



## **OPEN CALL FOR TENDERS**

### ***Tender Specifications***

# **“Supporting and enhancing CERTs operational capabilities”**

## **ENISA P/26/11/TCD**

**LOT 1** - Further definition and deployment of baseline capabilities for national / governmental CERTs;

**LOT 2** - Further development of capabilities to provide training and exercises for CERTs;

**LOT 3** - Proactive detection of security incidents: Honeypots;

- Part 1**      **Introduction to ENISA**
- Part 2**      **Technical Description**
- Part 3**      **Administrative Details**

Annex I	Legal Entity Form
Annex II	Financial Identification Form
Annex III	Declaration of Honour for exclusion criteria & absence of conflict of interest
Annex IV	Financial Offer form
Annex V	Draft Service contract
Annex VI	Declaration by Authorised Representative
Annex VII	Consortium Form
Annex VIII	Sub-Contractors Form
Annex IX	Document Checklist

# CONTENTS

<b>PART 1 INTRODUCTION TO ENISA</b> .....	<b>5</b>
1. CONTEXT.....	5
1.1 Introduction.....	5
1.2 Scope.....	5
1.3 Objectives.....	5
2. ADDITIONAL INFORMATION.....	5
<b>PART 2 TECHNICAL DESCRIPTION</b> .....	<b>6</b>
A. THE PROGRAMME.....	6
(i) Supporting the CERT and other Operational Communities.....	6
B. SCOPE OF THIS TENDER.....	7
1 LOT 1: FURTHER DEFINITION AND DEPLOYMENT OF BASELINE CAPABILITIES FOR NATIONAL / GOVERNMENTAL CERTS.....	8
1.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES.....	8
1.2 OBJECTIVES AND TASKS.....	9
1.2.1 TASK 1: Perform an assessment on the current situation in Europe concerning the establishment and operations of the national/governmental CERTs.....	9
1.2.2 TASK 2: Identify stakeholder needs.....	9
1.2.3 TASK 3: Put a special emphasis on good practices in national and regional cooperation.....	10
1.2.4 TASK 4: Presentation of the results.....	10
1.3 EXPECTED SKILLS.....	11
1.4 DURATION.....	11
1.5 DELIVERABLES.....	11
1.6 DURATION OF THE SERVICE.....	12
1.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS.....	12
1.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE.....	13
1.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER.....	13
2. LOT 2 - FURTHER DEVELOPMENT OF CAPABILITIES TO PROVIDE TRAINING AND EXERCISES FOR CERTS.....	15
2.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES.....	15
2.2 OBJECTIVES AND TASKS.....	16
2.2.1 TASK 1: Desktop research and initial analysis of information.....	16
2.2.2 TASK 2: Identifying stakeholder needs.....	17
2.2.3 TASK 3: Review and update the existing <i>Collection</i> .....	17
2.2.4 TASK 4: Complement the updated <i>Collection</i> with new exercises.....	17
2.2.5 TASK 5: Identifying possible future models to prepare ENISA for a more proactive provision of training and exercises.....	18
2.2.6 TASK 6: Evaluating identified models.....	18
2.2.7 TASK 7: Prepare the roadmap.....	18
2.2.8 TASK 8: Presentation of the results.....	18
2.3 EXPECTED SKILLS.....	19
2.4 DURATION.....	19
2.5 DELIVERABLES.....	19
2.6 DURATION OF THE SERVICE.....	20
2.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS.....	20
2.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE.....	21
2.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER.....	21
3. LOT 3 - PROACTIVE DETECTION OF SECURITY INCIDENTS: HONEYPOTS.....	23
3.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES.....	23
3.2 OBJECTIVES AND TASKS.....	24
3.2.1 TASK 1: Desktop research of the existing measures.....	24
3.2.2 TASK 2: Analysis of the measures identified.....	24

3.2.3	TASK 3: Create a new exercise scenario .....	25
3.2.4	TASK 4: Presentation of the results .....	25
3.3	EXPECTED SKILLS.....	25
3.4	DURATION .....	26
3.5	DELIVERABLES.....	26
3.6	DURATION OF THE SERVICE.....	27
3.7	PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS .....	27
3.8	TENDER RESULT AND ESTIMATED CONTRACT VALUE .....	27
3.9	CONTENT AND PRESENTATION OF THE TECHNICAL OFFER.....	27
4.	CONTENT AND PRESENTATION OF THE PRICE OFFER.....	29
5.	PRICE .....	29
6.	PRICE REVISION .....	29
7.	COSTS INVOLVED IN PREPARING AND SUBMITTING A TENDER.....	29
8.	PERIOD OF VALIDITY OF THE TENDER.....	29
9.	PROTOCOL ON PRIVILEGES AND IMMUNITIES OF THE EUROPEAN COMMUNITIES.....	29
10.	PAYMENT ARRANGEMENTS .....	29
11.	CONTRACTUAL DETAILS.....	29
<b>PART 3</b>	<b>ADMINISTRATIVE DETAILS.....</b>	<b>30</b>
1.	FORMAL REQUIREMENTS.....	30
1.1	Address and deadline for submission of the Tender:.....	30
1.2	Presentation of the Offer and Packaging .....	31
1.3	Identification of the Tenderer.....	31
1.4	Participation of consortia .....	33
1.5	Subcontracting .....	33
1.4	Signatures of the Tender .....	34
1.5	Total fixed price.....	34
1.6	Language.....	34
1.7	Opening of the Tenders .....	34
2.	GROUND FOR EXCLUSION OF TENDERERS .....	34
2.1	Reasons for Exclusion .....	34
2.2	Other reasons for not awarding the Contract.....	35
2.3	Confidentiality and Public Access to Documents.....	35
3.	SELECTION CRITERIA .....	36
3.1	Professional Information .....	36
3.2	Financial and Economic Capacity .....	36
3.3	Technical and professional capacity.....	37
4.	AWARD CRITERIA .....	37
4.1	Quality of the Offer .....	37
4.2	Price of the Offer.....	38
5.	AWARD OF THE CONTRACT .....	38
6.	PAYMENT AND STANDARD CONTRACT .....	39
7.	VALIDITY .....	39
8.	LOTS .....	39
9.	ADDITIONAL PROVISIONS.....	39
10.	NO OBLIGATION TO AWARD THE CONTRACT .....	40
11.	DRAFT CONTRACT .....	40
12.	SPECIFIC INFORMATION.....	41
12.1	Timetable .....	41
<b>ANNEX I</b>	<b>.....</b>	<b>42</b>
<b>ANNEX II</b>	<b>.....</b>	<b>43</b>
<b>ANNEX III</b>	<b>.....</b>	<b>44</b>
<b>ANNEX IV</b>	<b>.....</b>	<b>46</b>
<b>ANNEX V</b>	<b>.....</b>	<b>47</b>

<b>ANNEX VI .....</b>	<b>48</b>
<b>ANNEX VII .....</b>	<b>49</b>
<b>ANNEX VIII .....</b>	<b>50</b>
<b>ANNEX IX Document CHECKLIST .....</b>	<b>51</b>

# PART 1 INTRODUCTION TO ENISA

## 1. CONTEXT

### 1.1 Introduction

ENISA, the European Network and Information Security Agency, is an Agency of the European Union (EU). It was set up to strengthen the capacity of the European Union, its Member States and the business community to prevent, address and respond to network and information security threats.

Computers and other information technology devices, such as smart phones, are now central to how Europe's citizens live their lives. Therefore, protecting digital information and networks is crucial, for society and the European economy.

