ministry@email.com

Attn: Firstname Surname
end-user@email.com

Marking: For IAEA TC Project ABC12345



Checking the Purchase Order 2/3

Invoices should be submitted to:

IAEA MTBF Accounts Payable
 Wagramer Strasse 5
 P.O. Box 100
 1400 Vienna
 Email: AccountsPayable@iaea.org
 or through the IAEA iSupplier portal at <https://suppliers.iaea.org>

Date of delivery: 2019-04-05
 Terms of delivery: Free Carrier Supplier's Warehouse
 Terms of Payment: Net 30 days
 Guarantee and other conditions: 1 Year

IAEA Contracting Officer (name and email) →

Responsible contracting staff: <i>Buyer Name</i>		Subtotal(EUR): 900.00	
<i>Buyer@iaea.org</i>			
For the IAEA, this Purchase Order has been electronically signed by <i>Buyer Name</i> , Procurement Assistant, Office of Procurement Services		GRAND TOTAL(EUR): 900.00	
Signed Date: 2019-01-05			
Supplier's order acknowledgement (please sign here and return as order confirmation):			
Complete Name:		Signature:	
Position:		Date:	

Date of delivery = Expected date by when the goods will be available for export or estimated delivery date to the country (if shipped by the supplier)

Note to Supplier: With reference to your offer 12345 dated 2019-01-01



Checking the Purchase Order 3/3

Ordered items

ITEM	DESCRIPTION	UNIT	QTY	UNIT PRICE	AMOUNT(EUR)
1	Supplier Item 1	each	1	100.00	100.00
2	Supplier Item 2	each	1	200.00	200.00
3	Supplier Item 3 Specifications Specifications Specifications Specifications	each	2	300.00	600.00

IMPORTANT NOTE TO COUNTERPART/END-USER

Please read this section carefully, it provides instructions on what to do after receiving the copy of the PO.

SHIPPING REQUIREMENTS

This section indicates special requirements for shipment of goods to the destination country. Please check this carefully and contact the IAEA Contracting Officer in case of any concerns or uncertainty.





Responsibilities



STEP 5: IMPLEMENTATION

STEP 6: DELIVERY



Once the Purchase Order is issued or the contract is signed the supplier starts implementation.

IAEA Supplier(s)

- Manufactures and prepares goods for shipment;
- If applicable performs **testing** of equipment
- In some cases, directly arranges shipment and delivery of goods
- If applicable, **performs services** (installation and/or training)

IAEA global freight forwarder (GFF)

- Coordinates pickup, shipment, customs clearance and hands over the goods to the counterpart/end-user



Responsibilities



STEP 5: IMPLEMENTATION

STEP 6: DELIVERY



Counterpart/End-users:

- ❑ Coordinate with UNDP and/or relevant authorities to obtain tax exemption and import permit -sends documents to GFF/supplier(s)
- ❑ Confirm site readiness and provide "green light" to GFF/supplier(s) to initiate shipment
- ❑ Monitor shipment status /follow up with GFF/supplier (use tracking links in POs)
- ❑ Remain available to support as required GFF/supplier(s) as required





Responsibilities



STEP 5: IMPLEMENTATION

STEP 6: DELIVERY



Counterpart/End-User (continuation):

- ❑ Arrange collection of goods from customs (immediately following customs clearance).


Delays cause storage charges / If long delays, goods may be lost

Remember! RSA -Delivery at Terminal (DAT):

- Counterpart/End-user collects from airport/port, after customs clearance
- Counterpart/End-user may use IAEA GFF or another Agent to collect on their behalf, at their cost

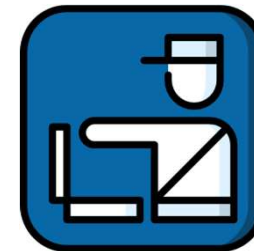
- ❑ Arrange in-land delivery to the site (including covering all related charges)
- ❑ Contact supplier to arrange installation/training, if applicable





