



Statement of Work

Security Safes and Secure Storage Units



Contents

Acronyms.....	3
Introduction.....	4
1. Scope.....	4
2. Purpose.....	4
3. IAEA Stakeholders	4
4. Place of Delivery and Installation	5
5. Contractor's Qualifications and Requirements	6
5.1. Status and Experience.....	6
5.2. Professional Capacity	6
5.3. Logistical Capacity.....	6
5.4. Authorisation and Certification	6
5.5. Contractor's Personnel	6
5.6. Key Account Manager	7
6. Specifications.....	7
6.1. The Safe	7
6.1.1. Functional and Performance Requirements	7
6.1.2. Technical Requirements.....	8
6.1.3. Repair and Service.....	9
6.1.4. Quality Requirements, Testing, and Commissioning	9
6.2. The Secure Storage Unit	10
6.2.1. Applicable Documents.....	10
6.2.2. Mandatory Functional Requirements.....	10
6.2.3. Mandatory Technical Requirements.....	11
7. General Requirements.....	12



Acronyms

The following acronyms shall apply throughout the Statement of Work (SoW):

A4	Paper size A4 as defined in EN ISO 216:2007
BMS UNIDO	Building Management Services of the UNIDO
DAP	Delivery at Place (INCOTERMS 2020)
ECB–S	Product certificate by European Certification Body – Security
HSL	High Security Lock
FPMU	Facilities and Property Management Unit
RIG	Receiving and Inspection Group
IAEA	International Atomic Energy Agency
MTGS	Division of General Services
MTPS	Office of Procurement Services
RAL	A collection of 213 colors by RAL GmbH
SoW	Statement of Work
SG	Department of the Safeguards
UL	Underwriters Laboratories
UNIDO	United Nations Industrial Development Organization
VIC	Vienna International Centre
VSO–Geprüft	<i>Verband der Sicherheitsunternehmen Österreichs</i> (Association of Austrian Security Companies)



Introduction

The International Atomic Energy Agency (hereinafter referred to as the "IAEA" or as the "Agency") was established in 1957 as the world's centre for cooperation in the nuclear field and works with its Member States and multiple partners worldwide to promote the safe, secure, and peaceful use of nuclear technology. Detailed information about the work of the IAEA is available at www.iaea.org.

The IAEA seeks to engage a company (the "Contractor") to provide security safes and secure storage units to protect confidential documents, equipment, and other assets from unauthorised access and/or removal and related services.

1. Scope

This Statement of Work (SoW) describes the following requirements of the Contractor:

- 1.1. Supply of security safes, including related accessories (hereafter "the Safe") and secure storage units (hereafter "the Storage Unit");
- 1.2. Delivery and installation of the Safe and the Storage Unit (hereafter "the Secure Storage"); and
- 1.3. After-sales support such as warranty and repair and professional consultancy in the area of Secure Storage.

2. Purpose

- 2.1. The Safe is to be used for the safekeeping of confidential documents and other equipment and items as deemed necessary by the Requestor of the Safe.
- 2.2. The Storage Unit is to be used by an individual staff member or a team of staff members, administered by support staff, and overseen by secure storage programme managers. The purpose of the Storage Unit is not to store vital records, so a standard for fireproofing is not applied for the Storage Unit's specification.

3. IAEA Stakeholders

The key stakeholders involved in the process of planning, purchasing, and installing the Secure Storage at the IAEA are as follows:

- 3.1. The Facilities and Property Management Unit within the Division of General Services (hereafter "MTGS/FPMU") is responsible for the overall management of the contract for the provision of Security Safes and Storage



Units, including the development of the requirements and specifications and supporting the process of installation across the IAEA;

- 3.2. The Office of Information and Communication Services of the Department of Safeguards (SG) contributes to developing the requirements and specifications and supporting the process of installation within the SG area;
- 3.3. The Building Management Services of the United Nations Industrial Development Organization (BMS UNIDO) advise and support IAEA on questions related to installing the Secure Storage at the Headquarters;
- 3.4. The IAEA Requestor is the office ordering the Secure Storage;
- 3.5. The Receiving and Inspection Group within MTGS (hereafter "MTGS/RIG") is responsible for receiving deliveries at the IAEA Headquarters Receiving Area; and
- 3.6. The Office of Procurement Services (MTPS) is responsible for the contract administration, including Contractor's performance and commercial issues.