In order to achieve this goal, ENISA acts as a centre of expertise in network and information security and facilitates cooperation between the public and private sectors. The Agency's mission is to support a high and effective level of Network and Information Security within the EU. Together with the EU-institutions and the Member States, ENISA seeks to develop a culture of Network and Information Security for the benefit of citizens, consumers, business and public sector organizations in the European Union.

### 1.2 Scope

The Agency assists the Commission and the EU Member States, and cooperates with the business community in order to help them to meet the requirements of network and information security. This work supports the smooth functioning of the EU's internal market.

### 1.3 Objectives

The Agency's objectives are as follows:

- Advising and assisting the European Commission and the Member States on information security and in their dialogue with industry to address security in hardware and software products.
- Collecting and analysing data on security incidents in Europe and emerging risks.
- Promoting risk assessment and risk management methods to enhance the Agency's capability to deal with information security threats.
- Awareness-raising and co-operation between different actors in the information security field, notably developing public and private sector partnerships with industry.

## 2. ADDITIONAL INFORMATION

Further information about ENISA can be obtained on its website: [www.enisa.europa.eu](http://www.enisa.europa.eu)

## PART 2 TECHNICAL DESCRIPTION

### A. THE PROGRAMME

#### (i) Supporting the CERT and other Operational Communities

In its **Communication on Critical Information Infrastructure Protection**<sup>1</sup> the European Commission highlights the importance of national / governmental CERTs:

*“A strong European early warning and incident response capability has to rely on **well-functioning National/Governmental Computer Emergency Response Teams (CERTs)**, i.e. having a common baseline in terms of capabilities.”* (chapter 3.4.3)

In its **Communication “A Digital Agenda for Europe”**<sup>2</sup> the European Commission affirms the role of national / governmental CERTs as one key player in the area of trust and security:

*“[...] to react in real-time conditions, a **well-functioning and wider network of Computer Emergency Response Teams (CERTs)** should be established in Europe [...]”.* (chapter 2.3)

In its Communication “The EU Internal Strategy in Action: Five steps towards a more secure Europe”<sup>3</sup> the European Commission stresses ENISA’s role in improving Member States capabilities for dealing with cyber-attacks:

*“Member States together with ENISA should [...] undertake regular [...] **exercises in incident response...** Overall, ENISA will provide support to these (listed before) actions with the aim of raising **standards of CERTs in Europe.**”* (objective 3, action3)

Since 2005 **ENISA has ran a program dedicated to reinforce national / governmental CERTs.** The goals of this program are the proliferation of CERTs in Europe in general, support the EU Member States to establish and develop their national / governmental CERTs according to an agreed baseline set of capabilities, to foster and to support the cooperation of CERTs on European and international level and to generally support and reinforce CERT operation and cooperation by making available good practice under the scope of CERTs activities.

In particular ENISA

- together with all relevant stakeholders discusses and develops further a defined set of baseline capabilities for national / governmental CERTs

---

<sup>1</sup> “Protecting Europe from large scale cyber-attacks and disruptions: enhancing preparedness, security and resilience” (COM(2009) 149): [http://ec.europa.eu/information\\_society/policy/nis/strategy/activities/ciip/index\\_en.htm](http://ec.europa.eu/information_society/policy/nis/strategy/activities/ciip/index_en.htm)

<sup>2</sup> “A Digital Agenda for Europe” (COM(2010) 245): [http://ec.europa.eu/information\\_society/digital-agenda/index\\_en.htm](http://ec.europa.eu/information_society/digital-agenda/index_en.htm)

<sup>3</sup> “The EU Internal Strategy in Action: Five steps towards a more secure Europe” (COM(2010) 673): [http://ec.europa.eu/commission\\_2010-2014/malmstrom/archive/internal\\_security\\_strategy\\_in\\_action\\_en.pdf](http://ec.europa.eu/commission_2010-2014/malmstrom/archive/internal_security_strategy_in_action_en.pdf)

- supports the Member States in setting-up, training and exercising their national / governmental CERTs, in order to establish a well-functioning network of CERTs on national level
- makes available good practice on various tasks national / governmental CERTs (but also all other CERTs) have to carry out, like incident handling, NIS early warning, etc
- reinforces cooperation between Member States in general, and the national / governmental CERTs in particular, on European and international level, for example by analysing barriers for cross-border cooperation and proposing measures to tackle them
- supports and facilitates the relationship and cooperation between CERTs and other crucial stakeholders like law enforcement
- develop and deploy further the activities around information sharing and alerting of citizens in the Member States (EISAS)

The result of this tender will contribute to ENISAs CERT programme.

## B. SCOPE OF THIS TENDER

Within the framework of this Open tender procedure, ENISA would like to find suitably qualified contractors to provide the services as stipulated in the technical specifications outlined below. The tender has been split into 3 projects defined as LOTS.

A tenderer may bid for **one, two, or all three LOTS**. The three CERT related projects are outlined below:

LOT No	Subject of the tender	Maximum budget
LOT 1	Further definition and deployment of baseline capabilities for national/governmental CERTs	€ 75,000.00
LOT 2	Further development of capabilities to provide training and exercises for CERTs	€ 75,000.00
LOT 3	Proactive detection of security incidents: Honeypots	€ 30,000.00

The tenderer is required to provide completely separate technical bids for each LOT. If a tenderer decides to bid for more than one LOT, then the *administrative documentation* required to be provided (as outlined in PART 3 - Section 3: SELECTION CRITERIA and Annexes) can be provided just once.

# 1 **LOT 1: FURTHER DEFINITION AND DEPLOYMENT OF BASELINE CAPABILITIES FOR NATIONAL / GOVERNMENTAL CERTS**

## 1.1 **GENERAL DESCRIPTION OF THE REQUIRED SERVICES**

In its Communication “A Digital Agenda for Europe”<sup>4</sup> the European Commission affirms the role of national / governmental CERTs as one key player in the area of trust and security:

*“Member States should establish by 2012 a well-functioning network of CERTs at national level covering all of Europe.”* (“A Digital Agenda for Europe”).

In its Work Programme for 2012 (WP2012) ENISA included the activity related to further definition and deployment of baseline capabilities for national/governmental CERTs, which in detail is laid out in Work Package (WPK) 3.1.

With this tender "Further definition and deployment assessment of baseline capabilities for national/governmental CERTs" ENISA aims at procuring services in order to:

- assess the level of compliance with the currently defined baseline capabilities<sup>5</sup> in the Europe.
- further discuss the baseline capabilities with the CERTs and other stakeholders; adjust and where appropriate extend them. A special emphasis will be put on national and regional cooperation.

The work of the prospective contractor should result in two final deliverables; *updated and extended version of baseline capabilities document* and *a status report on level of deployment of current set of baseline capabilities by national/governmental CERTs in Europe*.

It is crucial for ENISA that opinions, positions and ideas of external stakeholders are included in the analysis. It is expected from the tenderer to include in the offer groups of stakeholders, and a methodology how they should be involved (e.g., participation in a survey, expert group etc.) (see also article 1.9 “Content and presentation of the technical offer”).

The intended target audience for both deliverables are primarily ENISA, and the policies making bodies in the EU level. Further the decision and policies making bodies in EU Member States who are responsible for an establishment and operation of the national / governmental CERT, and who are responsible to create an adequate national policy framework for these tasks.

The ‘*updated recommendations*’ should be tailored to be useful for both newly established teams that are focused on setting up and getting on board with cooperation, as well as more mature teams that can offer the expertise and knowledge especially in the national and regional cooperation.

