

## STATEMENT OF WORK

### Corrective Maintenance Services for Radiation Monitoring Devices

#### 1. Scope

This Statement of Work (SOW) describes the requirements of the International Atomic Energy Agency (IAEA) for corrective maintenance services of radiation monitoring devices and equipment (hereinafter referred to as “the Services”) at the Vienna International Centre (VIC) located in Vienna, Austria and Seibersdorf Laboratories Complex (SEIB) premises, located near Seibersdorf, Austria.

The Services shall ensure the operability of the IAEA’s radiation monitoring devices and equipment including portal monitors at gates, hand-held equipment as well as personal detectors as listed in Annex A.

#### 2. Definitions, Acronyms, and Abbreviations

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

FMS	Facilities Management Section (VIC)
MTGS	Division of General Services
MTPS	Division of Procurement Services
OEM	Original Equipment Manufacturer
PO	Purchase Order
PRD	Personal Radiation Detector
RID	Hand-held Radionuclide Identification Device
RMD	Radiation Monitoring Devices (group term for RPM, RID and PRD)
RPM	Radiation Portal Monitors
SLSS	Seibersdorf Laboratories Services Section
SOP	Standard Operating Procedures

Where in the following paragraphs the abbreviation RMD is used, this includes the following: RPM, RID and PRD as described in Annex A.

#### 3. Requirements

##### 3.1. Site Inspection

The Contractor shall conduct a detailed site inspection of all RMD installations, software and infrastructure to identify all requirements for corrective maintenance and provide a comprehensive service, in line with OEM’s service plans as “turn-key” solution proposal covering all aspects of the SOW.



### 3.2 Data and Reports

The Contractor shall provide the following:

- 3.2.1 Implementation Plan consisting of, but not limited to, Gantt chart(s) with a detailed implementation schedule (to be submitted to IAEA for review within one week after receipt of the PO). This schedule shall include specific dates proposed for the first applicable corrective maintenance (as will be determined at the detailed site inspection) to be conducted in coordination with the designated IAEA focal point as soon as possible after the PO is awarded. The schedule shall, at a minimum, reflect the estimated timing and duration of planned works per specific location of each of the RMD both at the VIC and SEIB premises.
- 3.2.2 Details of OEM's service plans as referenced in the Implementation Plan.
- 3.2.3 After-Action Report for each performed corrective maintenance visit that:
  - Documents the work conducted by the Contractor (illustrated with photos where relevant);
  - Includes detailed results of the checks performed on all RMD installations, software and its supporting infrastructure (as defined during the detailed site inspection); and
  - Provides a detailed description of any works to be performed at the following corrective maintenance check, in the event that repairs could not be made immediately.

### 3.3 Planning and Coordination

The Contractor shall:

- 3.3.1 Plan all aspects of the maintenance based on requirements as stated under Articles 1 and 3;
- 3.3.2 Coordinate delivery of services with its sub-contractors and IAEA as required;
- 3.3.3 Supervise its contracted staff, external vendors and sub-contractors; and
- 3.3.4 Create and prepare documentation, maintenance plans and schedules.

### 3.4 Maintenance support services

The Contractor shall:

- 3.4.1 Provide maintenance and support services for all RMD at both the VIC and SEIB premises as specified in Annex A and surveyed during the site inspection, in line with the OEM's service plan;
- 3.4.2 Provide maintenance and support services for support equipment (e.g. computers, software, etc.) specified in Annex A; and



- 3.4.3 Hold consumables, critical spare parts and related supplies to ensure timely (as agreed with IAEA) repair of malfunctioning equipment.

3.5 Service Desk:

The Contractor shall:

- 3.5.1 Provide Help Desk Centre services Monday-Friday during IAEA regular business hours with access to technicians in all relevant areas of expertise for remote assistance and to IAEA operators and technicians;
- 3.5.2 Provide on-call (call-out, technician to come on site) service for requesting the intervention of corrective maintenance technicians in all required areas of expertise for on-site assistance; and
- 3.5.3 Provide a point of contact outside IAEA regular business hours (including weekends and IAEA holidays), for exceptional circumstances where immediate support is required.

