

RFP-513324-YG –
Protection Force Security
Services for the IAEA
Laboratories in
Seibersdorf, Austria



IAEA
International Atomic Energy Agency

Statement of Work
dated 2021-08-26

Statement of Work

Protection Force Security Services for the IAEA Laboratories in Seibersdorf, Austria

Contents

Contents.....	2
Acronyms	1
1. Overview.....	3
1.1 Objectives.....	3
1.2 Contractor Requirement	3
1.3 Scope	4
2. Organisation and Background.....	4
2.1 Security Accountability Structure	4
2.1.1 Central Security Coordinator (CSC).....	4
2.1.2 Security Coordination Officer (SCO).....	4
2.1.3 Radiation Protection Officers (RPOs)	5
2.1.4 Seibersdorf Directors in Charge (DiCs)	5
2.2 Laboratories Facilities	6
3. Operational Framework and Requirements	6
3.1 Protective Force Security Personnel	6
3.1.1 Administrative Requirements	6
3.1.2 Radiation Protection	7
3.1.3 Operational Requirements	8
3.1.4 General Orders.....	9
3.2 Minimum Standards	10
3.2.1 Knowledge and Skills.....	10
3.2.2 Citizenship Requirements.....	10
3.2.3 Conflict of Interest Prohibition.....	10
3.2.4 Personnel Documentation.....	10
3.2.5 Health Requirements	10
3.2.6 Uniforms	11
3.2.7 Identification.....	12
3.2.8 Appearance	13
3.2.9 Conduct of PF Security Personnel.....	13
3.2.10 Qualifications and Background Check.....	14
3.2.11 IAEA Access Revocation	15
3.3 Post Orders	15
3.3.1 Senior Supervisor/Coordinator	15
3.3.2 Day Shift Supervisor, operational hours.....	16

3.3.3	Shift Supervisor, non-operational hours	18
3.3.4	Pedestrian Control Officer	19
3.3.5	Vehicle Control Officer	20
3.3.6	NML Security Officer	22
3.3.7	Flex Security Officer	23
3.3.8	Security Patrol Officers, non-operational hours	25
4.	Training.....	27
4.1	Training Provided by the Contractor.....	27
4.1.1	Basic Training.....	28
4.1.2	Basic Training Module	28
4.1.3	Laboratories Specific Training	29
4.1.4	Radiation Protection Training	30
4.1.5	First Aid.....	31
4.1.6	Firearms Training	31
4.1.7	Remedial Training Module.....	31
4.1.8	Requalification.....	32
4.1.9	Physical Fitness	32
4.1.10	Additional Training	32
4.2	Introduction Training Provided by IAEA	33
5.	Firearms and Armament	34
5.1	Basic Requirements.....	34
5.1.1	Firearm Type	34
5.1.2	Ammunition.....	34
5.1.3	Firearms Licensing and Permits	34
5.2	Weapons Control.....	35
5.2.1	Weapons Storage and Handling	35
5.2.2	Weapons Maintenance.....	35
5.2.3	Weapons Misuse.....	35
6.	IAEA Equipment	36
7.	Programme Management	36
7.1	Administration.....	36
7.2	Performance and Planning	37
7.3	Services Provided by Others	38
8.	Contract Phase-in and Phase-out	38
	Annex 1 – Service Level Agreement and Key Performance Indicators	40



Appendix I – SLA and KPI Reporting	42
Annex 2 – IAEA Official Holidays.....	43
Annex 3 – Required PF Security Personnel	44

Acronyms

AIT	Austrian Institute of Technology
BSS	Basic Safety Standards
CSC	Central Security Coordinator
DG	Director General
DiC	Director in Charge
DIR-MTGS	Director of General Services
DIR-NAFA	Director of the Joint Food and Agriculture Organization/ IAEA Centre of Nuclear Techniques in Food and Agriculture
DIR-NAHU	Director of the Division of Human Health
DIR-SGAS	Director, Safeguards Analytical Services
ES&H	Employee Safety and Health
FAO	Food and Agricultural Organisation
GSR	General Safety Requirements
HHMD	Handheld Metal Detector
IAEA	International Atomic Energy Agency
LAA	Limited Access Area
METL	Mission Essential Task Lists
MSP	Master Security Plan
MVAP	Main Vehicle Access Point
NA	Nuclear Sciences and Applications
NML	Nuclear Material Laboratory
PF	Protective Force
PSMS	Physical Security Management System
RFID	Radio-Frequency Identification
RPO	Radiation Protection Officer
SCO	Security Coordination Officer
SCR	Security Control Room
SGAS	Safeguards Analytical Services

SLD	Speed Limitation Devices
SLSS	Seibersdorf Laboratories Services Section
SOP	Standard Operating Procedure
SoW	Statement of Work
SSC	Senior Supervisor and Coordinator
SVAP	Secondary Vehicle Access Point
UN	United Nations
UNDSS	United Nations Department for Safety and Security
UNOV	United Nations Office at Vienna
UNSSS	United Nations Security and Safety Service

RFP-513324-YG – Protection Force Security Services for the IAEA Laboratories in Seibersdorf, Austria	 IAEA International Atomic Energy Agency	Statement of Work dated 2021-08-26
--	--	---------------------------------------

1. Overview

1.1 Objectives

The International Atomic Energy Agency (IAEA) requires a Contractor to perform security services for its Laboratories in Seibersdorf, Austria (hereinafter referred to as the “Laboratories”). As part of the IAEA, the Laboratories are considered extraterritorial premises within the Republic of Austria. As extraterritorial premises, the IAEA exercises absolute authority within the Laboratories, and the Austrian authorities are granted access only after the approval of the IAEA, except in extremis follow-up to an ongoing emergency.

The mission of the Contractor is to provide a secure environment and protect critical IAEA controlled assets through the provision of high-quality protective force security operations (hereinafter referred to as the “PF Security Services” or “Services”) at the Laboratories as described in this Statement of Work (SoW).

The Contractor shall provide effective PF Security Services that ensure all business activities can continue without or with only minimal disruption in a secure, safe, and peaceful environment. Based on this understanding, the Contractor shall be responsible for identifying possible threats to persons and property and assessing and implementing security and safety measures required to mitigate those threats. The level of protection is subject to constant review by the IAEA based on available intelligence and risk assessments.

A pro-active approach to security is the primary objective to enabling the fundamental goals of security to be achieved and maintained:

- 1.1.1 The preservation and protection of life and property through implementing the highest physical and operational security standards required in accordance with the applicable policies and procedures;
- 1.1.2 The prevention of and timely response to undesirable events that may interrupt or stop operational activities, including follow-up with any preventive action or compensatory measures that may be necessary;
- 1.1.3 The management and implementation of effective access control to the Laboratories for IAEA staff, diplomats, contractors and visitors, including the monitoring and management of electronic security systems; and
- 1.1.4 The performance of quality PF Security Services which are consistently and appropriately staffed and which are effectively integrated with management and operations on Laboratories to effectively support the Laboratories’ missions in the most cost-efficient manner.

1.2 Contractor Requirement

The Contractor shall be a company registered in the Republic of Austria and maintain such registration throughout the Contract.

1.3 Scope

The Laboratories span approximately 168,000 m² of which the built space is approximately 40,000 m² and requires PF Security Services 24 hours a day, 7 days a week within the boundaries of the Laboratories and its immediate locality. Among others, the Laboratories use, store and transport nuclear and other radioactive materials. One of the buildings, the Nuclear Material Laboratory (NML), is designated as a Category II facility in accordance with the IAEA Nuclear Security Recommendations on Physical Protection of Nuclear Material and Nuclear Facilities ([INFCIRC/225/Revision-5](#)).

The Contractor shall fully integrate and perform the requirements contained in this SoW in a manner that assures maintenance of a seamless operational structure appropriately supporting and complying with the Master Security Plan (MSP) (the IAEA will share this document with the Contractor after the Contract Award), the IAEA Nuclear Security Series No. 13, Nuclear Security Recommendations on Physical Protection of Nuclear Material and Nuclear Facilities ([INFCIRC/225/Revision-5](#)); and the IAEA Nuclear Security Series No. 11, Security of Radioactive Sources (Rev. 1). This includes full integration of the Contractor's security personnel functions, roles, and responsibilities in fulfilling the requirements of the overall security programme. The Contractor is responsible for participatory coordination, collaboration, and teamwork with the Laboratories' organisations, other contractors, tenant organisations and Laboratories users to facilitate a systems approach to the design, evaluation, and execution of security strategies.

2. Organisation and Background

2.1 Security Accountability Structure

The Contractor's PF Security Personnel shall liaise operationally with the Central Security Coordinator, Security Coordination Officer, Safeguards Analytical Services and Radiation Protection Officer, Directors in Charge and, as needed, the Austrian Police. Specific roles and responsibilities are as follows:

2.1.1 Central Security Coordinator (CSC)

The CSC is the lead IAEA official responsible for security management and operations, including monitoring and reviewing all security measures and arrangements for the entire IAEA and providing the IAEA Director General (DG) and all the relevant Departments with advice, guidance and technical assistance.

2.1.2 Security Coordination Officer (SCO)

The SCO is the primary operational and security programme authority for the Laboratories with whom the Contractor shall directly interact pertaining to IAEA guidance, direction, and

oversight. The SCO is responsible for IAEA contract management and oversees the implementation and performance of the Contractor's obligations, including compliance with applicable security policies and procedures.

2.1.3 Radiation Protection Officers (RPOs)

RPOs assist the Director in Charge (DiC) on all aspects of radiation safety and nuclear security within their respective areas of operations, e.g., Safeguards Analytical Services (SGAS) or Nuclear Sciences and Applications (NA). This includes ensuring compliance with the IAEA Radiation Safety and Nuclear Security Regulations and implementation of all applicable requirements and recommendations of IAEA safety standards and nuclear security guidance.