---

<sup>4</sup> A Digital Agenda for Europe (COM/2010/0245 f/2): <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:52010DC0245R%2801%29:EN:NOT>

<sup>5</sup> Baseline capabilities for national / governmental CERTs: <http://www.enisa.europa.eu/act/cert/support/baseline-capabilities>



## 1.2 OBJECTIVES AND TASKS

The objectives of the work of the prospective contractor are to:

- assess the level of compliance of national / governmental CERTs in the EU MS with the currently defined baseline capabilities<sup>6</sup> and provide a status report on level of deployment of current set of baseline capabilities of national / governmental CERTs in the Europe;
- further discuss the baseline capabilities with the CERTs; where appropriate adjust and extend currently defined baseline capabilities. A special emphasis must be put on good practices in national and regional cooperation.

ENISA expects from the tenderer to include in its offer a project plan and a description of the methods proposed to achieve these expected results.

Without anticipating these, it is expected to include in the offer at least how the tasks described below will be fulfilled or offer an alternative approach how to achieve the same or better result.

Approach to fulfil the tasks, extent, proposed stakeholder groups to be involved etc. must be specified in the offer.

### **1.2.1 TASK 1: Perform an assessment on the current situation in Europe concerning the establishment and operations of the national/governmental CERTs**

- gather available information on the status quo in each EU MS regarding the national/governmental CERT capabilities deployment
- analyse the information gathered to identify the compliance with the capabilities which were defined by ENISA (2009; 2010)
- create a status report on level of deployment of current set of baseline capabilities of national / governmental CERTs in Europe;

### **1.2.2 TASK 2: Identify stakeholder needs**

Perform further discussions with CERTs and other stakeholders on the national level (e.g. CIIP policies making bodies, etc.) about the current baseline capabilities recommendations (ENISA 2009; 2010) and identify which recommendations need to be adjusted and where appropriate extended.

- through surveys and/or consultations with the relevant stakeholders clarify further needs and expectations of the stakeholders towards national/governmental CERT capabilities

---

<sup>6</sup> Baseline capabilities for national / governmental CERTs: <http://www.enisa.europa.eu/act/cert/support/baseline-capabilities>

- analyse the information gathered to identify new and extended baseline capabilities of national/governmental CERT
- review and where necessary update the content of existing *set of baseline capabilities recommendations*. Among other take into account relevant experience and recommendations from the national/governmental CERT baseline capabilities recommendation – operational aspects and policy aspects (2010)<sup>7</sup>. And the opinion from the respective stakeholders.

### **1.2.3 TASK 3: Put a special emphasis on good practices in national and regional cooperation**

- taking into account outcomes of tasks 1 and 2 collect additional information with the focus on the national and regional cooperation of the national/governmental CERTs in Europe
- analyse the information gathered to identify good practices of national/governmental CERT in the national and regional cooperation
- incorporate this result into the updated set of baseline capabilities recommendations. ENISA expects at least focus on the cooperation and mandate capabilities (subject to further assessment of the complexity of the recommendations identified)

### **1.2.4 TASK 4: Presentation of the results**

- Prospective contractor should deliver the status report on level of deployment of current set of baseline capabilities of national / governmental CERTs in Europe and the updated version of the “Baseline capabilities” for national / governmental CERTs in the form of reports. Its structure needs to be outlined in the offer (see article “Content and presentation of the technical offer”).
- The reports should contain the description of the work carried out in order to produce the reports (specifically Tasks 1, 2 and 3), including description of new and/or extended identified capabilities, their pros and cons.
- Prospective contractor should prepare the PowerPoint presentation which could be used to present the results of the project
- Prospective contractor should prepare the dissemination plan, which would contain ideas and proposals on how to disseminate the results of the project to the intended target audience.

---

<sup>7</sup> Baseline capabilities for national / governmental CERTs: <http://www.enisa.europa.eu/act/cert/support/baseline-capabilities>

### 1.3 EXPECTED SKILLS

The performance of the above mentioned activities requires professionals that have good professional multi-disciplinary knowledge on all or a sub set of the following fields:

- Expertise in the field of network and information security
- Experience in performing surveys, leading thematic expert groups and writing reports
- Excellent project management skills including quality assurance and risk management and experience in realising international projects
- Excellent oral and written language skills in English
- Experience/knowledge in CIIP and cyber security strategy and policy at national and/or pan European level;
- Data validation methods including the ability to produce clear and understandable text equipped with graphical elements;
- Experience in dealing with public authorities and running or contributing to public consultation processes;

In addition the following skills are desirable:

- Knowledge in security standards and best practices related to resilience of public eCommunication (ISO 2700X, BSI 25999, Cobit, ITIL, OCTAVE, etc.), and security issues and disciplines.

### 1.4 DURATION

The duration of this work is foreseen between March 2011 and end of September 2012.

More specifically (*where X = contract signature date*)

- Task 1 should be finalised not later than X + 3 months
- Task 2 & 3 should be finalised not later than X + 5 months
- Task 4 should be finalised not later than end of September 2012 with the first draft of final deliverables ('Updated capabilities and Assessment' report) available for review not later than 10<sup>th</sup> August 2012 and complete final draft deliverables available for review by ENISA by 16<sup>th</sup> September 2012

### 1.5 DELIVERABLES

The final deliverables should use the standard ENISA document template, which will be provided to successful contractor.

The following deliverables are required (if part of the final approved project plan) from the prospective contractor:

- Monthly progress report on predefined milestones;

- D1 An interim internal report on the deployment of the baseline capabilities in the MS (see Task 1 above)
- D2 An interim internal report on the updated and extended set of baseline capabilities with the results of identification of stakeholder (see Task 2 and 3 above)
- D3 Provide necessary resources (e.g., means of communication, meetings, surveying tools etc.) for successful identification of stakeholder needs, work of the expert group during the project according to the approach described in the offer (see article “Content and presentation of the technical offer”)
- D4 Final status report on the level of deployment of the current baseline capabilities by national/governmental CERTs in the EU MS
- D5 Final updated and extended Baseline capabilities recommendations for national/governmental CERTs report (including the national and regional cooperation focus)
- D6 Dissemination plan with the proposal on how to best disseminate the results of the project so that they reach the intended target audience
- D7 PowerPoint presentation with the project results

The contractor will provide ENISA with raw data from the questionnaire/interviews during the project implementation upon request and at the end of the project.

## **1.6 DURATION OF THE SERVICE**

The Tenderer is required to make a proposal in their tender for the time schedule of the activities in order to carry out the project (e.g. including a Gantt chart). In its offer the Tenderer should indicate the estimated amount of person days required to accomplish all tasks associated with this procurement.

## **1.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS**

The execution of the activities will take place at the Contractor’s premises. The contractor is required to be present at ENISA premises for all necessary meetings and for collecting all relevant information to conduct the analysis. For this purpose network based collaborative tools (i.e. videoconferencing) could also be used.

At least the following communication with the contractor is expected.

- One kick off meeting (physical or online)
- Teleconferences related to the project milestones in the agreed project plan
- Regular teleconferences on the progress achieved (intervals to be agreed upon)

It should be mentioned that the costs of possible business trips, expert group meetings and communication should be included in the total offer. ENISA will not additionally reimburse the contractor the related costs.

Quality assurance, review and final approval of deliverable, and project sign-off will take place at a location to be agreed on later. Informal and regular contacts should be maintained by telephone and e-mail.

