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**GR-Heraklion: provision of a customer relationship management (CRM) product
2011/S 137-226976**

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

I.1) NAME, ADDRESSES AND CONTACT POINT(S)

European Network and Information Security Agency

PO Box 1309

Contact: Procurement Officer

710 01 Heraklion

GREECE

Tel. +30 2810391280

E-mail: procurement@enisa.europa.eu

Fax +30 2810391410

Internet address(es)

General address of the contracting authority <http://www.enisa.europa.eu>

Further information can be obtained at: As in above-mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at: As in above-mentioned contact point(s)

Tenders or requests to participate must be sent to: As in above-mentioned contact point(s)

I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES

European institution/agency or international organisation

The contracting authority is purchasing on behalf of other contracting authorities No

SECTION II: OBJECT OF THE CONTRACT

II.1) DESCRIPTION

II.1.1) Title attributed to the contract by the contracting authority

Provision of a customer relationship management (CRM) product.

II.1.2) Type of contract and location of works, place of delivery or of performance

Services

Service category: No 7

Main place of performance at contractor's premises and ENISA's premises in Heraklion, Greece.

NUTS code GR431

II.1.3) The notice involves

The establishment of a framework agreement

II.1.4) Information on framework agreement

Framework agreement with a single operator

Duration of the framework agreement: Duration in year(s): 4

Estimated total value of purchases for the entire duration of the framework agreement

estimated cost excluding VAT 200 000 EUR

II.1.5) Short description of the contract or purchase(s)

ENISA aims to procure services for the provision of a customer relationship management platform. Its main objectives in pursuing the acquisition of such a product can be summarised in the following thematic areas:

- to establish a common and consistent view on ENISA's stakeholders,
- manage interactions with its stakeholders in an efficient and coordinated manner,
- manage groups, meetings and respective events,
- reduce complexity and streamline administrative burden,
- enhance ENISA's outreach, dissemination and marketing capabilities,
- provide a flexible and dynamic working tool for ENISA's operational experts.

II.1.6) Common procurement vocabulary (CPV)

48000000, 48600000

II.1.7) Contract covered by the Government Procurement Agreement (GPA)

Yes

II.1.8) Division into lots

No

II.1.9) Variants will be accepted

No

II.2) QUANTITY OR SCOPE OF THE CONTRACT

II.2.1) Total quantity or scope

The provision of the software product, its implementation, testing, handover and training, will be done over a period not exceeding 9 months. Any ongoing licensing costs will also be covered by this framework contract based on number of users each year for a maximum possible period of 4 years.

Excluding VAT 200 000 EUR

II.2.2) Options

No

II.3) DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION

Duration in months: 48 (from the award of the contract)

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

III.1) CONDITIONS RELATING TO THE CONTRACT

III.1.1) Deposits and guarantees required

As stated in the tender documentation.

III.1.2) Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them

As stated in the tender documentation.

III.1.3) Legal form to be taken by the group of economic operators to whom the contract is to be awarded

As stated in the tender documentation.

III.1.4) Other particular conditions to which the performance of the contract is subject

No

III.2) CONDITIONS FOR PARTICIPATION

III.2.1) Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers

Information and formalities necessary for evaluating if requirements are met: as stated in the tender documentation.

III.2.2) **Economic and financial capacity**

Information and formalities necessary for evaluating if requirements are met: as stated in the tender documentation.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if requirements are met: as stated in the tender documentation.

III.2.4) **Reserved contracts**

No

III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

III.3.1) **Execution of the service is reserved to a particular profession**

No

III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**

Yes

SECTION IV: PROCEDURE

IV.1) **TYPE OF PROCEDURE**

IV.1.1) **Type of procedure**

Open

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **AWARD CRITERIA**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) **An electronic auction will be used**

No

IV.3) **ADMINISTRATIVE INFORMATION**

IV.3.1) **File reference number attributed by the contracting authority**

ENISA P/16/11/TCD.

IV.3.2) **Previous publication(s) concerning the same contract**

No

IV.3.3) **Conditions for obtaining specifications and additional documents**

Time limit for receipt of requests for documents or for accessing documents 26.8.2011 - 17:00

Payable documents No

IV.3.4) **Time-limit for receipt of tenders or requests to participate**

2.9.2011 - 17:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**

English.

IV.3.7) Minimum time frame during which the tenderer must maintain the tender

Duration in month(s): 6 (from the date stated for receipt of tender)

IV.3.8) Conditions for opening tenders

Date: 12.9.2011 - 10:00

Place

ENISA, Science and Technology Park of Crete, Vassilika Vouton, 700 13, GREECE.

Persons authorised to be present at the opening of tenders Yes

1 representative of each tendering party. Tenderers wishing to attend must send a fax or e-mail at least 48 hours prior to the opening session.

SECTION VI: COMPLEMENTARY INFORMATION

VI.1) THIS IS A RECURRENT PROCUREMENT

No

VI.2) CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS

No

VI.3) ADDITIONAL INFORMATION

Please find all tender documentation published on the ENISA website <http://www.enisa.europa.eu> in the public procurement section.

VI.4) PROCEDURES FOR APPEAL

VI.4.1) Body responsible for appeal procedures

General Court of the European Union

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: cfi.registry@curia.europa.eu

Tel. +352 4303-1

Body responsible for mediation procedures

The European Ombudsman

1 avenue du Président Robert Schuman, PO Box 403

67001 Strasbourg

FRANCE

E-mail: euro-ombudsman@europarl.europa.eu

Tel. +33 388172313

VI.4.2) Lodging of appeals

VI.4.3) Service from which information about the lodging of appeals may be obtained

VI.5) DATE OF DISPATCH OF THIS NOTICE:

8.7.2011