Example of Mongolia: tax exemption, customs clearance, delivery

- ❑ UNDP is indicated in PO as consignee and is requested to organize customs clearance and tax exemption together with Counterpart/End-user. In fact, the process is different
- ❑ The Counter part/End user is requested to arrange customs clearance and tax exemption
- ❑ Counterpart/End-user has to receive in advance all documents and information required to arrange customs clearance and tax exemption. It is a long procedure. 5 State institutions are involved and deliver the official documents addressed to General office of Custom. NLO office is one of those institutions and coordinates this process
- ❑ Costs of the services for delivery of shipment from airport cargo terminal to the final point are covered by Counterpart/End-user organization
- ❑ NLO office checks how the shipment was delivered and requests the report





Example from Malaysia (tax exemption, customs clearance, delivery)

- Notification from IAEA that the goods are now available from the supplier and are ready for export (attached Purchase Order (PO) and Pro-forma Invoices or list of items)
- Global Freight Forwarder make an arrangement with domestic courier/shipper to receive the items
- Counterpart prepare Tax Exemption Letter Approved by Director General NM (Attached PO and Pro-forma Invoices or list of items)
- Counterpart cooperates with the domestic courier/shipper and provides all documents and information required to arrange customs clearance and tax exemption
- If the procurement items is radiation equipment, the Counterpart shall get an approval letter from Atomic Energy Licensing Board (AELB)





Example from Malaysia (tax exemption, customs clearance, delivery)

- ❑ Once the tax exemption documentation is approved and ready, the domestic courier/shipper inform Freight Forwarder via email
- ❑ The custom is ready to receive the shipments/items
- ❑ Services, insurance and delivery charges of shipment from airport cargo terminal to the Counterpart/End-user organization already covered by the IAEA in the PO.
- ❑ Counterpart inspect goods/items immediately upon arrival and notify Global Freight Forwarder (if, the items incomplete, broken, not function accordingly).
- ❑ Counterpart complete Justification Procurement form to declare Permission of Receiving Gift/s from third party and send to Ministry of Science, Technology and Innovation (MOSTI
- ❑ Once the Permission of Receiving Gift documentation is approved and ready, Counterpart/Consignee must register the good/items as a Government Asset





UNDP

UNDP is central to the United Nations Sustainable Development Group (UNSDG), a network that spans 165 countries and unites the 40 UN funds, programmes, specialized agencies, and other bodies working to advance the 2030 Agenda for Sustainable Development. UNDP plays a critical role in the United Nations' global development network. As part of the UN family, UNDP Bangladesh partners and collaborates closely with its sister organizations to deliver consistent and quality results. UNDP coordinates with other UN agencies to ensure UN system comprehensive response for completing national efforts in implementing development objectives and responding to crises or unexpected events.

Fact Checks carried by UNDP during supports to provide for clearing the shipments

1. Which methods of transport determined?
2. Who will be responsible for arranging transportation and insurance?
3. Did the concerned personnel request the appropriate Incoterm for the method of shipment involved?
4. Ensure all personnel involved in purchasing know the buyers/sellers' obligations embodied in Incoterms 2000.





UNDP

Fact Checks carried by UNDP during supports to provide for clearing the shipments (Cont'd.)

5. Have precise packing instructions been given to the supplier?
6. Have you requested the appropriate insurance coverage?
7. Restrictions by the country of importation have been duly considered?
8. Who is responsible for documentation?
9. Who is responsible for the payment of unforeseen charges and costs? [Demurrage and Terminal Handling]
10. Careful consideration of Quality control and storage arrangement for medical or testing equipment





UNDP

Challenges

- Changes in Government policy
- Changes in UN agency policy
- Changes in C&F Agency policy
- Changes in UNDP policy (segregation and clustering of roles)
- Collaborative Procurement Process
- **Examples (things could have been handled better)**
 - Unsolicited communication – absence of relevant original source of information
 - Non-responsiveness from relevant counterparts on service cost recovery issues
 - Last minute information (communication of flight arrival after office hours or during weekends)



STEP 7:ACCEPTANCE

STEP 8:CLOSURE

Counterpart/End-user Responsibilities



When receiving a shipment

- Check the packing for signs of damage:
 - Also ensure labels match the Order
- If Supplier will come to install:
 - Keep sealed. Store safely
 - Contact supplier to arrange installation / Refer to IAEA PO number. Copy IAEA.
 - Confirm that everything required is available
- If no installation ordered:
 - open packaging immediately
 - compare contents to Order and Packing List