2.1.4 Seibersdorf Directors in Charge (DiCs)

In accordance with the IAEA Regulations for Radiation Safety and Nuclear Security, the Laboratories have DiCs with specific responsibilities for security arrangements:

- 2.1.4.1 **Director of SGAS (DIR-SGAS):** Responsible for ensuring that the special security arrangements stipulated in the IAEA Nuclear Security Recommendations on Physical Protection of Nuclear Material and Nuclear Facilities are fully implemented at the operations area of the Safeguards facilities at the Laboratories;
- 2.1.4.2 **Director of the Division of Human Health (DIR-NAHU) and Director of the Joint FAO/IAEA Centre of Nuclear Techniques in Food and Agriculture (DIR-NAFA):** Responsible for ensuring that the special security arrangements stipulated in the IAEA Nuclear Security Series No. 11 are fully implemented at their respective operations areas;
- 2.1.4.3 **Director of General Services (DIR-MTGS):** Responsible for the planning and coordinating the implementation of a broad range of safety and emergency measures required for the safe operation of the Laboratories area in compliance with United Nations (UN) and national regulations. This includes the handling and disposal of dangerous/toxic materials and the overall maintenance of industrial safety and security measures. The Laboratories management is delegated to the Head of Section for Seibersdorf Laboratories Services Section (SLSS), who is also the supervisor of the SCO for Laboratories; and
- 2.1.4.4 **Director of the Division of Radiation, Transport and Waste Safety (DIR-NSRW):** Responsible for ensuring safety and security measures are implemented for NSRW facilities and activities, pursuant to the Radiation Safety and Nuclear Security Regulations (AM.X/1).

2.2 Laboratories Facilities

The IAEA Laboratories in Seibersdorf are located at the following address: *Friedensstrasse 1, 2444 Seibersdorf, Austria* (approximately 35 km southeast of Vienna, Austria).



Figure 1: The location of the IAEA Seibersdorf Laboratories in relation to Vienna, Austria

The Laboratories were established in 1962 on land leased from the Austrian Institute of Technology (AIT) on behalf of the Republic of Austria with the objective of contributing to the implementation of the IAEA programmes and projects by its departments of Nuclear Sciences and Applications and Technical Cooperation, and Safeguard. The number of IAEA staff working daily at the Laboratories is approximately 250 and is composed of 30% professionals, 40% technicians and 30% support personnel. While English is the primary language in day-to-day work, the work environment is bilingual English/German.

The Laboratories are constantly undergoing renovation and upgrade, including physical security upgrades. Additional buildings will be added by the IAEA in the future, and thus the scope of work for the PF Security Services may increase. The PF Security Services is expected to assimilate the progression process and adapt to ongoing revamps.

3. Operational Framework and Requirements

3.1 Protective Force Security Personnel

3.1.1 Administrative Requirements

The Contractor shall obtain all permits, licenses, certifications, and appointments required for the performance of the PF Security Services at no additional cost to the IAEA. During the entire period of performance of the PF Security Services, Contractor shall comply with applicable

RFP-513324-YG – Protection Force Security Services for the IAEA Laboratories in Seibersdorf, Austria	 IAEA International Atomic Energy Agency	Statement of Work dated 2021-08-26
--	--	---------------------------------------

Austrian laws including the *Waffengesetz 1996*, *Waffengesetz- Durchführungsverordnung* und *Strahlenschutzgesetz 2020* (for the legal-related information of the Republic of Austria, please refer to Legal Information System available www.ris.bka.gv.at). Failure to provide such permits, licenses and certifications, applicable to the Contractor's security personnel by the date planned for commencement of the PF Security Services, may result in Contract termination. The Contractor shall be responsible for application, justification, fees, and certifications for any licenses required by the Austrian government to deliver the PF Security Services. The IAEA may assist the Contractor in obtaining permits and licenses as necessary. The Contractor shall request any assistance in writing to the CSC/SCO immediately after the Contract award.

3.1.2 Radiation Protection

- 3.1.2.1 The Contractor shall at all times during the term of the Contract ensure that PF Security Personnel is designated occupationally exposed workers by their employer to standards in compliance with IAEA International Basic Safety Standards (BSS) General Safety Requirements (GSR) Part 3 (ref. [IAEA SSS GSR Part 3](#)). The Contractor is responsible for ensuring security personnel receive basic radiation safety training in accordance with the requirement for occupationally exposed workers. For the response to emergencies that involve radiological or nuclear material, PF Security Personnel shall be considered Emergency Workers in accordance with BSS GSR Part 3. The Contractor shall implement a health surveillance programme for assessing initial and continued fitness for their intended duties and the provision of dosimetry for emergency situations.
- 3.1.2.2 The Contractor shall bear sole responsibility for managing health surveillance and provision of emergency dosimetry. This shall include all cost and practical arrangements, documentation management and updates, and coordination with relevant authorities.
- 3.1.2.3 Personnel Protective Equipment (PPE) which is required for the purposes of radiation protection, will be provided and maintained by the IAEA.
- 3.1.2.4 The IAEA will maintain any radiation generators (e.g., X-ray luggage inspection system) or radiation detection equipment, which are owned by the IAEA but are used by the PF Security Personnel as part of their duties. The IAEA will also provide safety instructions for radiation generators.
- 3.1.2.5 In case of a radiation incident in the Laboratories where contamination of PF Security Personnel may have occurred, the IAEA will undertake any immediate personnel decontamination and contamination monitoring of PF Security Personnel.

3.1.3 Operational Requirements

The operational requirements and threat assessments listed herein are subject to periodic review and amendment. The IAEA, therefore, reserves the right to modify the technical work requirements as needed due to changing security requirements or methods of accomplishing security functions. The IAEA will notify the Contractor about any changes.

Fluctuating mission requirements, changing research needs and the presence of nuclear and radioactive sources in Laboratories shall require the Contractor to demonstrate the capability to respond to workload changes quickly with minimal disruption to PF security operations.

The Contractor shall ensure adequate supervision of the PF Security Personnel for all shifts.

The Contractor shall ensure that an additional group (minimum of four (4) officers) is available at any given time to substitute for unforeseen shortages in staffing (e.g., illness, pandemic or other disruptive events). These officers are not part of the regular PF Security Personnel with which the Contractor is filling the shifts. These officers need to fulfil the exact training requirements (Radiation Protection, Weapons Training, Weapons License and all other training as stipulated in this SoW) as the other officers and have to perform at least two (2) shifts per month in Laboratories, one (1) night and one (1) day shift, to keep up to date with developments and requirements.

The Contractor shall appoint a dedicated Contract Manager who shall manage the Contractor's PF Security Personnel and be the Contractor's liaison with the IAEA.

The IAEA will measure the quality of Services provided by the Contractor based on the indicators stipulated in the Service Level Agreement (SLA) and measure the Contractor's performance against Key Performance Indicators (KPIs) (**please refer to Annex 1 – Service Level Agreement and Key Performance Indicators**).

The official holidays of the IAEA and Austrian public holidays are not always the same. The list of IAEA official holidays for 2022 and 2023 is provided in **Annex 2 – IAEA Official Holidays**. Services shall also be provided on Austrian public holidays if this is a working day for the IAEA, and PF Security Personnel should report for duty. On IAEA holidays, regular weekend coverage (24 hours) shall be applied. The PF Security Personnel shall be at the Laboratories only for contractual duties and not for any other business or purposes.

The PF Security Personnel shall have three (3) levels of operational command:

- 3.1.3.1 **Senior Supervisor and Coordinator (SSC):** Shall be available during working hours from 09:00-17:00 on weekdays to receive and implement orders or special instructions from the CSC or SCO concerning the operation, PF Security Personnel readiness, Laboratories protection, and security of assigned areas. The SSC shall serve as the focal point for coordinating the quality performance of the Contract requirements and shall direct the activities of the security operations in a manner that is efficient, cost-effective and accomplishes Contract compliance. In addition to daily informal contact, a documented bi-weekly meeting (or as required) with the

SCO will ensure ongoing streamlining of the PF Security Services and the requirements of the IAEA;

- 3.1.3.2 **PF Shift Supervisor:** Shall be present at the Laboratories twenty-four (24) hours a day, seven (7) days a week, to ensure orderly operations in assigned areas, to receive and implement orders or special instructions from the SSC concerning the operation. The PF Shift Supervisor shall assist the SSC in producing a monthly or “as required” report on security issues, incidents and responses for the SCO; and
- 3.1.3.3 **PF Security Officers:** Shall be assigned by the Contractor to ensure that PF Security Personnel levels and schedules provide adequate numbers of qualified, certified and available PF Security Officers to ensure on-time security staffing of all required and approved post assignments at all times as per **Annex 3 – Required PF Security Personnel** without exception; taking into consideration relevant Austrian labour laws.

The Contractor shall ensure the staffing levels and schedules provide adequate numbers of qualified, certified and available PF Security Personnel for special events, yearly planned maintenance campaigns and other unplanned and possibly short-notice surge support, which shall be requested by the SCO and agreed beforehand with the Contractor through the SSC.

3.1.4 General Orders

The actual deployment of the PF Security Personnel is determined by the posts and patrols and their required hours of operation which take into consideration the Laboratories operational hours; periods of increased goods processing (10:00-14:00), and periods of increased pedestrian access control activity (07:30-09:30 and 15:00-17:00). The Contractor shall provide PF Security Personnel to meet all requirements in both an effective and cost-effective manner.

- 3.1.4.1 **General Duties:** PF Security Personnel shall perform duties associated with any PF security assignments for which they have been properly trained and qualified. All PF Security Personnel shall be fully licensed and shall meet defined medical, physical, and psychological readiness qualification up to the Austrian armed security guard industry standards.
- 3.1.4.2 **Central Security Control Room (Central SCR):** Provide qualified PF Security Personnel capable of operating a sophisticated (hardened facility designed to provide a degree of resilience to a ballistic or explosive attack) SCR and a secondary SCR to ensure critical access control, monitor and assess automated alarms, dispatch appropriate response personnel to alarm conditions, and ensure proper emergency incident communications.

3.2 Minimum Standards

3.2.1 Knowledge and Skills

The Contractor shall provide PF Security Personnel who have experience in the monitoring of security and safety systems, including X-ray and metal detection equipment, as well as electronic security systems operations (e.g., alarm, surveillance and access control).

The Contractor's PF Security Personnel shall have completed secondary school education.