## 1.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE

The result of the evaluation of tenders will be the awarding of a Service Contract. The total estimated budget cannot exceed **75,000.00 Euros (seventy five thousand Euros)**<sup>8</sup> covering all tasks executed and including all costs (e.g. travelling expenses of the contractor to and from ENISA's premises, provision of expert group communications and meetings).

## 1.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer shall enclose with the **Technical Offer** all documents and information that will enable its offers to be assessed in terms of quality and of compliance with the Specifications. An Offer shall include a description of the operational means and procedures to be implemented to perform the Contract, supported where appropriate by related documents.

An offer must address each of the following elements as A MINIMUM in order to be considered to be a valid and conforming offer:

- Description of the skills of the prospective contactor
  - The Tenderer will have to present its compliance with the expected skills as described in the relevant article.
- Description of the deliverables
  - The deliverables must be presented as requested in the article entitled "Deliverables"
- The prospective contractor is expected to provide insights in the methodology (approach) chosen in order to reach the objectives of the project described above in article "Objectives and tasks". In particular:
  - Details need to be provided how the stakeholder opinions and needs would be collected (what stakeholder groups involved, means by which the input will be gathered) both for both reports.
  - If the expert group will be part of the approach chosen, details need to be provided on what stakeholder groups would be involved, how the work of the expert group would be organised (e.g., physical meetings, e-mail mailing lists, video conferences etc.), in what stages of the project the expert group would be involved
- Management of provision of services
  - Project Management: a close description of the project management method used including quality assurance is required. Breakdown of tasks; milestones definition; assignment of experts to tasks and person days to tasks should be presented in a Gantt chart, included in the offer

---

<sup>8</sup> Please note that following implementation of the contract with the successful contractor and depending on the further needs of the contracting authority specifically in the field of endeavour the subject of this contract, the maximum amount contracted may be increased by up to 50% - subject to budget availability.

- At the kick off meeting, the project plans will be confirmed as final
- The prospective contactor must also identify possible risks to the project and propose mitigation measures
  
- In addition the tenderer is expected to highlight / explain
  - Availability and ability of the tenderer to respond: prompt availability of resources is required within the specified delivery timeframes. Additionally, any ancillary or support resources, such as a network of associates to support the scope of this Call for Tenders must be clearly stated
  
- Short CV's of the experts that will be allocated in the project focussing on their experience and expertise on the areas covered by the study.

## 2. LOT 2 - FURTHER DEVELOPMENT OF CAPABILITIES TO PROVIDE TRAINING AND EXERCISES FOR CERTS

### 2.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

In its Communication “The EU Internal Strategy in Action: Five steps towards a more secure Europe”<sup>9</sup> the European Commission stresses ENISAs role in improving Member States capabilities for dealing with cyber-incidents:

*“Member States together with ENISA should [...] undertake regular [...] exercises in incident response.”*(COM(2010) 673; 3rd action).

In its Work Programme for 2012 (WP2012) ENISA included the activity related to further development of capabilities to provide training and exercises for CERTs, which in detail is laid out in Work Package (WPK) 3.1.

With this tender ENISA aims at procuring services in order to create:

- updated and extended *Collection* of the CERT exercise material;
- report with a *Roadmap* on how to prepare ENISA for a more (pro)active provision of training and exercises for CERTs.

It is crucial for ENISA that opinions, positions and ideas of external stakeholders are included in the analysis. It is expected from the tenderer to include in the offer groups of stakeholders, and a methodology how they should be involved (e.g., participation in a survey, expert group etc.) (see also article 2.9 “Content and presentation of the technical offer”).

The intended target audience for the updated and extended *Collection* of CERT exercise material are primarily the national / governmental and other CERTs that want to carry out one or more of the exercises to maintain and/or enhance their effectiveness, quality of service, cooperation with other teams and stakeholders. The *Collection* should be tailored to be useful for both, newly established teams that are focused on improving internal skills and getting on board with cooperation as well as more mature teams that seek ways for improving larger scale cooperation and eliminating coverage gaps in CSIRT services.

The intended target audience for the report with the *Roadmap* are decision makers and ENISAs’ experts, for whom the report will serve as an additional focused input for planning ENISAs further activities in the area of CERT trainings and exercises, as well as CERT community in order to provide information in a transparent way on what the different alternatives have been considered and why a specific model is being suggested for ENISA.

---

<sup>9</sup> “The EU Internal Strategy in Action: Five steps towards a more secure Europe” (COM(2010) 673): [http://ec.europa.eu/commission\\_2010-2014/malmstrom/archive/internal\\_security\\_strategy\\_in\\_action\\_en.pdf](http://ec.europa.eu/commission_2010-2014/malmstrom/archive/internal_security_strategy_in_action_en.pdf)

## 2.2 OBJECTIVES AND TASKS

The expected result of the work of the prospective contractor is:

- a new - updated and extended *Collection* of the CERT exercise material, which would include updated material from already existing *Collection* produced in 2008<sup>10</sup> complemented with the new exercise scenarios and would take into account experience and recommendations from CERT exercise pilots<sup>11</sup>. The new *Collection* should be made available in a ready-to-use version as much as possible in order to facilitate carrying out the exercises more easily and should follow the same (or improved) structure as the already existing *Collection* produced in 2008 consisting of two components:
  - a *Handbook of CSIRT Exercises* should be the “instructor’s copy” and contain everything that is possibly necessary for organizing, carrying out and analysing/measuring the exercises. It should also contain realistic yet flexible story-lines for these exercises. It is expected that the new *Handbook* will follow the same structure as the already existing one. But prospective contractor can suggest new structure and scope (detailed description of the suggested structure and scope needs to be included in the bid).
  - an accompanying *Toolset for CSIRT Exercises* should be the “student copy” of the necessary materials for the exercise participants corresponding to the Handbook scenarios. It is expected that the new *Toolset* will follow the same structure as the already existing one (including providing updated, if necessary, accompanying Live-DVDs). But prospective contractor can suggest new structure and contents/mediums (for example, but not limited to: worksheets, data or artefact captures, virtual machine images, Live-CDs or other pre-configured environments, etc.), if so detailed description of the suggested structure and contents/mediums needs to be included in the bid.
- a *Roadmap* in the form of the report (text document) with focus on how to prepare ENISA for a more (pro)active provision of training and exercises for both newly established and mature CERTs.

ENISA expects from the tenderer to include in his offer a project plan and a description of the methods proposed to achieve these expected results.

Without anticipating these, it is expected to include in the offer at least how the tasks described below will be fulfilled or offer an alternative approach how to achieve the same or better result.

Approach to fulfil the tasks, extent, proposed stakeholder groups to be involved etc. must be specified in the offer.

### 2.2.1 TASK 1: Desktop research and initial analysis of information

- gather available information on the existing training and exercise activities and material concerning CERT related topics
- analyse the information gathered to identify areas of the CERT activities which are not or are less covered by available training and exercise material

---

<sup>10</sup> ENISA, Exercise material home: <https://www.enisa.europa.eu/act/cert/support/exercise>

<sup>11</sup> Field report from CERT exercise pilots: <https://www.enisa.europa.eu/act/cert/support/exercise/files/field-report-pilots>



- create the list of candidate exercise scenarios for the inclusion in the new extended Collection;

### **2.2.2 TASK 2: Identifying stakeholder needs**

- through surveys and/or consultations with the relevant stakeholders active in the area of CERT exercises and trainings (proposed approach and suggested stakeholders need to be described in the offer)
  - clarify further needs of the CERT community with the focus on Europe in the area of trainings and exercises
  - prioritise the list of candidate exercise scenarios generated during the previous tasks
- if applicable complement the final candidate list with new scenarios taking into account suggestions of the stakeholders

### **2.2.3 TASK 3: Review and update the existing *Collection***

- review and where necessary update the content of existing Collection of the CERT exercise material. Among other take into account relevant experience and recommendations from CERT exercise pilots and CERT community experience with using the CERT exercise material from 2008.