4. Place of Delivery and Installation

- 4.1. The Contractor is required to deliver and install the Secure Storage in the place or office at the following two (2) locations (hereafter "Place of Delivery and Installation"):
 - 4.1.1. The IAEA Headquarters in the Vienna International Centre (VIC) located at Wagrammerstrasse 5, 1220 Vienna, Austria; and
 - 4.1.2. The IAEA Laboratories in Seibersdorf located at Friedensstrasse 1, 2444 Seibersdorf, Austria.
- 4.2. The Contractor shall deliver the Secure Storage as indicated in the IAEA Purchase Order.
- 4.3. The Contractor shall deliver the Secure Storage applying Delivered at Place (DAP) INCOTERMS 2020 Place of Delivery and Installation as indicated by the IAEA.
- 4.4. The Contractor is required to liaise with the IAEA Requestor and MTGS/RIG regarding the delivery and instruct its subcontractors (e.g., logistics partner) accordingly.
- 4.5. As an option, the Contractor may be asked to supply and install the Secure Storage to other locations specified by the IAEA. The IAEA acknowledges

that future discussions/negotiations would be required to address the requirements of this paragraph.

5. Contractor's Qualifications and Requirements

5.1. Status and Experience

The Contractor shall be a registered and certified company. and have at least five (5) years of experience providing the Secure Storage as mentioned in Section 1 – Scope of this SoW.

5.2. Professional Capacity

The Contractor shall have adequate professional capacity to guarantee the quality of the Secure Storage as mentioned in this SoW and maintain it throughout the contract.

5.3. Logistical Capacity

The Contractor shall have adequate logistical capacity to deliver the Secure Storage to the Place of Delivery, Install the Secure Storage, and maintain it throughout the contract.

5.4. Authorisation and Certification

The Contractor shall have and maintain the following authorisation and certification throughout the contract:

5.4.1. Authorisation as a reseller for the offered Secure Storage; and

5.4.2. Certification by the manufacturer as an installer and maintenance provider for the offered Secure Storage.

5.5. Contractor's Personnel

5.5.1. The Contractor's personnel involved in delivering and installing the Secure Storage shall have appropriate training and certification as per the industry and Austrian regulations, including a minimum of three (3) years relevant experience.

5.5.2. The Contractor's personnel assigned to perform services shall be proficient and experienced in working in the English language.

5.5.3. The Contractor's personnel performing services for the IAEA shall be aware that the IAEA employs multinational staff and shall be concerned about standards of conduct that may be culturally offensive (for the detailed information, please refer to the [IAEA Standards of Conduct for Personnel](#))



[other than Staff Members](#)). Failure to comply with expected standards of conduct may result in a Contractor's personnel losing access to the IAEA premises.

5.5.4. The Contractor's personnel shall be identifiable via a dress code standard that displays the Contractor's name and/or logo when performing the duties at the Place of Delivery and Installation.

5.6. Key Account Manager

5.6.1. The Contractor shall appoint an experienced Key Account Manager to manage the IAEA's contractual relationship.

5.6.2. The Key Account Manager shall have at least three (3) years of experience as an account manager for corporate clients or international organisations.

5.6.3. The Key Account Manager shall have the capacity and responsibility to resolve any dispute or disagreement with the IAEA.

5.6.4. The Key Account Manager shall be reachable by telephone or email and be available for meetings during the IAEA Regular Working Hours (Monday – Friday, 09:00–18:00).

6. Specifications

6.1. The Safe

6.1.1. Functional and Performance Requirements

6.1.1.1. The Safe is for the safekeeping of confidential documents and other equipment and items as deemed necessary by the Safe's Requestor.

6.1.1.2. The Safe shall prevent unauthorised access to the aforementioned documents, equipment, and items.

6.1.1.3. The Safe shall protect the documents equipment, and items mentioned above from:

- i) Fire: as per EN 1047 specifications. The Safe shall be tested by the Underwriters Laboratory (UL) or other nationally known independent testing labs and shall bear the mark of the testing lab. The Safe, depending on the Requestor's use, shall be of UL class 350, 150, and 125 fire-protected;
- ii) Flooding;



- iii) Burglary and theft: The Safe shall be tested by the Underwriters Laboratory (UL) or other nationally-known independent testing labs and shall bear the mark of the testing lab. The Safe shall be of UL or equivalent burglary classification TL 30×6: Extreme Protection; and
- iv) Any other intentional or unintentional damage; and

6.1.1.4. The Safe shall have a C-rating in construction classifications following UL ratings or similar standards.

6.1.2. Technical Requirements

The Safe shall meet the following technical requirements:

