

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) family. 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 IAEA Secretariat is made up of some 2,500 international professional and support staff from scientific, technical, managerial and other professional disciplines.

The IAEA runs most of its operations from a centralized location in Vienna. It also has two regional offices located in Toronto (Canada) and Tokyo (Japan), as well as two liaison offices in New York City (United States of America) and Geneva (Switzerland). The IAEA runs laboratories specializing in nuclear technology in Seibersdorf (Austria) and Monaco.

The role of the Central Security Coordinator (CSC) is to provide security to the premises of the IAEA headquarters in Vienna and to support international professional staff with fulfilling their obligations under the Mission's mandate elsewhere in the world. The function to provide Business Continuity Certification Training for the CSC provides comprehensive training to staff responsible during the activation of the Business Continuity Plan (BCP).

2. Background

Effective as of December 2014, all entities in the UN System are required to adopt the UN Organization Resilience Management System (ORMS) as an official emergency management framework. The core elements of the ORMS are:

- (a) Crisis management decision making and operations coordination framework;
- (b) Security support and response;
- (c) Crisis Communications;
- (d) Mass Casualty Incident Response;
- (e) IT Disaster Recovery;
- (f) Business Continuity; and
- (g) Support to Staff, Survivors and their Families.

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

The intended Agency Business Continuity Management (BCM) as the development, implementation and maintenance of policies, frameworks and programs to assist IAEA building business resilience and manage business disruptions.

3. Scope

The scope of this Statement of Work is the implementation of in-house *Business Continuity* certification training to current or future BC focal points and other key staff.

The Agency is seeking *Certificate of the Business Continuity Institute (CBCI)* or *International Organization for Standardization, ISO 22301:2014 – Business Continuity Management Systems – Lead Implementer* certification training.

The training shall provide critical common knowledge and skill set on how to perform the complete Business Continuity Management (BCM) lifecycle. Furthermore, the use of a common internationally recognized certification will ease the spreading of a BC culture within the Agency aligned with private and public sector best practices.

The Business Continuity Institute (BCI) is a 25-years old internationally recognized professional association with over 8,000 members in more than 100 countries, providing an internationally recognized BC certification methodology.

The International Organization for Standardization (ISO) is an independent, non-governmental international organization with a membership of 164 national standards bodies. Through its members, it brings together experts to share knowledge and develop voluntary, consensus-based, market relevant International Standards that support innovation and provide solutions to global challenges.

The body of knowledge, good-practices, guidelines and standards of these two organizations are currently used and/or considered for ORMS related projects within the UN System Organizations.

4. Requirements

To deliver the training, the following key components are defined as requirements by the CSC to be covered within the Business Continuity Certification Training:

- (a) Classroom course based on Business Continuity Institute (BCI) education material or ISO 22301-2014 standard for approximately 20 participants for each session;
- (b) The teaching language will be English;
- (c) Interactive learning environment;

- (d) Shall provide clear understanding of Business Continuity (BC);
- (e) Reflect the current global thinking in BC to include private and public sector perspective;
- (f) Covers Professional Practices at Management and Technical Levels that make up the BCMS;
- (g) Providing an accepted reference against technical and managerial competencies of BC professionals which can be efficiently measured and examined;
- (h) Taught under BCI or ISO licence, and by proven experienced BC professionals;
- (i) Provide supporting educational material;
- (j) Preparation to the certificate of Business Continuity Institute examination (CMCI) or ISO 22301:2014 – BCMS – Lead Implementer;
- (k) Exam high success rate (*a passing grade of >95% of the course's participants undertaking the certification exam, is considered a minimal quality control*);
- (l) Certificate exam shall be taken at the end of the course, validated by the BCI or ISO certificate authority;
- (m) Course provider shall indicate which candidates are suitable to take the next step and become in-house trainers.

5. Location of Work

The Contractor's services shall be delivered on the IAEA premises in Vienna (Vienna International Centre (VIC), A-1400 Vienna, Austria).

6. Deliverables

The Contractor shall deliver at least 2 sessions in the year 2019 (October/November) and an expected 2 in the following year. The first session will take place as early as possible, following the procurement and validation process. The second session will follow within 4 to 6 weeks after that.

Date of Training	Frequency
2019	2 sessions
2020 (1st quarter expected)	2 sessions

7. Risks and Constraints

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

8. Personnel and Resources

The Contractor shall be able to provide resumes for their trainer pool available for these services, which will include the resume of the trainer that would deliver the training to the IAEA.

Resume Requirements:

1. A BCI or ISO certified trainer with a minimum of 10 years of experience in BCM and/or BCI/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;
2. As part of the trainer's experience mentioned above, the trainer shall have practical experience implementing Business Continuity in private or public companies;
3. Experience in delivering similar training for International Organizations will be an advantage.

Additional Requirements:

1. At least three references from comparable services/projects, including contact information, shall be provided for each trainer in the pool;
2. Provide course details, including course description, course objectives, description of the study material and detailed course program for the days offered (time, topics, breaks, exam, etc.) for the proposed training;
3. Give a sample of 2 planned examples/ case studies used in the proposed training.

9. 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 1 week before the start of the training);
- Feedback and comments on the draft deliverables throughout the assignment.

10. Other Matters

The Contractor shall be required to sign the IAEA Confidentiality Undertaking for Non-Staff Members. The Contractor shall not remove any data from the premises without prior clearance by the CSC and shall hand over all IAEA data to the CSC at the end of the assignment. In addition, the Contractor shall confirm that no information, in electronic or other form, has been retained beyond the contracted period.

The Contractor shall not share any information related to the assignment with any parties, within or outside the IAEA, without the prior written request to and authorization of the CSC.

11. Quality Control

A passing grade of >95% 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.

END.