The Contractor's PF Security Personnel shall have at least three (3) years' experience in either the Military, Law Enforcement or Security Industry or a combination thereof, including weapons handling experience, before accessing IAEA premises.

3.2.2 Citizenship Requirements

The Contractor's PF Security Personnel shall be citizens of Austria or aliens who have been lawfully admitted for permanent residence and are authorised to engage in employment in Austria. The Contractor's PF Security Personnel shall have reached the age of twenty-one (21) years at the time of employment. The Contractor shall be required to produce evidence of citizenship and/or right to work in Austria.

3.2.3 Conflict of Interest Prohibition

The Contractor shall not assign any individual to perform the PF Security Services for whom such employment would create an actual or perceived conflict of interest.

3.2.4 Personnel Documentation

The Contractor shall ensure that PF Security Personnel applications include weapons licenses, verification of employment and education, reference checks, criminal history verifications, language proficiency in German and English and security skills training. The documents described above are to be maintained in the files of the Contractor and shall be provided to the IAEA upon request. The Contractor shall certify in writing that all employment prerequisites have been completed prior to the Contractor's PF Security Personnel accessing IAEA premises.

3.2.5 Health Requirements

The Contractor shall ensure that PF Security Personnel is physically able to do their assigned work and shall be free from communicable diseases and any illegal or intoxicating substance abuse. The Contractor shall ensure and provide proof to the IAEA that each employee has successfully completed their drug and alcohol testing no less than one (1) time every twelve (12) months. The Contractor shall implement reasonable process or measures to ensure PF

Security Personnel are reporting duty-free from any non-allowed drug and alcohol use. The Contractor shall validate fitness for duty through initial and random testing performed by an approved testing facility and agreed to by the CSC/SCO. Random testing for all PF Security Personnel shall be performed no less than one (1) time in every six (6) months period.

3.2.6 Uniforms

The Contractor shall supply all uniforms necessary for the performance of the PF Force Services as listed below. The Contractor shall ensure PF Security Personnel uniforms are at all times presentable and are of a clean, neat and properly maintained appearance free from any evident and distracting signs of wear. No PF Security Personnel shall enter on duty until he/she has a complete uniform. All uniforms shall be of standard design and manufacture and include inclement and cold weather outer garments of professional quality and appearance, following military and law enforcement standards. Seasonal uniforms shall be included (i.e., summer and winter). The SCO must approve the uniform. The PF Security Personnel shall wear such uniforms at all times while engaged in the performance of their duties. All PF Security Personnel performing similar functions under this Contract shall wear the same style of uniform. All lettering, patches, and other uniform identifications shall be in accordance with the requirements of Austrian law. No other identification, patches, or badges shall be displayed on the uniform without the prior consent of the IAEA. Any change or addition to the following items requires prior approval by the SCO.

The approved uniform should consist of the following components (where brands are indicated, items of different brands but the equivalent quality are acceptable):

- 3.2.6.1 Flag Bearer cap dark navy (724);
- 3.2.6.2 5.11 Stryke Shirt dark navy (724);
- 3.2.6.3 First layer under garment dark blue or black, short sleeve, long sleeve, and sleeveless;
- 3.2.6.4 Stryke Pants dark navy (724);
- 3.2.6.5 5.11 Maverick Assault belt black (019);
- 3.2.6.6 Tactical boots black, waterproof (e.g., Gore-Tex, Lowa Zephyr, or Salomon Forces);
- 3.2.6.7 Carinthia MIG 3.0 jacket black;
- 3.2.6.8 Sweater/Pullover dark navy blue (e.g., deutsche Bundeswehr/Marine); and
- 3.2.6.9 Tactical gloves black, leather/corduroy (e.g., Oakley Pilot, Mechanix Mpack 3).

The approved duty gear which shall be on the PF Security Personnel while on duty or readily available (where brands are indicated, items of different brands but the equivalent quality are acceptable; except for the weapon Glock and related items):

- 3.2.6.10 Glock 17/19 (9x19mm);
- 3.2.6.11 Glock Magazine 9mm 17rds or 15rds (2 pieces);
- 3.2.6.12 12 Double Mag pouch Blackhawk G17 9mm;
- 3.2.6.13 Tactical duty belt black Bianchi/Copshop;
- 3.2.6.14 Belt keepers (4 pieces);
- 3.2.6.15 Tactical Holster Safariland Glock 17 6005 STX black (double safety);
- 3.2.6.16 Tactical Flashlight black, minimum of 300 lumen, waterproof, steel/aluminium casing plus carry pouch;
- 3.2.6.17 Collapsible baton black, ASP, rubber tip, plus carry holster, extended length (50cm);
- 3.2.6.18 Smith & Wesson hand cuffs with open carry pouch (quick access/undercover);
- 3.2.6.19 Tactical medical Drop leg pouch black;
- 3.2.6.20 OC Reagent Spray (Pepper Spray);
- 3.2.6.21 Shooting goggles fulfilling STANAG 2920 and EN 12312-1;
- 3.2.6.22 Overt Tactical Body Armour at a minimum protection level NIJ IIIA for every PF Security Personnel; and
- 3.2.6.23 Ballistic helmet at a minimum protection level NIJ IIIA for every PF Security Personnel.
- 3.2.6.24 Tactical earpieces for every PF Security Personnel compatible with radios currently in use with SPF (Motorola)

3.2.7 Identification

The Contractor shall provide an identification badge for its PF Security Personnel on duty.

3.2.8 Appearance

The Contractor's PF Security Personnel shall maintain a neat, well-groomed, presentable appearance, including but not limited to having clean and neatly pressed uniforms, neatly trimmed hair and beards, good personal hygiene, and shoes shined and in good condition.

3.2.9 Conduct of PF Security Personnel

The demeanour expected and required of officers performing PF Security Services in the IAEA environment is further clarified in the Special Operation Procedure (SOP)/PF. The Contractor is informed that the IAEA employs multinational staff and shall be concerned about standards of conduct that may be culturally offensive (ref. [IAEA Standards of Conduct for Personnel other Than Staff Members](#)). Failure to comply with required standards of conduct may result in a Contractor's personnel's loss of access to IAEA facilities. Inappropriate conduct includes, but is not limited to, the following:

- 3.2.9.1 Theft in any form;
- 3.2.9.2 Offensive, profane, or inappropriate language; loud and boisterous conduct;
- 3.2.9.3 Opening any envelopes or reading any material contained in documents marked as classified or disclosing confidential or sensitive information that they are made aware of as part of carrying out the work;
- 3.2.9.4 Any form of gambling on duty;
- 3.2.9.5 Consumption of intoxicating beverages while on duty or at any time on the IAEA property or leased space;
- 3.2.9.6 Use of illegal drugs or controlled substances;
- 3.2.9.7 Reporting to work under the influence of alcohol;
- 3.2.9.8 Sleeping on duty;
- 3.2.9.9 Damaging or misappropriating the IAEA property;
- 3.2.9.10 Submitting false official documents or false statements;
- 3.2.9.11 Smoking outside designated areas; and
- 3.2.9.12 Any other act, which could or has caused the IAEA embarrassment or reputational damage, as determined by IAEA rules and regulations.

3.2.10 Qualifications and Background Check

The Contractor shall:

- 3.2.10.1 Provide to CSC/SCO the Curriculum Vitae (CV), using the Europass format, for each employee to show qualifications prior to approval for duty; the CSC/SCO may, at his/her discretion, conduct an in-person interview with any candidate for employment at the Laboratories to assess, among other things, the adequacy of the candidate's language skills, security-related vocabulary and professional qualifications;
- 3.2.10.2 Maintain PF Security Personnel with appropriate access authorisations, security and firearms licensing, training and certifications. Training of all PF Security Personnel shall include First Aid training;
- 3.2.10.3 Ensure firearms qualification and training programmes are based on criteria established by the applicable regulations, IAEA directives and Austrian requirements for security guards;
- 3.2.10.4 Perform a criminal background record check for all PF Security Personnel with the national police and military services of the employee's current country of residence, the country of current employment and the country or countries of nationality prior to hiring and maintain copies to the IAEA on request;
- 3.2.10.5 Perform a verification check of the PF Security Personnel place of employment for the past five (5) years, including, where relevant, a background check with military or law enforcement employers;
- 3.2.10.6 Ensure that PF Security Personnel completes a Security Declaration Form and make available a copy of their passport to the CC to enable background checks ("*Sicherheitsüberprüfung*"). The level for these background checks shall be in accordance with the Security Police Act ("*Sicherheitspolizeigesetz*") conducted by the Austrian government at level "confidential". These checks may be repeated after three (3) years or earlier if deemed necessary by the IAEA. Checks will be carried out by the Austrian government at the request of the IAEA. The positive result of this background check, indicating the absolute trustworthiness of the PF Security Personnel, is a prerequisite prior to the Contractor's PF Security Personnel accessing the site; and
- 3.2.10.7 Provide CSC/SCO with a signed IAEA Confidentiality Undertaking for Security Members form from each employee prior to their assignment to this Contract.

3.2.11 IAEA Access Revocation

The IAEA may revoke access to IAEA facilities and prohibit further work under the Contract for any Contractor's PF Security Personnel who are deemed a threat to health, safety, security, general well-being, or the success of the operational mission; or who are deemed incompetent, careless, insubordinate, unsuitable, or otherwise objectionable; or whose continued assignment to the IAEA is deemed contrary to, or inconsistent with, the best interest of IAEA security.

3.3 Post Orders

The Contractor shall be responsible for providing input to the SCO on the development and maintenance of Post Orders when requested. The purpose of Post Orders is to provide the PF with specific directions and instructions in order to perform specified duties and tasks at specific posts or assignments. Each member of the PF is responsible for being thoroughly familiar with and responsive to those Post Orders that apply to them. These orders shall not be modified or revised without the written authority of the IAEA CSC or SCO.

3.3.1 Senior Supervisor/Coordinator

Post location: IAEA Laboratories, Seibersdorf, Gate 1 building.

Requirements: English language skills: C1 – minimum, C2 – preferred; ten (10) years minimum Law Enforcement/Military/Security Industry management experience or a combination thereof. Prior weapon handling experience mandatory. German language skills: C1 – minimum, C2 – preferred.