3.6 Other Technical Support:

- 3.6.1 Other related services and technical expertise not specified above may be required from the Contractor on request. If the Contractor is able to fulfil the request, the Contractor shall propose a schedule for completion as well as a cost overview based on hourly rates and required equipment and/or parts to be approved by the designated IAEA focal point before commencing any activities related to the request.
- 3.6.2 Services provided by the Contractor shall be performed under supervision of IAEA staff as deemed necessary by the IAEA.

4. Contractor's Personnel

- 4.1. The Contractor shall provide experienced personnel for planning, coordination, supervision and maintenance to cover all aspects of the requirements. All required practical experience shall be verifiable and relevant to the type of work and services provided to the IAEA.
- 4.2. The Contractor's personnel shall be competent to work independently and with minimal supervision once guidance has been provided by IAEA staff.
- 4.3. The Contractor's personnel, including Service Desk personnel, shall be proficient and experienced in conducting maintenance services at sites with controlled access and high security, conducting complex operations where toxic, hazardous and radioactive materials are present.



4.4. The Contractor shall be responsible for the transport of Contractor's personnel and equipment to and from both sites for the delivery of services.

4.5. The Contractor's personnel shall hold all applicable and customary professional certifications, licencing, training and other statutory requirements to be able to undertake their duties and responsibilities at the VIC and SEIB as described above. The cost of maintaining such professional standing shall be the sole responsibility of the contractor.

4.6. The Contractor shall ensure staff for the Service Desk services as described in article 3.4 capable of remote assistance or with immediate access to technicians for all relevant areas of expertise.

4.7. The Contractor shall provide uniforms, personal protective equipment and similar items to its personnel as required for performing the services.

## 5. Service Delivery

5.1. The Contractor shall be responsible for planning and coordinating all aspects of the maintenance services and in close coordination with IAEA staff.

5.2. The RPM, network, computers and software shall be maintained strictly at the premises, while the PRD and RID as well as consumables, critical spare parts and related supplies can be temporarily removed from the premises for maintenance.

5.3. The Contractor shall be responsible for all repair and shipping costs of devices that are temporarily removed, also if these need to be sent to a third-party such as the vendor/manufacture of specific equipment.

5.4. For corrective maintenance visits, the expectation is that the site be fully restored by the end of the visit. In the event that the nature of repair required is such that the site cannot be restored fully, the Contractor shall provide a detailed overview of the required repairs and propose a schedule for completion to be approved by the designated IAEA focal point before the conclusion of the visit.

5.5. Delivery of services should be conducted during regular IAEA business hours. Site visits for corrective maintenance of identified faults and malfunctions shall be carried out within two (2) IAEA business days from time of call.

5.6. In exceptional circumstances, some services such as call outs and operationally critical support shall be provided outside the regular business

hours and including weekends and holidays, depending on requirements and circumstances.

## 6. Quality Assurance

6.1. The work to be performed shall be subject to all relevant industry standards. The Contractor shall be licenced as required for undertaking such work.

6.2. The Contractor shall ensure and guarantee the expertise and experience of the staff provided and shall be responsible for the professional conduct of the staff.



## ANNEX A – List of RDM and related equipment

VIC:

No.	Category	Make	Model
40	Hand held	Polimaster	PRD PM1703MO1
6	Hand held	FLIR	Identifinder1
6	Pillar/detector	MGP Group	Spir Ident
5	Pillar/detector	Rapiscan	TSA
3	Monitor/PC	IPO Technologie	VITUS17S
2	Monitor/PC	RTFAPC- 9172HHT	A1-110/5 wire
2	Monitor/PC	SuperLogics	SL-PCC-519/9455

Seibersdorf:

No.	Category	Make	Model
3	Hand held	Polimaster	PRD PM1703MO1
1	Handheld	FLIR	Identifinder2 ULK- NHG
1	Pillar/detector	MGP Instruments	Spir Ident
2	Pillar/detector	Rapiscan	TSA - vehicle
1	Pillar/detector	Rapiscan	TSA - pedestrian
1	Monitor/PC	Euro CLS	CLS- 1502ID3SF67A3HB
1	Monitor/PC	Fujitsu	DY23T-7