### **2.2.4 TASK 4: Complement the updated Collection with new exercises**

- taking into account outcomes of tasks 1 to 3 incorporate new exercises into the new updated Collection of the CERT exercise material. ENISA expects at least 9 new scenarios to be added (subject to further assessment of the complexity of the scenarios proposed).
- in the Handbook of CSIRT Exercises (“instructor’s copy” of the necessary materials) each new and updated exercise must be described in the necessary detail to successfully and easily conduct them and to adjust as necessary from the instructor’s perspective. The collected exercises in the Handbook of CSIRT Exercises should also provide:
  - Performance indicators and/or other methods for measuring success
  - Other means that allow the involved teams or individual team members to draw conclusions from and act upon the results of an exercise
- Toolset for CSIRT Exercises (including live DVDs or alternative mediums proposed by the prospective contractor) (“student’s copy” of the necessary materials) should contain the necessary material to successfully and easily (e.g., without necessity to configure or install something) conduct the updated and new exercises from the student’s perspective

### **2.2.5 TASK 5: Identifying possible future models to prepare ENISA for a more proactive provision of training and exercises**

- reusing results and knowledge obtained while fulfilling previous tasks (1-4), where applicable incorporating additional questions/topics when clarifying stakeholder needs and doing desktop research (Task 1 and 2) and by consulting additional stakeholders, identify different possible ways for ENISA to more (pro)actively provide trainings and exercises for both newly established and mature teams

### **2.2.6 TASK 6: Evaluating identified models**

- assess feasibility of different models identified taking into account different criteria (to be specified in the offer), for example, current and proposed mandate of ENISA, resources and skills available, possible training capacities provided, associated relative costs etc.

### **2.2.7 TASK 7: Prepare the roadmap**

- based on the analysis done in previous step and leveraging on the available good practice material produced by ENISA since 2005 develop a roadmap of how to prepare ENISA to provide a sufficient level of educational measures for CERTs with a focus on the national/governmental teams in the EU MS.

### **2.2.8 TASK 8: Presentation of the results**

- Prospective contractor should deliver *Roadmap* in the form of the report. Its structure needs to be outlined in the offer (see article “Content and presentation of the technical offer”).
- The report should contain the description of the work carried out in order to produce the roadmap (specifically Tasks 5 and 6), including description of different identified models, their pros and cons, as well as the roadmap itself describing the steps of how to prepare ENISA to provide a sufficient level of educational measures for newly established and mature CERTs according to the most feasible model suggested.
- Prospective contractor should prepare the PowerPoint presentation which could be used to present the results of the project
- Prospective contractor should prepare the dissemination plan, which would contain ideas and proposals on how to disseminate the results of the project to the intended target audience.

## 2.3 EXPECTED SKILLS

The performance of the above mentioned activities requires professionals that have good professional multi-disciplinary knowledge on all or a sub set of the following fields:

- Expertise in the field of network and information security
- Familiarity and experience with the tasks performed by CERTs and incident handling in particular
- Experience in conducting small and large scale exercises
- Experience in performing surveys, leading thematic expert groups and writing reports
- Excellent project management skills including quality assurance and risk management and experience in realising international projects
- Excellent oral and written language skills in English

## 2.4 DURATION

The duration of this work is foreseen between March 2012 and end of September 2012.

More specifically, assuming the Tasks described in article “Objectives and Tasks” will be part of the final project plan (X = contract signature date):

- Task 1, 2 and 5 should be finalised not later than X + 2 months
- Task 6 should be finalised not later than X+3 months
- Task 7 should be finalised not later than X + 5 months
- Task 3, 4 and 8 should be finalised not later than end of September 2012 with the first draft of final deliverables (new Collection and Roadmap) available for review not later than 10<sup>th</sup> August 2012 and complete final draft deliverables available for the review by ENISA by 16<sup>th</sup> September 2012

## 2.5 DELIVERABLES

The final deliverables should use the standard ENISA document template, which will be provided to successful contractor.

The following deliverables are required (if part of the final approved project plan) from the prospective contractor:

- Monthly progress report on predefined milestones;
- D1 An interim internal report with the short summary of relevant training and exercise activities identified and analysed during desktop research and the first list of candidate exercise scenarios (see Task 1 above)
- D2 An interim internal report with the results of identification of stakeholder needs and updated and prioritised list of candidate exercise scenarios (see Task 2 above)
- D3 Provide necessary resources (e.g., means of communication, meetings, surveying tools etc.) for successful identification of stakeholder needs, work of the expert group

during the project according to the approach described in the offer (see article “Content and presentation of the technical offer”)

- D4 Interim list of identified possible future models to prepare ENISA for a more (pro)active provision of training and exercises with a suggestion on which model would be detailed in a roadmap
- D5 Final report with a Roadmap
- D6 Final updated and extended Collection of the CERT exercise material consisting of Handbook of CSIRT Exercises and Toolset for CSIRT Exercises (including live DVDs or alternative mediums proposed by the prospective contractor)
- D7 Dissemination plan with the proposal on how to best disseminate the results of the project so that they reach the intended target audience
- D8 PowerPoint presentation with the project results
- The contractor will provide ENISA with raw data from the questionnaire/interview during the project implementation upon request and at the end of the project.

## **2.6 DURATION OF THE SERVICE**

The Tenderer is required to make a proposal in their tender for the time schedule of the activities in order to carry out the project (e.g. including a Gantt chart). In its offer the Tenderer should indicate the estimated amount of person days required to accomplish all tasks associated with this procurement.

## **2.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS**

The execution of the activities will take place at the contractor’s premises. The contractor is required to be present at ENISA premises for all necessary meetings and for collecting all relevant information to conduct the analysis. For this purpose network based collaborative tools (i.e. videoconferencing) could also be used.

At least the following communication with the contractor is expected.

- One kick off meeting (physical or online)
- Teleconferences related to the project milestones in the agreed project plan
- Regular teleconferences on the progress achieved (intervals to be agreed upon)

It should be mentioned that the costs of possible business trips, expert group meetings and communication should be included in the total offer. ENISA will not additionally reimburse the contractor the related costs.

Quality assurance, review and final approval of deliverable, and project sign-off will take place at a location to be agreed on later. Informal and regular contacts should be maintained by telephone and e-mail.

## 2.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE

The result of the evaluation of tenders will be the awarding of a Service Contract. The total estimated budget cannot exceed **75,000.00 Euros (seventy five thousand Euros)**<sup>12</sup> covering all tasks executed and including all costs (e.g. travelling expenses of the contractor to and from ENISA's premises, provision of expert group communications and meetings).

## 2.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer shall enclose with the Technical Offer all documents and information that will enable its offers to be assessed in terms of quality and of compliance with the Specifications. An Offer shall include a description of the operational means and procedures to be implemented to perform the Contract, supported where appropriate by related documents.