Hours: 09:00-17:00 (Monday – Friday) and on-call and as-needed. In case the SSC is on annual or sick leave, the contractor has to provide an equally qualified substitute for the duration of the absence of the incumbent of the post.

Function: As outlined above, the Senior Supervisor/Coordinator shall be responsible for the overall management and coordination of the PF Security Personnel and shall have full authority to act for the Contractor and act as the Contractor's focal point of contact with the IAEA SCO to coordinate the performance of the PF Security Personnel as required by the IAEA. This is a personnel management role that requires leading and developing PF Security Personnel and ongoing collaboration with IAEA stakeholders.

Specific Duties:

- 3.3.1.1 Overall management of the PF Security Services;
- 3.3.1.2 Assignment and administration of PF Security Personnel including weekly scheduling and surge support provision and management;

RFP-513324-YG – Protection Force Security Services for the IAEA Laboratories in Seibersdorf, Austria	 IAEA International Atomic Energy Agency	Statement of Work dated 2021-08-26
--	--	---------------------------------------

- 3.3.1.3 Directly responsible for all the security-related activities during daily operating hours, including but not limited to supervision of access control, visitor management, general office administration and response to security alarms, incidents and emergencies;
- 3.3.1.4 Ensure support of the implementation, review, and amendment of the Laboratories MSP;
- 3.3.1.5 Conduct inspections of the PF, General and Post Orders. and monitoring and management of all PF Security Services performed;
- 3.3.1.6 Investigate irregularities including ongoing inspection of the Laboratories with particular attention to the maintenance of security systems and physical perimeters of secure areas, fire life safety and general hazards identification;
- 3.3.1.7 Ensure the appropriate performance of urgent goods screening (see 3.3.7.21) and liaison with SGAS;
- 3.3.1.8 Management of armoury;
- 3.3.1.9 Prepare reports and make recommendations regarding discipline and termination actions;
- 3.3.1.10 Oversee, review and update the security training programme to ensure effectiveness;
- 3.3.1.11 Regular and ongoing liaison with the Austrian Police post at the AIT and the IAEA SCO;
- 3.3.1.12 Establish and implement a quality management plan of PF Security Services performed; and
- 3.3.1.13 Ensure consistent and appropriate radiation monitoring and radiation alarm response according to established SOPs.

3.3.2 Day Shift Supervisor, operational hours

Post location: Main Security Control Room.

Requirements: English language skills: B2 – minimum; German language skills – B2 minimum. Three (3) years minimum in Law Enforcement/Military/Security Industry or a combination thereof. Prior weapon handling experience is mandatory. Extensive experience in safety and security monitoring systems. Excellent problem solving and communication skills and abilities.

Hours: 06:30-18:30 (Monday – Friday).

Function: A designated Shift Supervisor at the Laboratories for the immediate supervision of the PF Security Personnel and responsible for the management of security incidents in accordance with the SOP/PF. The Day Shift Supervisor may also perform duties requiring special skills or increased responsibilities other than supervision.

Specific Duties:

- 3.3.2.1 Ensure that PF Security Personnel are deployed in accordance with the performance requirements of the Laboratories and shall manage security operations proactively;
- 3.3.2.2 Supervision of day shift guards;
- 3.3.2.3 Manage the Physical Security Management System (PSMS) operator desk;
- 3.3.2.4 Support during evacuations;
- 3.3.2.5 Act as point of contact for first aid requests for the Laboratories;
- 3.3.2.6 Develop and disseminate public information warnings and instructions;
- 3.3.2.7 On-the-job training of subordinates;
- 3.3.2.8 Effective administration and management of security and communication systems in the Central Security Control Room;
- 3.3.2.9 Oversees implementation of all the security-related activities during daily operating hours, including but not limited to supervision of access control, visitor management, general office administration and response to security alarms and emergencies;
- 3.3.2.10 Monitor and enforce officer uniform standards and personal appearance, monitoring and enforcing adherence to post orders and instructions;
- 3.3.2.11 Prepare reports and make recommendations to the SSC regarding discipline;
- 3.3.2.12 Assists the SSC and SCO in incident management and reporting;
- 3.3.2.13 Radiation monitoring and radiation alarm response;
- 3.3.2.14 Coordinate the response to a person trapped in a lift: and
- 3.3.2.15 Acts on behalf of the SSC in their absence.

RFP-513324-YG – Protection Force Security Services for the IAEA Laboratories in Seibersdorf, Austria	 IAEA International Atomic Energy Agency	Statement of Work dated 2021-08-26
--	--	---------------------------------------

3.3.3 Shift Supervisor, non-operational hours

Post location: Main Security Control Room.

Requirements: English language skills: B2 minimum; German language skills – B2 minimum. Three (3) years minimum Law Enforcement/Military/Security Industry experience or a combination thereof. Prior weapon handling experience is mandatory. Extensive experience in safety and security monitoring systems and excellent problem-solving ability.

Hours: 18:30-06:30 (Monday – Sunday), and 06:30-18:30 (Saturday and Sunday).

Function: A designated Shift Supervisor at the Laboratories responsible for the immediate supervision of the PF Security Personnel and responsible for the management of security incidents. The Night (Weekends) Shift Supervisor may also perform duties requiring special skills or increased responsibilities other than supervision.

Specific Duties:

- 3.3.3.1 Ensuring that PF Security Personnel are deployed in accordance with the performance requirements of the Laboratories and shall manage security operations proactively;
- 3.3.3.2 Supervision of night shift and weekend day shift guards;
- 3.3.3.3 Managing the PSMS operator desk;
- 3.3.3.4 Pedestrian and vehicle screening: Perform access control screening of all persons arriving and departing the Laboratories during non-operational hours;
- 3.3.3.5 Develop and disseminate public information warnings and instructions;
- 3.3.3.6 On-the-job training of subordinates;
- 3.3.3.7 Effective administration and management of security and communication systems in the Central SCR;
- 3.3.3.8 Oversees implementation of all the security-related activities during a particular shift, including but not limited to response to the perimeter and building patrols and systems inspection;
- 3.3.3.9 Monitoring and enforcing PF Security Personnel uniform standards and personal appearance, monitoring and enforcing adherence to post orders and instructions;
- 3.3.3.10 Preparing reports and making recommendations to the SSC regarding discipline;
- 3.3.3.11 Liaison with the Austrian Police post at AIT if required during the shift;

- 3.3.3.12 Incident management and reporting outside office hours up until the arrival of the SSC or SCO;
- 3.3.3.13 Radiation monitoring and radiation alarm response;
- 3.3.3.14 Coordinate the response to a person trapped in a lift; and
- 3.3.3.15 Acts on behalf of the SSC in their absence.

3.3.4 Pedestrian Control Officer

Post location: Main Security Control Room/Entry Hall.

Hours: 06:30-18:30 (Monday – Friday).

Requirements: English language skills – B2 minimum; German language skills – B2 minimum. Three (3) years minimum Law Enforcement/Military/Security Industry experience or a combination thereof. Prior weapon handling experience is desirable. Extensive experience in access control, visitor management.

Function: The Pedestrian Control Officer shall be responsible for the issue of daily access cards to visitors accompanied by IAEA Director and Division Section Heads; authorised security personnel (Seibersdorf Laboratories access card holders) and announced visitors. The Pedestrian Control Office is responsible for visual verifying that the access card is valid and belongs to the person presenting the card.

Specific Duties:

- 3.3.4.1 Visitor Card Issue: Issue all visitors an appropriate access card according to the purpose of their visit. Outgoing visitors must also be monitored to ensure that access cards are returned upon the departure of all visitors;
- 3.3.4.2 Visitor Registration: Ensure that private visitors are properly registered in the Visitor Management System and accompanied by the IAEA staff member for the duration of the visit. Uncooperative IAEA staff members shall be referred to the Shift Supervisor;
- 3.3.4.3 Visitor Management: Monitor the designated pedestrian area and visually observe visitors who arrive for entry and exit. Maintain strict control over the movement of persons in the screening area to prevent overcrowding;
- 3.3.4.4 Visitor Screening: Operation of the X-ray and metal detectors (Handheld Metal Detector (HHMD)/Walk Through Metal Detector (WTMD)) to ensure all persons requiring screening follow the established screening procedures and are processed accordingly;

- 3.3.4.5 Visitor Alarm: When an alarm is triggered with the walk-through metal detector (WTMD) system, then perform the appropriate follow-on steps in accordance with the approved SOP and Post Order;
- 3.3.4.6 Visitor Inspection: If anything, unusual is observed in the X-ray image, then perform a physical inspection of their belongings in accordance with the approved SOP and Post Order. The search will be observed by the respective Shift Supervisor;
- 3.3.4.7 Confiscated Items: Ensure all confiscated items are registered at the SCR and stored in a locked container;
- 3.3.4.8 Property Removal via Main Gate: Carefully inspect equipment or items being removed from the Laboratories by the IAEA staff members, contractors, suppliers, etc. Ensure that these items have been registered with official property passes and the data on the passes correspond with the items being removed;
- 3.3.4.9 Radiation monitoring and radiation alarm response;
- 3.3.4.10 Internal Perimeter Inspection: Perform random inspections of the Laboratories perimeter inside the fence, reporting any unusual conditions;
- 3.3.4.11 Internal Laboratories Inspection: Perform foot patrols of internal Laboratories, reporting all unusual conditions observed during the patrol including doors or windows unlocked, broken glass, fence line cutting etc. to the Shift Supervisor;
- 3.3.4.12 External Perimeter Inspection: Perform random inspections of the Laboratories perimeter outside the fence, reporting any unusual conditions; and
- 3.3.4.13 Carpark Inspection: Perform random inspections of carpark area outside the Main Vehicle Access Point (MVAP), reporting any unusual conditions.

3.3.5 Vehicle Control Officer

Post location: Main Security Control Room (MVAP).

Hours: 06:30-18:30 (Monday – Friday).

Requirements: English language skills – B2 minimum; German language skills – B2 minimum. Three (3) years minimum in Law Enforcement/Military/Security Industry experience or a combination thereof. Prior weapon handling experience is desirable. Extensive experience in vehicle access control and vehicle searches.