STEP 7: ACCEPTANCE

STEP 8: CLOSURE

Counterpart/ End-User Responsibilities

Provide confirmation of receipt of goods (POD) and/or completion of the services

- ✓ Proof of Delivery (POD) for GFF / for Supplier –Signed/stamped by Counterpart/End-user
- ✓ Certificate of Completion of Services -Signed/stamped by Counterpart/End-user and e-mail to: TC-Procurement.Contact-Point@iaea.org (c.c. PMO and Contracting Officer)

If you are the authorized person – Fill in the relevant part of the form including feedback about the delivery, performance of the supplier and the signature block (name, position, date, place, signature, stamp)





Counterpart/ End-User Responsibilities

Issues and Warranty Claims

- In case of any issues with the goods/services that have been delivered/performed or warranty claims:
 - Contact Supplier and IAEA Contracting Officer immediately
 - Detail shortcomings/problems/failures/damages of equipment, installation and/or training
 - Include photos of packaging, goods, labels to illustrate damage if applicable
 - Provide a detailed list of items missing per the PO and packing list
 - Always quote the IAEA PO number
 - Do this immediately.



Counterpart/ End-User Responsibilities



To be filled by the End-User:

Proof of Delivery (POD)

Delivery/collection date: _____

Number of pallets received: _____ → Number of boxes received: _____

Delivery received in good condition: YES → NO

If NO, please provide details (refer to Section "After delivery—claims/issues/warranties" in the INSTRUCTIONS FOR THE END-USER in the Purchase Order):

Were all items listed on the packing list received: YES → NO

If NO, please mark the missing items on the packing list indicating quantities missing and immediately send a copy by email to the IAEA Contracting Officer, copying the Contractor and IAEA Programme Management Officer (refer to Section "After delivery—claims/issues/warranties" in the INSTRUCTIONS FOR THE END-USER).

Comments:

On behalf of the END-USER: _____
 [Name and position of authorized personnel]

DATE, PLACE: _____

SIGNATURE(S): _____

STAMP:

STEP 7: ACCEPTANCE

STEP 8: CLOSURE



Certificate of Completion of Services

FOR THE SUPPLIER:		FOR THE END-USER:	
IAEA Purchase Order Number (PO):	→ →	IAEA Project Number:	→ →
PO Description:	→		
Supplier (as named on PO):			
End-user (Institute/entity name):	We hereby certify that the services were completed in full and satisfactorily: <input type="checkbox"/> Yes <input type="checkbox"/> No → Please provide brief details/reasons/deviations		
Services were provided at (location):			
The services were performed from:	Start		
The following services have been provided in full:	Please		
Comments, if any:	→		
Supplier Comments/Recommendations:	[e. co.]		

On behalf of the END-USER: _____

[Name and position of authorized personnel]

DATE, PLACE: _____

SIGNATURE(S): _____

STAMP:

On behalf of the SUPPLIER: _____

[Name and position of authorized personnel]

DATE, PLACE: _____

SIGNATURE(S): _____



Receiving damaged/incomplete equipment

Few examples that could occur

- Inspection before acceptance
- Call for control agency/if necessary/
- Protocol of findings
- Informing the insurance company
- Acceptance of goods only if all in order





Quizz:

The IAEA, through the GFF, covers shipping costs related to:

- The transport of the goods to the airport or seaport;
- Customs clearance;
- The transport of the goods from the airport or seaport to the recipient institute





Quizz:

The IAEA, through the GFF, covers shipping costs related to:

- ✓ The transport of the goods to the airport or seaport;
- ✓ Customs clearance;
- ✗ The transport of the goods from the airport or seaport to the recipient institute



The right equipment delivered at the right time



Clear understanding of the requirement

Accurate specifications

Site, documentation ready



Coordination with all stakeholders



Procurement Information Kit available in PCMF Reference Desk



The Role and Responsibilities of the Counterpart/End-User in the TC Procurement Process - Checklist for Counterpart/End-User