- 6.1.2.1. Weight restrictions: The floor loading weight (the Safe and contents) shall not exceed 300 kg/m² if placed further than 1,5 m from an office corridor wall or 500 kg/m² if placed within 1,5 m of an office corridor wall. MTGS/FPMU recommends no Safe to be greater than 300 kg/m² (the Safe and contents) to avoid any potential damage to the floor and to allow flexibility to place the Safe anywhere in the office;
- 6.1.2.2. Dimensions (length x width x height): The outside dimensions of the Safe shall be 1,500 x 750 x 500 mm (minimum) and 2,000 x 1,000 x 550 mm (maximum);
- 6.1.2.3. The lock: The lock shall have an electronic keypad lock, which conforms to the [Verband der Sicherheitsunternehmen Österreichs](#) (VSO – Geprüft; Association of Austrian Security Companies);
- 6.1.2.4. Locking mechanism: Emergency Key – An emergency override key shall be provided with the Safe. The key shall conform to Class 1 (“Klasse 1”) by [VdS Schadenverhütung GmbH](#). The key shall be for emergency access only, i.e., the electronic keypad lock shall be removed first before using the key (thus indicating emergency use). The key shall not be the primary means for accessing the Safe;
- 6.1.2.5. The Safe shall have the capability of integrating with the current alarm system if there is attempted burglary or vandalism of the Safe. Several failed attempts to open shall trigger the alarm;
- 6.1.2.6. The Safe shall have a built-in technology solution that provides a time delay feature activated if the wrong number is entered more than three (3) times. Resets shall happen after 10 minutes for correct code entry; and



- 6.1.2.7. IAEA requires all safes with at least four (4) adjustable shelves. IAEA might require additional shelves on an ad-hoc basis and will inform the Contractor accordingly.

6.1.3. Repair and Service

- 6.1.3.1. The Contractor shall repair or service the Safe at short notice (e.g., in the event of damage or malfunction). Therefore, there shall be a local maintenance facility and locally available expertise for support.
- 6.1.3.2. The IAEA requires repair and service of safes in the event of damage or malfunction to be provided by the Contractor within two (2) working days to repair a damaged safe and one (1) working day to respond to a malfunction.
- 6.1.3.3. The Contractor shall have a maintenance facility with the expertise required to repair and service within 70 km from Vienna, Austria.
- 6.1.3.4. It shall be possible to have door hinges on either the left or right side of the secure storage. The IAEA Requestor will specify the preferred side when placing the order.

6.1.4. Quality Requirements, Testing, and Commissioning

- 6.1.4.1. The Safe shall be manufactured, shipped, and installed per ISO 17065 (ISO/IEC 17065) quality assurance system or an equivalent quality assurance system.
- 6.1.4.2. The Contractor shall document the compliance with the quality assurance system.
- 6.1.4.3. Testing and acceptance: The Safe, before shipment, shall be tested by the Contractor for conformance to the manufacturer's performance specifications and the minimum requirements specified herein.
- 6.1.4.4. The Contractor shall test the Safe after the delivery and installation to the IAEA together with the IAEA designated personnel to demonstrate that the performance meets the manufacturer's specifications and the minimum requirements specified herein as determined by the IAEA.
- 6.1.4.5. The Contractor shall document the results of the Safe testing in an acceptance protocol. If the Safe has been tested to the satisfaction of the IAEA, the IAEA will sign the acceptance protocol; otherwise, the Contractor shall resolve the matter at no expense to the IAEA.
- 6.1.4.6. The Safe shall be supplied with bolt down holes and applicable hardware.



6.1.4.7. The Contractor shall install the Safe at the Place of Delivery and Installation determined by the IAEA Requestor in cooperation with the MTGS/FPMU and BMS UNIDO.

6.1.4.8. The Contractor shall provide on-site training to the IAEA Requestor in operation and maintenance of the Safe immediately after the installation.

6.2. The Secure Storage Unit

6.2.1. Applicable Documents

The following documents shall be applicable for the specification of the Secure Storage Unit to the extent specified hereinafter:

- i) EN 14450: 2005 07 01 – Secure storage units – Requirements, classification, and methods of test for resistance to burglary – Secure safe cabinets;
- ii) EN 1300: 2014 05 01 – Secure storage units – Classification for high-security locks according to their resistance to unauthorised opening; and
- iii) EN ISO 216:2007 – Writing paper and certain classes of printed matter – Trimmed sizes.

In the event of a conflict between the documents listed above and the content of this specification, the content of this specification shall take precedence to the extent of the conflict.