Function: The Vehicle Control Officer shall be responsible for the issue of vehicle access cards and the registration of authorised drivers. The Vehicle Control Officer is responsible for visual verification that the vehicle authorised to enter the Laboratories and that all drivers and passengers have valid access cards that each belong to the person presenting the card. All vehicles entering the Laboratories shall be inspected.

Specific Duties:

- 3.3.5.1 General observation of the external area zone: Including IAEA car park, goods receiving area and front entrance gate. Shall remain especially alert for any suspicious activity in and around the Main Gate and external area zone. Any suspicious gathering of persons in the near vicinity of the Main Gate shall be reported to the Shift Supervisor;
- 3.3.5.2 To observe and monitor the MVAP: Perform pedestrian access control to the MVAP. Operate external and internal pedestrian barrier systems incorporated with automated vehicle entry/egress. Ensure that all vehicles are identified before permitting access into the MVAP;
- 3.3.5.3 Pedestrian and Vehicle access control screening: Verification via portable Radio-Frequency Identification (RFID) scanner. The license plate number shall be registered with the visitor's data and displayed at the vehicle lane check together with the personal data of the visitor;
- 3.3.5.4 Vehicle security screening: Perform under the vehicle and physical security check;
- 3.3.5.5 Bespoke or temporary vehicle entry: Operate two-way voice communication and transfer tray;
- 3.3.5.6 Equipment Check: Accountable for the proper management of chargers and batteries assigned to the SCR and shall maintain the daily equipment inventory list;
- 3.3.5.7 Radiation monitoring and radiation alarm response;
- 3.3.5.8 Internal Perimeter Inspection: Perform random inspections of Laboratories perimeter inside the fence, reporting any unusual conditions;
- 3.3.5.9 Internal Laboratories Inspection: Perform foot patrols of internal Laboratories, reporting all unusual conditions observed during the patrol including doors or windows unlocked, broken glass, fence line cutting etc. to the Shift Supervisor;
- 3.3.5.10 External Perimeter Inspection: Perform random inspections of Laboratories perimeter outside the fence, reporting any unusual conditions; and

- 3.3.5.11 Carpark Inspection: Perform random inspections of carpark area outside the MVAP, reporting any unusual conditions.

3.3.6 NML Security Officer

Report location: NML Reception Room (NML00-O02).

Summer Hours: Monday to Thursday: 07:00 – 16:30 and Friday: 07:00 – 16:00.

Winter Hours: Monday 07:00 – 18:30 and Tuesday to Friday 07:00 – 16:30.

The IAEA will provide the winter/summer working hour schedule to the Contractor at least two (2) weeks prior to commencement.

Requirements: English language skills – B2 minimum; German language skills – B2 minimum. Three (3) years minimum in Law Enforcement/Military/Security Industry experience or a combination thereof. Prior weapon handling experience is desirable. /Extensive experience with software application for electronic access control administration, including visitor management. The NML Security Officer shall undergo NML building orientation/safety training for this role to the satisfaction of the IAEA. The IAEA will provide written certification that this training is completed.

Function: The NML Security Officer shall be present in the NML Reception Room (NML00-O02). The presence of the NML Security Officer may also be required occasionally outside of the regular NML Laboratory working hours (e.g., during the period of annual maintenance of the NML). The IAEA will notify the Contractor of such requirement(s) not later than one (1) month prior to the event(s).

Specific Duties:

- 3.3.6.1 While present at the post, change the alarm state of the Laboratory alarm system as appropriate and following written procedure to open the Laboratories for work at the beginning of post hours and close the Laboratories at the end of post hours (arm/disarm);
- 3.3.6.2 While present at the post, change the alarm state of the office building alarm system as appropriate and following written procedure to open the office for work at the beginning of post hours and close the office at the end of working hours (arm/disarm);
- 3.3.6.3 Using Officer-specific credentials to input card access rights to the NML for security personnel, visitors and contractors, following written authorisation by the IAEA;
- 3.3.6.4 Participate in the oversight of access to the Fissile Material Store, ensuring separation of duties in accordance with the written procedure;
- 3.3.6.5 Administer SGAS keys (login/log out);

- 3.3.6.6 Administer the distribution for On-Call Mobile Phones for IAEA NML Security Personnel to respond to safety and technical alarms outside of Laboratory working hours;
- 3.3.6.7 With written authorisation from the IAEA, open external oversize doors of the NML;
- 3.3.6.8 Use the NML public address system to transmit messages to facility security personnel during normal operations and during emergency situations;
- 3.3.6.9 Act as the informational focal point for the NML, passing information to relevant PF Security Personnel, contractors, and visitors to ensure smooth operation of the facility, including using the public-address system to communicate with security personnel during normal operations and/or emergency situations and
- 3.3.6.10 Monitor the alarm system client in NML00-O02, coordinating a response to alarms with the PF Security Personnel on duty elsewhere at the Laboratories.

3.3.7 Flex Security Officer

Post location: IAEA Seibersdorf Gate 1.

Hours: 06:30 – 18:30 (Monday – Friday, IAEA working days only).

Requirements: English language skills – B2 minimum; German language skills – B2 minimum. Three (3) years minimum in Law Enforcement/Military/Security Industry experience or a combination thereof. Prior weapon handling experience is desirable. Extensive experience in access control, visitor management.

Function: The Flex Security Officer shall respond to security alarms at the Laboratories, allowing the continuous manning of all other posts during periods of high visitor and vehicle throughput. When not responding to alarms, the Flex Security Officer provides auxiliary support to the Pedestrian Control Officer and Vehicle Control Officer to perform a screening function for visitors or vehicles and augments the security patrol programme at the Laboratories. The Flex Security Officer may backfill either the Pedestrian Control post or the Vehicle Control post during the authorised, planned or scheduled absence.

Specific Duties (flexible and varied based on tasking by Day Shift Supervisor):

- 3.3.7.1 Alarm Response: Respond to security alarms at the Laboratories to provide alarm and event assessment *in situ* and to report to the Day Shift Supervisor, escalating security response when necessary, by requesting additional resources or support by supervisors and providing first-hand input to reports on security alarms;

- 3.3.7.2 Visitor Card Issue: Issue an appropriate access card according to the purpose of the visit. Monitor outgoing visitors to ensure that access cards are returned upon the departure of all visitors;
- 3.3.7.3 Visitor Registration: Ensure that private visitors are appropriately registered in the Visitor Management System and accompanied by the IAEA staff member for the duration of the visit. Uncooperative IAEA staff members should be referred to the Shift Supervisor;
- 3.3.7.4 Visitor Management: Monitor the designated pedestrian area and visually observe visitors who arrive for entry and exit. Maintain strict control over the movement of persons in the screening area to prevent overcrowding;
- 3.3.7.5 Visitor Screening: Operation of the X-ray and metal detectors (HHMD/WTMD) to ensure all persons requiring screening follow the established screening procedures and are processed accordingly;
- 3.3.7.6 Visitor Alarm: When an alarm is triggered with the WTMD system, then perform the appropriate follow-on steps in accordance with the approved SOP and Post Order;
- 3.3.7.7 Visitor Inspection: If anything, unusual is observed in the X-ray image, then perform a physical inspection of their belongings in accordance with approved SOP and Post Order. The search shall be observed by the Shift Supervisor;
- 3.3.7.8 Confiscated Items: Ensure all confiscated items are registered at the SCR and stored in a locked container;
- 3.3.7.9 Property Removal via Main Gate: Carefully inspect equipment or items being removed from the premises by IAEA staff members, contractors, suppliers, etc. Ensure that these items have been registered with official property passes and the data on the passes correspond with the items being removed;
- 3.3.7.10 General observation of the external area zone: the IAEA car park, goods receiving area and front entrance gate. Remain especially alert for any suspicious activity in and around the Main Gate and external area zone. Any suspicious gathering of persons in the near vicinity of the Main Gate shall be reported to the Shift Supervisor;
- 3.3.7.11 To observe and monitor the MVAP: Perform pedestrian access control to the MVAP. Operate external and internal pedestrian barrier systems incorporated with automated vehicle entry/egress. Ensure that all vehicles are identified before permitting access into the MVAP;
- 3.3.7.12 Pedestrian and Vehicle access control screening: Verification via portable RFID scanner. The license plate number shall be registered with the visitor's

data and displayed at the vehicle lane check together with the personal data of the visitor;

- 3.3.7.13 Vehicle security screening: Perform under the vehicle and physical security check;
- 3.3.7.14 Bespoke or temporary vehicle entry: Operate two-way voice communication and transfer tray;
- 3.3.7.15 Equipment Check: Accountable for the proper management of chargers and batteries assigned to the SCR and shall record the amount on the daily equipment inventory list;
- 3.3.7.16 Access Point Inspection: Inspection of the MVAP, SVAP and Pedestrian Entry Hall to ensure the safe and secure condition of the facility and readily detection of any irregularities;
- 3.3.7.17 Internal Perimeter Inspection: Perform random inspections of Laboratories perimeter inside the fence, reporting any unusual conditions;
- 3.3.7.18 Internal Laboratories Inspection: Perform foot patrols of internal Laboratories, reporting all unusual conditions observed during the patrol including doors or windows unlocked, broken glass, fence line cutting etc. to the Shift Supervisor;
- 3.3.7.19 External Perimeter Inspection: Perform random inspections of the Laboratories perimeter outside the fence, reporting any unusual conditions;
- 3.3.7.20 Carpark Inspection: Perform random inspections of carpark area outside the MVAP, reporting any unusual conditions;
- 3.3.7.21 Goods Screening: Scan goods stored in the Goods Receiving Area using the X-ray machine, ensures their proper marking and storage into the Goods Dispatch Area; and
- 3.3.7.22 Radiation monitoring and radiation alarm response.

3.3.8 Security Patrol Officers, non-operational hours

Post location: Main Security Control Room/Roaming Patrols.

Hours: 18:30-06:30 (Monday – Sunday) and 06:30-18:30 (Saturday and Sunday).

Requirements: English language skills – B2 minimum. German language skills – B2 minimum. Three (3) years minimum in Law Enforcement/Military/Security Industry experience or a combination thereof. Prior weapon handling experience is desirable. Extensive experience in vehicle access control, vehicle searches.