STEP	COUNTERPART/MEMBER STATE RESPONSIBILITY	STATUS
TC Design Phase Biennial cycle - Draft Project Plan	* Develops project design with support from Secretariat.	<input type="checkbox"/>
	* Inputs all information in PCMF, providing sufficient information to determine requirements and including cost estimates.	<input type="checkbox"/>
	* Ensures/determines with her/his management that the institution will have the required means to maintain and repair the equipment to ensure sustainability and/or plans to subcontract for maintenance and repair.	<input type="checkbox"/>
Requirements Assessment	* Defines and determines all necessary regulatory and legal requirements.	<input type="checkbox"/>
	* Confirms/ensures site readiness and/or preparation, if needed, for equipment purchase/installation and training and confirms all necessary regulatory requirements are met.	<input type="checkbox"/>
	* Considers possibilities for local information of potential local suppliers and procurement.	<input type="checkbox"/>
Developing	* In the case of radioactive sources necessary regulatory licenses.	<input type="checkbox"/>
	* Advises on import restrictions, if clearance requirements.	<input type="checkbox"/>
	* If shipping <u>Incoterms</u> is Delivered institution will have the required in customs (if costs are involved as per...)	<input type="checkbox"/>
	* Provides initial draft of minimum specifications using the IAEA Standard...	<input type="checkbox"/>

Counterparts/End-Users in the procurement process for the Technical Cooperation Programme

Frequently Asked Questions (FAQs)

Please refer to the below FAQs for common issues. If you require further assistance, please contact the IAEA Contracting Officer indicated in the purchase order (PO).

Who processes the customs clearance for my shipment?

- If the shipment is being handled through the IAEA's global freight forwarder, they will process customs clearance unless there is a dedicated agent in the country of destination.
- If the shipment is being handled by the supplier, the End-User has to arrange for the customs clearance.

When will I receive my goods?

The "Date of Delivery" indicates when the supplier's premises (FCA delivery), meaning for pickup by the IAEA global freight for the PO is not the date when the goods will expressly stated in the PO.

In order to receive the goods, the End-User import permits, obtain or support in obtaining arrangements for collecting the shipment ready to receive/install the equipment. Once provide their "green light" to the IAEA global shipment(s).

What do I need to do once I have my goods delivered?

1) Check the shipment against the packing list to ensure all items are present and in good condition.

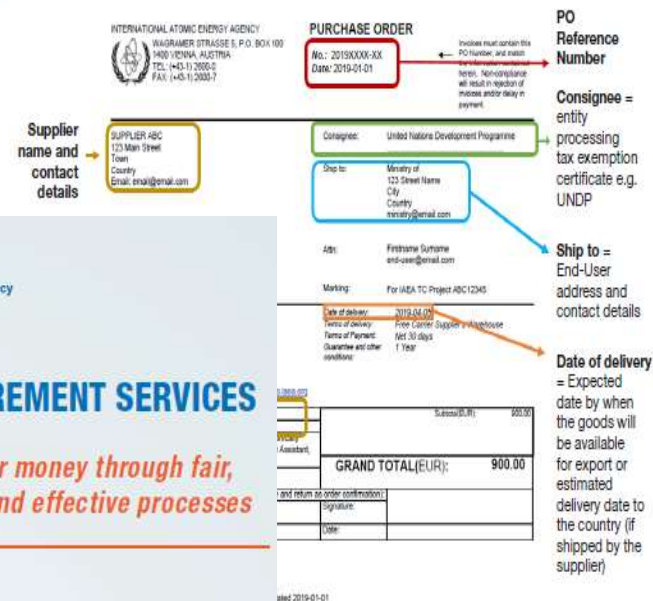


OFFICE OF PROCUREMENT SERVICES

Seeking best value for money through fair, transparent, efficient and effective processes

Practical Guidelines for Counterparts/End-Users in the procurement process for the Technical Cooperation Programme

Useful tips on where to find key information in the IAEA Purchase Order



Q&A





IAEA

International Atomic Energy Agency

Thank you!

