

Statement of Work

Business Continuity Certification Training

1. Introduction

The International Atomic Energy Agency located in Vienna, Austria (hereinafter referred to as the IAEA) is widely known as the world's "Atoms for Peace" organization within the United Nations (UN) System. Established in 1957 as the world's centre for cooperation in the nuclear field, the IAEA works together with its Member States and multiple partners worldwide to promote the safe, secure and peaceful use of nuclear technologies.

The role of the Central Security Coordinator (CSC) is to provide security to the premises of the IAEA Headquarters in Vienna, Austria and to support international professional staff in fulfilling their obligations under the Mission's mandate elsewhere in the world.

One of the CSC's functions is providing comprehensive Business Continuity Training to staff responsible during the activation of the Business Continuity Plan (BCP). This Statement of Work (SoW) contains CSC's requirements related to the training mentioned above.

2. Background

Effective December 2014, all UN System entities, including the IAEA, shall adopt the UN Organization Resilience Management System (ORMS) as an official emergency management framework; the core elements of the ORMS are:

- Crisis Management Decision-making and Operations Coordination Framework;
- Security Support and Response;
- Crisis Communications;
- Mass Casualty Incident Response;
- IT Disaster Recovery;
- Business Continuity; and
- Support to Staff, Survivors and their Families.

The IAEA is currently deploying all components of Business Continuity (BC) that will allow the organisation to continue operations during natural or human-induced catastrophic or disruptive events.

The IAEA Business Continuity Management (BCM) encompasses the further development, implementation and maintenance of policies, frameworks, and programs to assist the organisation in building business resilience and managing business disruptions.

3. Scope

The scope of this procurement is the implementation of in-house Business Continuity Certification Training to current or future BC focal points and other key staff.

Given the above, the IAEA requires training for **ISO 22301:2019 – Business Continuity Management Systems – Lead Implementer Certification**.

The training shall provide critical common knowledge and skill sets on how to perform the complete BCM lifecycle. Furthermore, the use of this common internationally recognized certification will facilitate the spreading of a BC culture within the IAEA aligned with private and public sector best practices. This training is currently used and/or considered for ORMS related projects within the UN System Organizations and referenced in the UN System ORMS Policy (2021).

4. Requirements

The following key components are defined as requirements by the CSC to be covered within the Business Continuity Certification Training:

- 4.1. Introductory briefing for the CSC on spreading a culture of BC through standardised training;
- 4.2. Classroom course based on ISO 22301:2019 standard for up to 20 participants for each session;
- 4.3. The teaching language shall be English;
- 4.4. Interactive learning environment;
- 4.5. Shall provide a clear understanding of BC;
- 4.6. Reflect the current global thinking in BC to include private and public sector perspectives;
- 4.7. Covers professional practices at management and technical levels that make up the BCMS;
- 4.8. Providing an accepted reference against technical and managerial competencies of BC professionals which can be efficiently measured and examined;
- 4.9. Taught under ISO licence and by proven experienced BC professionals;
- 4.10. Provide supporting educational material;
- 4.11. Preparation for the certificate of ISO 22301:2019 – BCMS – Lead Implementer;
- 4.12. Exam high success rate (*a passing grade of 90% of the course's participants undertaking the certification exam is considered a minimal quality control*); and
- 4.13. Certification exam shall be taken at the end of the course, validated by the ISO certificate authority.

5. Location of the Training Delivery

The Contractor's services shall be delivered on the IAEA premises in Vienna, Austria (*Vienna International Centre – "VIC", Wagramerstrasse 5*), except for the introductory briefing which shall be delivered online.

6. Deliverables

The introductory briefing shall be a maximum of two (2) hours, including a "Questions and Answers" element.

The training shall be a maximum of five (5) training days (09:00 – 17:00 with breaks for lunch/coffee).

The Contractor shall be available to deliver the introductory briefing in 2023 and deliver an expected two (2) sessions in 2024 and two (2) in 2025.

7. Personnel and Resources

The Contractor shall provide the Curriculum Vitae (CV) of their trainer pool available, including the trainer(s) that would deliver the training to the IAEA.

7.1. CV Requirements

7.1.1. An ISO-certified trainer with a minimum of ten (10) years of experience in BCM and/or ISO certification training and a proven track record in delivering similar in-house training programs in private or public companies having more than 2,000 employees;

7.1.2. As part of the trainer's experience mentioned above, the trainer shall have practical experience implementing BC in private or public companies; and

7.1.3. Experience in delivering similar training for International Organizations will be an advantage.

7.2. Additional Requirements

7.2.1. At least three (3) references from comparable services/projects, including contact information, shall be provided for each trainer in the pool;

7.2.2. Provide course details, including course description, course objectives, description of the study material and detailed course program for the days offered (e.g., time, topics, breaks, exam, etc.) for the proposed training; and

7.2.3. Provide a sample of two (2) planned examples or case studies used in the proposed training.

8. IAEA Support for the Assignment

The CSC, as the focal point for this assignment, will facilitate the following:

- A fully equipped classroom or meeting room;
- The appropriate access authorization to the VIC;
- Access to relevant IAEA documentation;
- Identification of relevant internal stakeholders, preparation and coordination of all training dates (the list of participants, including functional titles, will be communicated at least one (1) week before the start of the training);
- Feedback and comments on the draft deliverables throughout the assignment; and
- Invigilator for exams.

9. Quality Control

A passing grade of 90% of the course's participants undertaking the certification exam is considered a minimal quality control.

All work products, intermediate and final deliverables used during the in-classroom teaching are subject to quality review and formal approval by the IAEA.

A participation questionnaire will be used for feedback and quality control of the delivered program.