Function: Two (2) Security Patrol Officers shall be responsible for undertaking audits and inspections of all security equipment, including key control, weapons control and the testing of physical security equipment.

Specific Duties:

- 3.3.8.1 Access Point Inspection: Inspection of the MVAP, SVAP and Pedestrian Entry Hall to ensure the safe and secure condition of the facility and readily detection of any irregularities;
- 3.3.8.2 Internal Perimeter Inspection: Perform random inspections of the Laboratories perimeter inside the fence, reporting any unusual conditions;
- 3.3.8.3 Internal Laboratories Inspection: Perform foot patrols of internal Laboratories, reporting all unusual conditions observed during the patrol including doors or windows unlocked, broken glass, fence line cutting etc. to the Shift Supervisor;
- 3.3.8.4 External Perimeter Inspection: Perform random inspections of the Laboratories perimeter outside the fence, reporting any unusual conditions;
- 3.3.8.5 Carpark Inspection: Perform random inspections of IAEA carpark area outside the MVAP, reporting any unusual conditions;
- 3.3.8.6 Lockdown of Front Entry Gate: Perform lockdown of the MVAP when warranted in accordance with approved SOP and Post Order;
- 3.3.8.7 Radiation monitoring and radiation alarm response;
- 3.3.8.8 Routine Patrols: Officers shall perform a minimum of three Limited Access Area (LAA) patrols, three NML perimeter patrols and two Patrols at the Laboratories. Responsibilities include, but are not limited to the following:
 - 3.3.8.9 Make sure perimeter entrances are secure against illegal entry;
 - 3.3.8.10 Make sure all buildings are secure;
 - 3.3.8.11 Be alert for fire and/or safety hazards;
 - 3.3.8.12 Observe for violations of security procedure;
 - 3.3.8.13 Look for unusual conditions;
 - 3.3.8.14 Listen for unusual sounds;
 - 3.3.8.15 Investigate the source of unusual odours; and

- 3.3.8.16 Routes and times of patrols shall be varied to avoid fixed patterns and to ensure all areas of the premises are covered.

4. Training

4.1 Training Provided by the Contractor

The Contractor shall establish a formal training programme and records system which ensures PF Security Personnel are competently trained and fully qualified to perform the tasks within their assigned responsibilities under both normal and emergency conditions. The training programme will be reviewed by the CSC/SCO before commencement of the duties under the Contract and will be presented to the CSC/SCO at least yearly or upon request by the IAEA.

All training provided by the Contractor shall cover all mission essential tasks, including but not limited to:

- a) Ensure all PF Security Personnel are fully trained and current in accordance with relevant IAEA policies and procedures before being placed on duty;
- b) Establish a quality integrated training programme based on mission essential tasks and job analyses;
- c) Incorporate lessons learned from operations and inspections into the training and procedures, as appropriate to improve effectiveness and efficiency;
- d) Ensure PF Security Personnel are fully trained and cognizant of their specific authority and use of force requirements;
- e) Provide continuous training in the most efficient manner to maintain proficiency in perishable skills;
- f) Provide professional development for PF Security Personnel;
- g) Provide leadership and transition training for PF Security Personnel selected for management or supervisory positions; and
- h) Develop, implement, and conduct training drills and exercises with approval from the CSC/SCO; and
- i) Develop and implement an Annual PF Security Training Plan based on Mission Essential Task Lists (METL) and job analyses.

4.1.1 Basic Training

All PF Security Personnel are required to have previously passed basic training such as required by the Austrian certifying body *Österreichische Zertifizierungsstelle Sicherheit (ÖZS)* or equivalent.

4.1.2 Basic Training Module

A basic training module shall be developed to include at least forty (40) hours of firearms training and to include the following:

- 4.1.2.1 Classroom presentations on the Use of Force Policy based on UN standards or higher;
- 4.1.2.2 Instruction shall be provided regarding the Austrian laws and regulations that pertain to carrying and use of the weapon;
- 4.1.2.3 Mental conditioning, including establishing a winning mindset, maintaining alertness, and psychological preparation for a violent encounter;
- 4.1.2.4 A classroom presentation on safe handling of firearms, including range safety (safety in general weapons handling such as loading, unloading, and cleaning of firearms);
- 4.1.2.5 A presentation on ammunition and bullet performance, including the construction of ammunition, ammunition inspection, and maintenance;
- 4.1.2.6 A classroom presentation on the construction of the service handgun, including the nomenclature, cycle of operation, and function of critical parts;
- 4.1.2.7 A classroom presentation on the fundamentals of handgun marksmanship;
- 4.1.2.8 A classroom presentation on how to handle weapon failures, jams, and ammunition failures such as squib loads;
- 4.1.2.9 A practical range session shall be preceded by a verbal instruction that stresses safe firearms handling and a brief review of the practical marksmanship theory and shooting fundamentals taught in the classroom;
- 4.1.2.10 Firing range training shall include hands-on familiarisation with the proper use of the weapon, firing positions, firing, speed reloading, firearm safety, cleaning and maintenance of the firearm. This aspect of the firearm training shall include familiarisation firing of the weapon with a minimum of forty (40) rounds of ammunition; and

- 4.1.2.11 PF Security Personnel shall be trained in techniques designed for use in extremely close-range confrontations (up to two (2) meter), including exposure to basic concepts of weapon retention.

4.1.3 Laboratories Specific Training

Before assigning, the Contractor shall have the PF Security Personnel satisfactorily complete a programme of specific training (in addition to the training programme approved by the CSC/SCO). The programme shall be a minimum of eighty (80) hours. All costs of specific training, including labour, shall be the responsibility of the Contractor. Specific training shall include, as a minimum, the following:

- 4.1.3.1 Orientation: Introduction to the training programme, training objectives, the role of the guard force in the MSP and SOPs;
- 4.1.3.2 Role of PF Security Personnel in the operational management of vehicles stationed in Seibersdorf as per applicable SOP;
- 4.1.3.3 Local Law and the Power of Arrest: The powers and legal limitations of the PF Security Personnel to use force and arrest offenders, and the relationship of the PF Security Personnel to the host government security forces;
- 4.1.3.4 Terrorism and Criminality: Description of the nature of the threat to IAEA assets, with examples;
- 4.1.3.5 Fires and Explosions: Description of the threat to assets of fire and explosions, with examples;
- 4.1.3.6 Mission Emergency Plans: Role of the PF Security Personnel in cases of fire, explosions, bomb search and building evacuation. The CSC/SCO shall provide this information;
- 4.1.3.7 Physical Security Measures Employed by the IAEA: Description of the access control systems employed, including alarms used (anti-intrusion and fire);
- 4.1.3.8 Basic Guard Duties: General description of guard actions for the protection of facilities and residences. Denial of access to unauthorised persons, preparation and maintenance of guard force records, logs, and reports;
- 4.1.3.9 Guard Force Communications: Procedures to be used in case of an incident; notification of others; use of radio equipment;
- 4.1.3.10 General Orders and Post Orders: Emphasis on guard responsibilities, conduct, and penalties for violating orders;
- 4.1.3.11 Maintenance of Post Logs and Preparation of Incident Reports. Procedures for preparing daily logs of incident reports;

- 4.1.3.12 Unarmed Defence and Restraint of Disorderly Persons: Procedures for defending against physical attack; procedures for restraining others; guidance on the use of force; actions to be taken when confronted by hostile individuals and mentally disturbed persons;
- 4.1.3.13 The Use of Personal Equipment: Procedures for the use of the baton, handcuffs, and aerosolised incapacitants, as applicable;
- 4.1.3.14 Access Control Equipment Use and Procedures: Use of electronic body and package search equipment; body search manually; vehicle search and building search for suspected bombs; visitor control systems, including badge issuance and control; and radiation detector alarms. Training shall include general coverage of this subject for all PF Security Personnel, with special hands-on training for those with access control duties;
- 4.1.3.15 Access Control, CCTV and Alarm Management System: Use of security system-related software interfaces and programmes as related to the role of the PF Security Personnel or Shift Supervisor;
- 4.1.3.16 Observation Techniques: Use of observation techniques for static guards, mobile patrol units, and foot patrols to identify, report and record suspicious acts and persons, with special emphasis on surveillance detection techniques for all PF Security Personnel; and
- 4.1.3.17 Dealing with IAEA staff members, Visitors, Dependents, and the General Public: Procedures to be used when conversing with IAEA staff members and the general public.

4.1.4 Radiation Protection Training

The Contractor is responsible for ensuring PF Security Personnel receive basic radiation safety training in accordance with the requirements for occupationally exposed workers (ref. Section 3.1.2).

All PF Security Personnel should be adequately trained in consonance with their duties to ensure that responsibilities and functions regarding the protection of the nuclear material and radioactive sources that are used and stored in the Laboratories are duly understood Laboratories. Before assigning an employee, the Contractor shall have the employee satisfactorily complete the following Radiation Protection Training at the Seibersdorf Academy comprising:

- 4.1.4.1 Basic Course Radiation Safety and Protection: The course teaches the basics of Radiation Safety and Protection;
- 4.1.4.2 Bronze Module: The Module teaches the basic technical prerequisites for dealing with radioactive substances; and

- 4.1.4.3 Basic Training Decontamination: The training teaches the basic principles of decontamination of persons and objects. PF Security Personnel who already have the Silver Module do not need to pass this course.

4.1.5 First Aid

All PF Security Personnel shall be trained in basic first aid (minimum of sixteen (16) hours) at the start of the Contract.

The Contractor ensures that all PF Security Personnel are thoroughly familiar with the content and use of all items of the Emergency First Aid bags provided in the SCR.

4.1.6 Firearms Training

The Contractor shall ensure that all PF Security Personnel are provided with firearms training and are tested in accordance with appropriate proficiency standards. All PF Security Personnel are required to carry firearms and should be authorised to do so only upon successful completion of the Basic Training Module (ref. Section 4.1.2) and documentation of satisfactory completion of the basic firearms training course and shall be subject to the review and approval by the CSC/SCO before undertaking duties at the Laboratories. Firearm training shall address the weapons described in this SoW. The Contractor shall furnish all material necessary for the training, including classrooms, firing range, targets, target holders. The Contractor shall ensure that one (1) PF Security Personnel is a certified weapons instructor and is capable of delivering all weapons training as stipulated in this SOW.