An offer must address each of the following elements as A MINIMUM in order to be considered to be a valid and conforming offer:

- Description of the skills of the prospective contactor
  - The Tenderer will have to present its compliance with the expected skills as described in the relevant article.
- Description of the deliverables
  - The proposed structure of the final report with a Roadmap needs to be part of the offer
  - The deliverables must be presented as requested in the article entitled "Deliverables"
- The prospective contractor is expected to provide insights in the methodology (approach) chosen in order to reach the objectives of the project described above in article "Objectives and tasks". In particular:
  - Details need to be provided how the stakeholder opinions and needs would be collected (what stakeholder groups involved, means by which the input will be gathered) both for the Collection and for the Roadmap
  - If the expert group will be part of the approach chosen, details need to be provided on what stakeholder groups would be involved, how the work of the expert group would be organised (e.g., physical meetings, e-mail mailing lists, video conferences etc), in what stages of the project the expert group would be involved
  - Initial proposal for set of criteria to use when evaluating different identified models how to prepare ENISA for a more (pro)active provision of training and exercises
  - list with initial ideas for additional exercise scenarios to be included in the new extended Collection in the prospective tenderers offer would be considered as an advantage

---

<sup>12</sup> Please note that following implementation of the contract with the successful contractor and depending on the further needs of the contracting authority specifically in the field of endeavour the subject of this contract, the maximum amount contracted may be increased by up to 50% - subject to budget availability.

- Management of provision of services
  - Project Management: a close description of the project management method used including quality assurance is required. Breakdown of tasks; milestones definition; assignment of experts to tasks and person days to tasks should be presented in a Gantt chart, included in the offer
  - At the kick off meeting, the project plans will be confirmed as final
  - The prospective contactor must also identify possible risks to the project and propose mitigation measures
- In addition the tenderer is expected to highlight / explain
  - Availability and ability of the tenderer to respond: prompt availability of resources is required within the specified delivery timeframes. Additionally, any ancillary or support resources, such as a network of associates to support the scope of this Call for Tenders must be clearly stated
- Short CV's of the experts that will be allocated in the project focussing on their experience and expertise on the areas covered by the study.

### 3. LOT 3 - PROACTIVE DETECTION OF SECURITY INCIDENTS: HONEYPOTS

#### 3.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

In its **Communication “A Digital Agenda for Europe”** the European Commission affirms the role of national / governmental CERTs as one key player in the area of trust and security:

***“[...] to react in real-time conditions, a well-functioning and wider network of Computer Emergency Response Teams (CERTs) should be established in Europe [...]”***. (Chapter 2.3)

In its Work Programme for 2012 (WP2012), ENISA based on the work done in 2011 will work close with the CERT community to produce a good practice document on NIS Early Warning System which in detail is laid out in Work Package (WPK) 3.1. One of the tasks foreseen in this WPK is an analysis of “Collect and provide good practice in the field of early warning and incident detection”.

With this tender ENISA aims at procuring services in order to:

- do the stocktaking of available honeypot solutions (hereafter *measures*) for proactive detection of network security incidents, which are used already or potentially could be used by national / governmental and other CERTs
- analyse the benefits and shortcomings of the identified measures
- identify good practice and recommended measures for new and already established national / governmental and other CERTs
- outline possible further activities in order to mitigate the common shortcomings identified during the analysis, including tasks and roles of different stakeholders.

It is crucial for ENISA that opinions, positions and ideas of external stakeholders are included in the analysis. It is expected from the tenderer to include in the offer groups of stakeholders, and how they should be involved (e.g., participation in a survey, expert group etc.) (see also article 3.9 “Content and presentation of the technical offer”). ENISA can make available to the prospective contractor its own networks and contacts.

The expected result of the work of the prospective contractor is a report (text document) laying out the details and results of the tasks described above (please see also article “Objectives and tasks” for more details).

The intended target audience for this report will be the managers and technical staff of national / governmental CERTs. However the report can be useful for any other CERT or abuse team as well.

## **3.2 OBJECTIVES AND TASKS**

The prospective contractor will need to develop the comprehensive report on the existing solutions which are used already or can be recommended for use by national / governmental and other CERTs for proactive detection of network security incidents, as opposed to passive waiting for incoming incident reports. Also possible further activities in order to mitigate the common shortcomings of the measures identified, including tasks and roles of different stakeholders, need to be analysed.

The final report would serve as a reference point for both newly established CERTs to identify the appropriate measures to do proactive detection of incidents, and already established CERTs as a means to get more ideas on how to improve the set of measures they use.

ENISA expects from the tenderer to include in his offer a project plan and a description of the methods proposed to achieve these expected results.

Without anticipating these, it is expected to include at least the following tasks or offer an alternative approach how to achieve the same or better result:

### **3.2.1 TASK 1: Desktop research of the existing measures**

- gather information about honeypot solutions (open-source, commercial etc.) available, which can be deployed by CERTs either into their own networks, or into their constituency in order to proactively detect security incidents
- gather information about honeypots that can emulate SCADA/PLC/ICS systems, Client-side honeypots, web applications honeypots.
- provide input on the topic from the existing related knowledge and experience in the prospective contractor's team (needs to be described in the offer)
- gather information about honeypot/honeynets projects & initiatives, communities that can provide useful information and resources on this topic that can help different stakeholders.
- in the context of collecting malware with honeypots, the prospective contractor must gather information about free, open-source, commercial, malware analysis solutions (sandbox) which can be either an online submission service, or a standalone software product.

### **3.2.2 TASK 2: Analysis of the measures identified**

- describe in-depth the concept of honeypots and explain the differences between types of honeypots (ex. high interaction and low interaction deployed on physical or virtual infrastructure) also present advantages and disadvantages of deploying one type or another.
- present common deployment topologies of honeypots.
- describe in detail the most common services/protocols & operating systems emulated by honeypots also giving corresponding examples of solutions identified at TASK 1.



- taking into consideration the emerging threats and attacks, describe honeypots used to emulate SCADA/ICS services, Web-Servers , Client-side honeypots.
- Describe the projects, initiatives & communities related to honeypots.
- Describe and analyse the benefits and shortcomings of the measures identified during the desktop research.
- identify good practice for new and already established national / governmental and other CERTs, and recommend also communities & initiatives that could provide valuable information.

### **3.2.3 TASK 3: Create a new exercise scenario**

- based on the results from TASK 1 and TASK 2, the prospective contractor needs to develop a new hands-on exercise scenario on the honeypot topic that will be fed into the existing exercise material.
- The structure of the delivered material should be in line with the existing exercise material provided by ENISA in 2008 <sup>13</sup>..

### **3.2.4 TASK 4: Presentation of the results**

The final product is a report. Its structure needs to be outlined in the offer (see article “Content and presentation of the technical offer”).

The layout of the final report should be chosen as to make possible updates of the content in the future easier.

The report should contain:

- the detailed description of the work carried out.
- the detailed description of concepts behind the honeypot solutions
- the inventory of the solutions identified, their description.
- communities, initiatives, projects related to honeypot solutions that can provide useful information for stakeholders.
- the identified solutions for malware analysis
- hands-on honeypot exercise that will be fed into the exercise material.

## **3.3 EXPECTED SKILLS**

The performance of the above mentioned activities requires professionals that have good professional multi-disciplinary knowledge on all or a sub set of the following fields:

- Very good understanding of the operation of computer networks (Internet, WAN, LAN) including core protocols, protocol stacks etc.

---

<sup>13</sup>Exercise Material Home: <http://www.enisa.europa.eu/act/cert/support/exercise>

- Very good understanding of general information and network security principles, including security incident handling
- Experience in developing, deploying and/or using internet “early warning systems”, including network monitoring, proactive incident detection measures in production environments
- Experience in security incident handling, including communication with different external stakeholders (e.g., while working for CERT or abuse team)
- Very good communication skills
- Excellent oral and written language skills in English

### **3.4 DURATION**

The duration of this work is foreseen between March 2012 and end of September 2012.