6.2.2. Mandatory Functional Requirements

6.2.2.1. The Secure Storage shall be available in a range of volumes from approximately 15 litres to 250 litres, ideally available in standard, small increments across the entire range.

6.2.2.2. The Secure Storage shall have either internal shelving, ideally adjustable, suitable for the storage of free-standing vertically oriented A4 file folders when volume allows, or drawers for hanging A4 file folders with rails preinstalled.

6.2.2.3. The Secure Storage shall be available with door swing configurations in both the left- and right-hand directions, if the Secure Storage has internal shelving per 6.1.2.7 and is accessed by a single vertically hinged door; and,

6.2.2.4. The Secure Storage shall be available with the anchoring holes if it is required by EN 14450: 2005 07 01 in configurations on any one face except the door/drawer face but at a minimum is available with the



anchoring mentioned above holes in the base face and rear wall face of the Secure Storage.

6.2.3. Mandatory Technical Requirements

6.2.3.1. The Secure Storage shall meet the resistance requirements for the security level S1 according to EN 14450: 2005 07 01 for a "free-standing unit" as defined by the same.

6.2.3.2. The Secure Storage shall be fitted with a Class C electronic High-Security Lock (HSL) as defined by EN 1300: 2014 05 01 with the following attributes:

- i) Uses the English language for the administration of the electronic HSL on a built-in display and built-in human interface devices such as keypad or dial;
- ii) Does not use mechanical keys;
- iii) Has a battery compartment accessible when the Secure Storage is closed even if all installed batteries have entirely discharged and the electronic HSL does not have power;
- iv) Allows for a minimum of three (3) tiers of hierarchy in users permissions as follows:
 - a) The bottom tier is composed of contents-owners who can open and close the Secure Storage with unique, confidential combinations that are individually assigned;
 - b) The middle tier is composed of administrators who can assign a contents-owner a confidential combination to the Secure Storage Unit, and deactivate contents owners' combinations but not open and close of the Secure Storage; and
 - c) The top tier comprises secure storage programme managers who have full administrative and access rights over and above the middle and bottom tier owners. The top tier shall grant or deny access to any other user.
- v) Permits a minimum of 100 total users; and
- vi) Permits technical implementation of a four (4) eyes requirement on any tier or all tiers of the user hierarchy by the IAEA.



- 6.2.3.3. The Secure Storage shall have, in addition to requirements above (6.2.3.2. i) an external connection for the administration of the electronic HSL with software in the English language and compatible with a modern Windows operating system provided that:
- i) Such software should be developed using best practices in secure software development; and
 - ii) Documentation of the application of best practices in secure software development shall be made available to the IAEA.
- 6.2.3.4. The Contractor shall offer connection cable and software accessories suitable for connectivity to standard Windows software.
- 6.2.3.5. The Contractor shall offer standalone spare locks (e.g., electronic and mechanical parts).
- 6.2.3.6. The Secure Storage shall not be visibly marked with manufacturer or distributor logos or brand names on the exterior of the encasement.
- 6.2.3.7. The Secure Storage shall be available in a selection of colours from the "[RAL Classic](#)" colours;
- 6.2.3.8. The Secure Storage shall not exceed 85 cm in width;
- 6.2.3.9. The Secure Storage shall have a floor load not exceeding 150 kg/m², including shelving; and
- 6.2.3.10. The Secure Storage shall have a metal ECB–S plate, a product certificate by European Certification Body–Security, permanently affixed to its interior showing the HSL class according to EN 1300: 2014 05 01 and the security level achieved by the encasement according to EN 14450: 2005 07 01.

7. General Requirements

7.1. Packing

The IAEA will not be responsible for the Secure Storage in transit. The Contractor shall pack the Secure Storage for the shipment to the IAEA following international standards that are applicable for the shipment of this kind of equipment.



7.2. Deliverable Data Items and Marking

- 7.2.1. The Contractor shall provide two (2) complete sets of operation and service manuals and technical drawings in the English language to MTGS for each Secure Storage.
- 7.2.2. The Safe shall have all safety markings and instructions in the English language; in addition, all manuals accompanying the safe shall be in English.
- 7.2.3. The Secure Storage shall have a mark provided by the ECB-S (e.g., a metal label) showing information about the resistance grade and protection class, the serial number, the weight, and the year of manufacture, thus confirming compliance of the series product.
- 7.2.4. All precaution measures to eliminate personal injuries while using the Safe shall be implemented.

7.3. Warranty

The Contract shall provide a 24-warranty period for the Secure Storage.