The Firearms Training Programme shall include the following four training modules:

- 4.1.6.1 Basic Training Module – Initial Training prior to assignment with the weapon as stipulated in 4.1.2;
- 4.1.6.2 Remedial Training Module – As needed and as stipulated in 4.1.7; and
- 4.1.6.3 Requalification – Annual and as stipulated in 4.1.8.2.

4.1.7 Remedial Training Module

PF Security Personnel shall be provided with the necessary weapons training to meet the appropriate standards. Remedial training shall be offered to PF Security Personnel who are unable to meet the standards. PF Security Personnel who fail to meet the standards after remedial training shall not be deployed on duties at the Laboratories.

4.1.8 Requalification

- 4.1.8.1 PF Security Personnel shall re-qualify on the weapons systems they are required to carry other than firearms (e.g., baton, handcuffs, aerosol incapacitants as applicable) on an annual basis. Appropriate training records are kept managing the qualification and requalification of PF Security Personnel; and
- 4.1.8.2 PF Security Personnel shall pass a pistol qualification test, which comprises of firing thirty (30) rounds at varying distances with a minimum passing score of eighty (80) % at least every three months. To achieve these results, additional live firing training shall be provided by the Contractor in the time preceding the tests. Training as well as the tests have to be organised by the Contractor outside normal working hours of the shifts.

4.1.9 Physical Fitness

The Contractor shall develop and implement a physical and psychological fitness programme that ensures PF Security Personnel are capable of performing duties requiring moderate to rigorous physical exertion during situations of abrupt and elevated levels of pressure for critical decision making. Psychological testing should include the test required in Austria for a weapon carry permit “*Waffenpass*” as defined by *Waffengesetz 1996*. The programme should be approved by the IAEA SCO, and yearly tests should be made available to the IAEA. A syllabus for training shall be submitted and approved by the CSC/SCO prior to commencement of training, and the CSC or designate may request to be present during any or all stages of training.

4.1.10 Additional Training

The Contractor shall provide a one-time X-ray inspection equipment operation training to all PF Security Personnel prior to the start of the Contract and prior to assigning new employees in the Laboratories Seibersdorf.

The Contractor shall provide the following additional training to all staff on an annual basis:

- 4.1.10.1 Minimum of four (4) hours security-related topics, e.g., Detection of and First Response to IED, Countersurveillance.
- 4.1.10.2 Minimum of four (4) hours communication-related topics such as De-escalation Techniques; and
- 4.1.10.3 The Contractor shall provide a minimum of eight (8) hours of Leadership Techniques to SSC and shift leaders on an annual basis.

4.2 Introduction Training Provided by IAEA

The IAEA will provide one (1) thirty (30) hours induction training to the Contractor's Security Personnel for a Contractor that chooses not to take on the majority of the PF Security Personnel from the outgoing contractor. The IAEA will provide all PF Security Personnel with a thirty (30)-hour training induction at the Laboratories, including but not limited to the following areas:

- 4.2.1 IAEA Seibersdorf Laboratories Security Documents: MSP, SOPs for the PF, Fire Safety Plan, Fire Safety Policy, Emergency Plan, Evacuation Plans, SGAS/NA Security Plans. Training (two (2) hours) will be information on these plans and procedures only. Further training on the practical implementation of tasks is covered by the training plan mentioned in Section 4.1;
- 4.2.2 Laboratories-specific risks and hazards (e.g., chemical, radiological) and associated protective measures for restricting exposure. The training includes arrangements for entry to controlled areas (two (2) hours);
- 4.2.3 Training (ten (10) hours) for the NML Security Officer role including orientation of the NML building layout, an overview of NML operations, familiarisation of NML Emergency Plan, NML Security Plan and the specific Work Instruction for the NML Security Officer role;
- 4.2.4 Rescuing person trapped inside lifts (one (1) hour training);
- 4.2.5 Description of IAEA critical assets to be protected, including name, location, and function;
- 4.2.6 The CSC/SCO will provide this information (two (2) hours);
- 4.2.7 Speed Limitation Devices (SLD) equipment system operation training (eight (8) hours); and
- 4.2.8 Security Systems training on the CCTV, Electronic Access Control and Security Alarm monitoring equipment. Training (five (5) hours) will cover only Laboratories-specific equipment operation, operator maintenance, logbook procedures, and alarm response guidance; and

The Contractor shall provide all subsequent training to newly recruited PF Security Personnel to ensure complete coverage of all material/modules included in the thirty (30) hour on-Laboratories initial training induction listed above.

5. Firearms and Armament

5.1 Basic Requirements

5.1.1 Firearm Type

The Contractor shall provide all PF Security Personnel with a Glock 17 or 19 (9mm) pistol.

5.1.2 Ammunition

Rounds of ammunition shall be of no smaller calibre and power than 9x19mm Parabellum. All ammunition supplied shall be new, not remanufactured, and sufficient quality to prevent misfires or other problems during firing. The duty ammunition shall be the Fiocchi Expansion Mono Block (EMB) 9X19.

5.1.3 Firearms Licensing and Permits

The Contractor shall ensure all armed PF Security Personnel are and remain properly licensed/permitted in accordance with all relevant laws. Under no circumstances shall a Contractor's PF Security Personnel carry or handle a firearm if not properly licensed or if the individual has not completed the required firearm training. All PF Security Personnel shall work a maximum shift of twelve (12) hours in order to remain alert and attentive to their duties.

The weapons used by the PF Security Personnel shall either be legally registered to the Contractor or the individual PF Security Personnel. In addition, weapons shall be individually issued to only those PF Security Personnel who will use them. All PF Security Personnel are subject to Austrian law regarding the proper use of a firearm. If an incident occurs, the PF Security Personnel involved may be subject to an investigation and prosecution by Austrian authorities. All firearms shall be stored in approved firearms lockers at the SCR and shall only be used by the assigned PF Security Personnel in the performance of their duties or in authorised training and qualifications. Licensing/permitting shall clearly define the scope of use of the firearms to be limited to the performance of official duties in line with the provision of the Contract, including training and qualifications; and only in and around the IAEA Laboratories, or while in transit to and from training, and at the approved firearms range for training and qualifications.

5.2 Weapons Control

5.2.1 Weapons Storage and Handling

Weapons shall not be passed from one PF Security Personnel to another. All PF Security Personnel shall be issued their individual weapon in accordance with Austrian law. The Contractor shall issue weapons to PF Security Personnel prior to each posting, assuring that all weapons are clean and serviceable and that each weapon is loaded with the appropriate type and amount of ammunition. The Contractor shall always have an accountability programme in place to account for weapons. The Contractor shall use the available firearms lockers for weapon storage in the Central SCR. The Contractor shall ensure that additional ammunition is stored at the Central SCR in a suitable container or cabinets provided by the Contractor. Such container or cabinets shall meet applicable laws and regulations for the storage of such ammunition.

5.2.2 Weapons Maintenance

All weapons shall be maintained in good operation and clean condition at all times. The Contractor shall ensure weapons are only serviced by an approved and factory-certified armorer, who should be part of the PF Security Personnel, and that no non-stock modifications (including grips) are made to any weapon without prior written approval from the CSC/SCO. The Contractor shall ensure that every weapon is thoroughly cleaned and inspected at least annually by the armorer and documented in a weapons log which shall be maintained by the Contractor.

Weapons shall be cleaned immediately following every use at the firing range. If the weapon was discharged while on duty, cleaning of the weapon shall only be carried out once investigators have cleared the weapon for further use. Weapons shall be cleaned quarterly regardless of use. The Contractor shall maintain a log listing weapon make, model, serial number and the date on which it was cleaned. The Contractor shall provide and ensure the proper disposal of all necessary solvents, cleaning brushes, patches and lubricating oils to maintain the weapons.

5.2.3 Weapons Misuse

The misuse, mishandling or negligent firing of any weapon by the Contractor's PF Security Personnel shall result in the Contractor, at the direction of the CSC/SCO, immediately removing the Contractor's PF Security Personnel from any further PF Security Service.

6. IAEA Equipment

The IAEA will provide the following equipment for use by the Contractor:

- 6.1 Radios: IAEA will be responsible for all licenses, permits and maintenance that may be required to operate the radios;
- 6.2 Crowd control equipment (two (2) sets) including protective helmet, shield and baton;
- 6.3 Megaphones;
- 6.4 Security Perimeter Tape;
- 6.5 Office-related furniture and equipment for the offices; and
- 6.6 PPE (ref. Section 3.1.2.3).

The Contractor shall conduct physical inventories of all IAEA furnished property in its possession. Physical inventories consist of the sighting, tagging or marking, describing, recording, reporting, and reconciling the property with written records. The Contractor shall conduct these physical inventories semi-annually during the Contract and at the completion or termination of the Contract or as directed by the CSC/SCO. Unless approved in advance by the CSC/SCO, PF Security Personnel other than those who maintain the property records or who have custody of the property shall not conduct the inventory.

7. Programme Management

The Contractor shall provide fully qualified, experienced, competent and trained management and supervision for PF Security Personnel. Gender balance shall be considered at all levels. Supervisory PF Security Personnel shall be given authority and responsibility to implement applicable IAEA requirements.

7.1 Administration

- 7.1.1 Provide coordinated and integrated executive direction and programme management, supervision, and security staffing to efficiently and effectively execute the requirements of the SoW in accordance with applicable directives, regulations, risk management principles and best business practices;
- 7.1.2 Maintain high standards of competency, conduct, and integrity of all personnel, including PF Security Personnel;
- 7.1.3 Provide annual budget information in accordance with the IAEA process;

- 7.1.4 Provide professional development and training for management/supervision and PF Security Personnel in keeping with IAEA requirements and best business practices;
- 7.1.5 Ensure applicable IAEA and Austrian standards for Environment, Safety and Health are appropriately met regarding PF Security Personnel training and qualification activities;
- 7.1.6 Integrate safety, security, and quality conduct of operations into management and work practices at all levels within the organisation to ensure Contract requirements are well accomplished while protecting the public, workers and the environment;
- 7.1.7 Develop and execute a Property Management and Protection Programme; and
- 7.1.8 Obtain, maintain and provide certification of adequate business liability and general liability umbrella insurance.