More specifically, assuming the Tasks described in article “Objectives and Tasks” will be part of the final project plan (X = signing of the contract):

- Task 1 should be finalised not later than X + 2 months
- Task 2 and 3 should be finalised not later than X + 4 months
- Task 4 should be finalised not later than end of September 2012 with the complete final draft report available for the review by ENISA by September 16, 2012.

### **3.5 DELIVERABLES**

The following deliverables are required from the prospective contractor:

- Monthly progress report on predefined milestones;
- D1 If part of the approved project plan, an interim internal report with the results from TASK 1
- D2 If part of the approved project plan, present an interim report updated, that includes besides the results from TASK 1 also the results from TASK 2, and 3.
- D3 Prospective contractor must provide a new exercise scenario for honeypots in the format which is in line with the structure of the existing exercise material provided by ENISA in 2008<sup>14</sup>, if not communicated otherwise by ENISA
- D5 Final draft report
- D6 Final report must be proof read and ported into ENISA template.
- D7 Prospective contractor must provide power point presentation of the results.
- D8 Prospective contractor must provide a dissemination plan for the study

---

<sup>14</sup>Exercise Material Home: <http://www.enisa.europa.eu/act/cert/support/exercise>

### 3.6 DURATION OF THE SERVICE

The Tenderer is required to make a proposal in their tender for the time schedule of the activities in order to carry out the project (e.g. including a Gantt chart). In its offer the Tenderer should indicate the estimated amount of person days required to accomplish all tasks associated with this procurement.

### 3.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS

The execution of the activities will take place at the contractor's premises. The contractor is required to be present at ENISA premises for all necessary meetings and for collecting all relevant information to conduct the analysis. For this purpose network based collaborative tools (i.e. videoconferencing) could also be used.

At least the following communication with the contractor is expected.

- One kick off meeting (physical or online)
- Teleconferences related to the project milestones in the agreed project plan
- Regular teleconferences on the progress achieved (intervals to be agreed upon)

It should be mentioned that the costs of possible business trips should be included in the total offer. ENISA will not additionally reimburse the contractor the related costs.

Quality assurance, review and final approval of deliverable, and project sign-off will take place at a location to be agreed on later. Informal and regular contacts should be maintained by telephone and e-mail.

### 3.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE

The result of the evaluation of tenders will be the awarding of a Service Contract. The total estimated budget cannot exceed **30,000.00 Euros (thirty thousand Euros)**<sup>15</sup> covering all tasks executed and including all costs (e.g. travelling expenses of the contractor to and from ENISA's premises if applicable).

### 3.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer shall enclose with the **Technical Offer** all documents and information that will enable its offers to be assessed in terms of quality and of compliance with the Specifications. An Offer shall include a description of the operational means and procedures to be implemented to perform the Contract, supported where appropriate by related documents.

An offer must address each of the following elements as A MINIMUM in order to be considered to be a valid and conforming offer:

---

<sup>15</sup> Please note that following implementation of the contract with the successful contractor and depending on the further needs of the contracting authority specifically in the field of endeavour the subject of this contract, the maximum amount contracted may be increased by up to 50% - subject to budget availability.

- Description of the skills of the prospective contactor
  - The Tenderer will have to present its compliance with the expected skills as described in the relevant article.
- Description of the deliverables
  - The proposed structure of the final report needs to be part of the offer
  - The deliverables must be presented as requested in the article entitled “Deliverables”
- The prospective contractor is expected to provide insights in the methodology (approach) chosen in order to reach the objectives of the project described above in article “Objectives and tasks”. In particular:
  - A proposed set of criteria for the evaluation of different identified measures for proactive detection of incidents (e.g., complexity of implementation, accuracy of the results provided, etc.)
  - Proposed stakeholders / stakeholder groups and how they will be involved (e.g., participation in a survey, expert group etc.)
  - If the expert group will be part of the approach chosen, details need to be provided on what stakeholder groups would be involved, how the work of the expert group would be organised (e.g., physical meetings, e-mail mailing lists, video conferences etc.), in what stages of the project the expert group would be involved
- Management of provision of services
  - Project Management: a close description of the project management method used including quality assurance is required. Breakdown of tasks; milestones definition; assignment of experts to tasks and person days to tasks should be presented in a Gantt chart, included in the offer
  - At the kick off meeting, the project plans will be confirmed as final
  - The prospected contactor must also identify possible risks to the project and propose mitigation measures
- In addition the tenderer is expected to highlight / explain
  - Availability and ability of the tenderer to respond: prompt availability of resources is required within the specified delivery timeframes. Additionally, any ancillary or support resources, such as a network of associates to support the scope of this Call for Tenders must be clearly stated
- Short CV’s of the experts that will be allocated in the project focussing on their experience and expertise on the areas covered by the study..

## The following specifications are common to ALL 3 LOTS:

### 4. CONTENT AND PRESENTATION OF THE PRICE OFFER

The Price offer(s) must be drawn up using the Financial Offer template provided (see Annex IV).

### 5. PRICE

Prices submitted in response to this Tender must be inclusive of all costs involved in the performance of the contract. Prices shall be submitted only in Euro and VAT excluded.

### 6. PRICE REVISION

Prices submitted in response to this Tender shall be fixed and not subject to revision.

### 7. COSTS INVOLVED IN PREPARING AND SUBMITTING A TENDER

ENISA will not reimburse any costs incurred in the preparation and submission of a Tender. Any such costs must be paid by the Tenderer.

### 8. PERIOD OF VALIDITY OF THE TENDER

Tenderers must enclose a confirmation that the prices given are valid for (90) ninety days from the date of submission of the tender.

### 9. PROTOCOL ON PRIVILEGES AND IMMUNITIES OF THE EUROPEAN COMMUNITIES

ENISA is exempt from all taxes and duties, including value added tax (VAT), pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities. Tenderers must therefore give prices which are exclusive of any taxes and duties and must indicate the amount of VAT separately.

### 10. PAYMENT ARRANGEMENTS

Payments under the Contract shall be carried out subject to prior approval of the Services by ENISA within 30 days after an invoice is submitted to ENISA. One single payment will be made after receipt and approval of the deliverables by ENISA. An invoice must specify the specific deliverables covered. A note that accompanies the final deliverables must present the resources used for each of the deliverables presented. Time sheets should be submitted as appropriate.

### 11. CONTRACTUAL DETAILS

A model of the Service Contract is proposed to the successful candidate(s) - see Annex V.

***Please note that the general conditions of our standard service contract cannot be modified. Submission of a tender by a potential contractor implies acceptance of this contract and all of the terms and conditions contained therein. It is strongly recommended that you have this draft contract checked and passed by your legal section before committing to submitting an offer.***

## PART 3 ADMINISTRATIVE DETAILS

### 1. FORMAL REQUIREMENTS

#### 1.1 Address and deadline for submission of the Tender:

You are invited to tender for this project and requested to submit your tender no later than **17 January 2012** either by:

- a) **Registered post or express courier**. The postal service's dated stamp or the courier company's printed delivery slip and stamp will constitute proof of compliance with the deadline given above:

or

- b) **Hand-delivery** (direct or through any authorised representative of the Tenderer) by 17.00 hours on **17 January 2012** at the latest to the address shown below (please, be informed that only delivery during working hours 09:00-17:00 hrs, is accepted). In the case of hand-delivery, in order to establish proof of the date of deposit, the depositor will receive from an official at the below-mentioned address, a receipt which will be signed by both parties, dated and time stamped.