7.2 Performance and Planning

- 7.2.1 Develop strategies and plans to ensure continued protection of security assets and identification of operational efficiencies from the inception of the Contract through five (5) to seven (7) years into the future;
- 7.2.2 Develop and implement PF Security Personnel tactics designed to mitigate threats to Laboratories assets;
- 7.2.3 Coordinate with and provide subject matter expertise regarding Laboratories projects and upgrades relating to security and protection systems;
- 7.2.4 Support the SCO as directed to ensure ongoing coordination between law enforcement and emergency response entities. In the case of an emergency, PF Security Personnel should facilitate access for emergency services (fire and medical) through Gate 1 and 2 and provide emergency access cards and keys as required; and
- 7.2.5 Provide or ensure certified armourer capability with the knowledge, skills, and abilities to conduct the inspection, maintenance, and repair of all PF Security Personnel firearms.

The Contractor shall be accountable for the safe and effective accomplishment of all PF Security Services performed, including any PF Security Services performed by its subcontractors. The Contractor's PF Security Personnel shall be expected to participate in annual training and other briefings associated with Laboratory operations.

Employee Safety and Health (ES&H) functions for the Laboratories are primarily the responsibility of the IAEA. The Contractor shall ensure that its Worker Safety and Health Programme addresses all mandated items and functional areas, including any unique hazards associated with work required under this SoW. The Contractor shall be responsible for the Firearms Safety Programme.

7.3 Services Provided by Others

The services listed below shall be obtained by the Contractor through other IAEA contractual agreements:

- 7.3.1 Computer network and applications service;
- 7.3.2 Cybersecurity;
- 7.3.3 Office space;
- 7.3.4 Building maintenance;
- 7.3.5 Transportation/Deliveries;
- 7.3.6 Facility Training, i.e., radiation protection, authorisation basis, transportation security requirements, etc.; and
- 7.3.7 Certain ES&H functions to be determined during Contract transition in coordination with other Laboratory elements.

8. Contract Phase-in and Phase-out

- 8.1 The implementation of the Contract is a critical phase. To ensure uninterrupted PF Security Services and the maintenance of standards, the Contractor shall fully support a smooth and time-efficient transition with the current IAEA PF Security Services provider.
- 8.2 The Contractor shall fully support the IAEA in the communication and training processes required to guarantee an effective implementation of the PF Security Services.
- 8.3 The Contractor shall provide the IAEA with a detailed implementation plan not later than two (2) weeks after the contract signature (in the form of a responsibilities assignment matrix) that includes all phases of the implementation process with specific deadlines for completion and specification of roles and responsibilities.
- 8.4 Project Contract Award by 1 December 2021.

- 8.5 Contract projected to start, Stage I – begin preparations, appointments, and coordination by 15 December 2021.
- 8.6 Stage II – Security staffing, Training and Readiness from 15 January 2022 through 15 March 2022.
- 8.7 Complete all readiness training no later than 15 March 2022.
- 8.8 Laboratories Readiness Review end of March 2022.
- 8.9 Secure IAEA Laboratories on 31 March 2022.
- 8.10 Security Contractor Full Operations begin on 1 April 2022.
- 8.11 The Contractor shall, in consultation with the SCO, manage the overall PF Security Services implementation process, including but not limited to the on boarding of all PF Security Personnel (including all complex access procedures) and the deployment of materials.
- 8.12 At the expiry, cessation and/or termination (including partial termination) of the Contract, the Contractor shall fully support a smooth and time-efficient transition (phase-out activities) with the successor IAEA Services provider to ensure uninterrupted Services.

Annex 1 – Service Level Agreement and Key Performance Indicators

1. Service Level Agreement (SLA)

- 1.1. An SLA is a commitment by the Contractor to enable specific requirements of the PF Security Services at the level established by the IAEA.
- 1.2. An SLA is developed by the IAEA considering the planning and operational needs and measured utilizing indicators.
- 1.3. The Contractor is required to provide PF Security Services following the indicators mentioned in 1.4 and 1.5.
- 1.4. PF Security Personnel

Requirement	Indicator – Maximum time for the replacement	Remedies for Contactor's failure to achieve the indicator
PF Security Personnel is available in accordance with the requirements indicated in Annex 3 – Required PF Security Personnel	In case, a PF Security Personnel report sick or not available to undertake the duties, the Contractor shall provide a replacement within two (2) hours	For each hour of delay, the Contractor shall deduct from its next invoice liquidated damages to the IAEA equal to one (1) hour of the cost of the applicable rate

1.5. Training

Requirement	Indicator – Maximum time for training of the PF Security Personnel	Remedies for Contactor's failure to achieve the indicator
PF Security Personnel offered by the Contractor shall be trained according to the IAEA requirements stipulated in 4.1.1 to 4.1.8 by the start of the contract or the start of a newly hired security personnel respectively. 4.1.4.1 is the minimum requirement for every security personnel at the start, while 4.1.4.2 and 4.1.4.3 may be fulfilled up to 6 months after the start due to possible non-availability of training slots at the radiation protection academy.	PF Security Personnel are trained according to the IAEA requirements	For each week of delay in any of the stipulated trainings 4.1.1 to 4.1.8, the Contractor shall pay liquidated damages to the IAEA in the amount of 100 EUR.

- 1.6. The IAEA may review and amend the SLA following the operational requirements.

2. Key Performance Indicators (KPIs)

- 2.1. The Contractor's performance shall be measured based on the targets specified below in **Appendix I – Reporting**. Failing to meet the targets represents unacceptable performance as such failure puts IAEA operation at risk and might lead to Contract termination.
- 2.2. Quarterly consolidated KPI reports shall be provided by the Contractor to the IAEA by email within fourteen (14) days at the end of each quarter. The IAEA will review and comment on the report. The report shall indicate the reporting period and shall be signed by the Contractor.
- 2.3. The IAEA may seek compensation for failure to meet the targets, such as the addition of dedicated resources to provide service to the IAEA. The Contractor shall analyse such failure and identify the root causes of the problems/delays, including measures to ensure compliance with the IAEA requirements.
- 2.4. The Key Performance Indicators (KPIs) shall be subject to periodic adjustment.

Appendix I – SLA and KPI Reporting

A quarterly consolidated SLA and KPI report shall be provided by the Contractor to the IAEA by email within fourteen (14) days at the end of each quarter. The IAEA will review and comment on the report, noting if any corrective actions shall be taken. The IAEA will evaluate Contractor's performance considering any deviations from the agree SLA indicators and performance criteria as stipulated in the table:

No.	Performance criterion	Formula/calculation methodology	Weighting, %	Target / Goal
1.	Customer Satisfaction: Number PF Security Personnel and/or visitor complaints in writing escalated to SCO	SCO to consolidate all material complaints each quarter. Complaints are categorised by SCO as (a) Minor, (b) Moderate, (c) Severe. An aggregate level of "complaint" is calculated by multiplying the number of complaints in each category by the following factors: Minor x1, Moderate x2, Severe x3. Scoring then occurs as follows > 9 = 1 point, 9 < > 6 = 5 points, 5 = 10 points	35%	10
2.	PF Security Personnel staffing levels	SCO receives a quarterly report from the Contractor showing the number of times officers failed to turn up for a shift and were not replaced within two (2) hours. Occurrences for the day are multiplied by two (2) prior to scoring. 0 occurrences = 10, point, 1 occurrence = 7 point, 2 occurrences = 4 point, >2 occurrences = 1 point.	30%	10
3.	PF Security Personnel training levels	On a quarterly basis, SCO cross-checks hours worked by PF Security Personnel with staff files to establish if all hours worked have been by fully trained PF Security Personnel in the absence of an extraordinary threat-based surge. 0 hours worked by guards without full training = 10, 0 < > 8 = 5 points, 8 < 1 point	35%	10
Total:			100%	



Annex 2 – IAEA Official Holidays

Year 2022

No.	Date	Holiday
1.	Monday, 3 January	New Year's Day
2.	Friday, 15 April	Good Friday
3.	Monday, 18 April	Easter Monday
4.	Monday, 2 May	(in lieu of 1st May) May Day
5.	Tuesday, 3 May	Eid al-Fitr
6.	Monday, 11 July	Eid al-Adha
7.	Wednesday, 26 October	Austrian National Day
8.	Monday, 26 December	Christmas Day
9.	Tuesday, 27 December	In lieu of 26 December (St. Stephen's Day)

Year 2023

No.	Date	Holiday
1.	Monday, 2 January	(in lieu of 1 January) New Year's Day
2.	Friday, 7 April	Good Friday
3.	Monday, 10 April	Easter Monday
4.	Monday, 24 April	(in lieu of 22 April) Eid al Fitr
5.	Monday, 1 May	May Day
6.	Thursday, 29 June	Eid al-Adha
7.	Thursday, 26 October	Austrian National Day
8.	Monday, 25 December	In lieu of 25 December (Christmas Day)
9.	Tuesday, 26 December	In lieu of 26 December (St. Stephen's Day)

Source: [United Nations Information Centres](#)

Annex 3 – Required PF Security Personnel

No.	PF Security Personnel Functional Title	Number of PF Security Personnel (Day Shift) Monday – Friday	Number of PF Security Personnel (Night Shift) Monday – Friday	Number of PF Security Personnel (Day Shift) Saturday – Sunday (Weekend)	Number of PF Security Personnel (Night Shift) Saturday – Sunday (Weekend)
1.	Senior Supervisor/Coordinator	1			
2.	Day Shift Supervisor, operational hours	1			
3.	Shift Supervisor, non-operational hours		1	1	1
4.	Pedestrian Control Officer	1			
5.	Vehicle Control Officer	1			
6.	NML Security Officer	1			
7.	Flex Security Officer	1			
8.	Security Patrol Officers		2	2	2

Note: Summer Working Hours at the IAEA is introduced on the first Monday of June each year and will apply for the following fourteen (14) weeks.