Please note that in this case it is the date and time actually received at the ENISA premises that will count.

**Please Note:** Due to frequent delays encountered with the postal services in Europe, we would ***strongly suggest that you use a courier service***. It is important to avoid delays to the programmed Opening and Evaluation dates as this will in turn delay the contract award, thereby affecting project completion dates.

The offer must be sent to one of the following addresses:

Postal Address		Express Courier & Hand Delivery
European Network and Information Security Agency (ENISA)  For the attention of: The Procurement Officer PO Box 1309 71001 Heraklion Greece	or	European Network and Information Security Agency (ENISA)  For the attention of Procurement Section Science and Technology Park of Crete (ITE) Vassilika Vouton 700 13 Heraklion Greece

Please note that late despatch will lead to exclusion from the award procedure for this Contract.

## 1.2 Presentation of the Offer and Packaging

The offer (consisting of one original and two copies) should be enclosed in two envelopes, both of which should be sealed. If self-adhesive envelopes are used, they should be further sealed with adhesive tape, upon which the Tenderer's signature must appear.

The **outer envelope**, in addition to the above-mentioned ENISA address, should be marked as follows:

OPEN CALL FOR TENDER NO. <b>ENISA P/26/11/TCD</b>
<b>“Supporting and enhancing CERTs operational capabilities”</b>
NOT TO BE OPENED BY THE MESSENGER/COURIER SERVICE
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE <b>27<sup>th</sup> JAN 2012</b>
TENDERED BY THE FIRM: <PLEASE INSERT NAME OF THE TENDERER/COMPANY>

The **inner envelope** should also be similarly marked:

OPEN CALL FOR TENDER NO. <b>ENISA P/26/11/TCD</b>
<b>“Supporting and enhancing CERTs operational capabilities”</b>
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE <b>27<sup>th</sup> JAN 2012</b>
TENDERED BY THE FIRM: <PLEASE INSERT NAME OF THE TENDERER/COMPANY>

## 1.3 Identification of the Tenderer

Tenderers are required to complete the **Legal Entity Form (Annex I)** which must be signed by a representative of the Tenderer authorised to sign contracts with third parties. There is one form for 'individuals', one for 'private entities' and one for 'public entities'. A standard form is provided for each category - please choose whichever is applicable. In addition to the above, a **Financial Identification Form** must be filled in and signed by an authorised representative of the Tenderer and his/her bank (or a copy of the bank account statement instead of bank's signature). A specimen form is provided in **Annex II**. Finally a **Declaration by Authorised Representative (Annex VI)** must also be completed for internal administrative purposes.

The **Legal Entity Form** must be supported by the following documents relating to each Tenderer in order to show its name, address and official registration number:

**a) For private entities:**

- A legible copy of the instrument of incorporation or constitution, and a copy of the statutes, if they are contained in a separate instrument, or a copy of the notices of such constitution or incorporation published in the national or other official journal, if the legislation which applies to the Tenderer requires such publication.
- If the instruments mentioned in the above paragraph have been amended, a legible copy of the most recent amendment to the instruments mentioned in the previous indent, including that involving any transfer of the registered office of the legal entity, or a copy of the notice published in the relevant national or other official journal of such amendment, if the legislation which applies to the Tenderer requires such publication.
- If the instruments mentioned in the first paragraph have not been amended since incorporation and the Tenderer's registered office has not been transferred since then, a written confirmation, signed by an authorised representative of the Tenderer, that there has been no such amendment or transfer.
- A legible copy of the notice of appointment of the persons authorised to represent the Tenderer in dealings with third parties and in legal proceedings, or a copy of the publication of such appointment if the legislation which applies to the legal entity concerned requires such publication.
- If the above documents do not show the registration number, a proof of registration, as prescribed in their country of establishment, on one of the professional or trade registers or any other official document showing the registration number.
- If the above documents do not show the VAT number, a copy of the VAT registration document, where applicable.

**b) For Individuals:**

- A legible copy of their identity card or passport.
- Where applicable, a proof of registration, as prescribed in their country of establishment, on one of the professional or trade registers or any other official document showing the registration number.
- If the above documents do not show the VAT number, a copy of the VAT registration document, where applicable.

**c) For Public Entities:**

- A copy of the resolution decree, law, or decision establishing the entity in question or failing that, any other official document attesting to the establishment of the entity.

**All tenderers must provide their Legal Entity Form (Annex I) as well as the evidence mentioned above.**

**In case of a joint bid, only the co-ordinator must return the Financial Identification form (Annex II).**



The Tenderer must be clearly identified, and where the Tender is submitted by an organisation or a company, the following administrative information and documents must be provided:

Full name of organisation/company, copy of legal status, registration number, address, person to contact, person authorised to sign on behalf of the organisation (copy of the official mandate must be produced), telephone number, facsimile number, VAT number, banking details: bank name, account name and number, branch address, sort code, IBAN and SWIFT address of bank: a bank identification form must be filled in and signed by an authorised representative of each Tenderer and his banker.

Tenders must be submitted individually. If two or more applicants submit a joint bid, one must be designated as the lead Contractor and agent responsible.

#### **1.4 Participation of consortia**

Consortia, may submit a tender on condition that it complies with the rules of competition. The 'Consortium Form' (Annex VII) must be completed and submitted with your offer.

A consortium may be a permanent, legally-established grouping or a grouping which has been constituted informally for a specific tender procedure. Such a grouping (or consortia) must specify the company or person heading the project (the leader) and must also submit a copy of the document authorising this company or person to submit a tender. All members of a consortium (i.e., the leader and all other members) are jointly and severally liable to the Contracting Authority.

In addition, each member of the consortium must provide the required evidence for the exclusion and selection criteria (*Articles 2 and 3 below*). Concerning the selection criteria "technical and professional capacity", the evidence provided by each member of the consortium will be checked to ensure that the consortium as a whole fulfils the criteria.

The participation of an ineligible person will result in the automatic exclusion of that person. In particular, if that ineligible person belongs to a consortium, the whole consortium will be excluded.

#### **1.5 Subcontracting**

In well justified cases and subject to approval by ENISA, a contractor may subcontract parts of the services. The 'Sub-contractors Form' (Annex VIII) must be completed and submitted with your offer.

Contractors must state in their offers what parts of the work, if any, they intend to subcontract, and to what extent (% of the total contract value), specifying the names, addresses and legal status of the subcontractors.

The sub-contractor must not sub-contract further.

Sub-contractors must satisfy the eligibility criteria applicable to the award of the contract. If the identity of the intended sub-contractor(s) is already known at the time of submitting the tender, all sub-contractors must provide the required evidence for the exclusion and selection criteria.

If the identity of the sub-contractor is not known at the time of submitting the tender, the tenderer who is awarded the contract will have to seek ENISA's prior written authorisation before entering into a sub-contract.

Where no sub-contractor is given, the work will be assumed to be carried out directly by the bidder.

#### **1.4 Signatures of the Tender**

Both the technical and the financial offer must be signed by the Tenderer's authorised representative or representatives (preferably in blue ink).

#### **1.5 Total fixed price**

A total fixed price expressed in Euro must be included for each LOT in the Tender. The contract prices shall be firm and not subject to revision.

#### **1.6 Language**

Offers shall be submitted in one of the official languages of the European Union (preferably in English).

#### **1.7 Opening of the Tenders**

The public opening of received tenders will take place on **27<sup>th</sup> January 2012 at 10:00am** at ENISA Building, Science and Technology Park of Crete, GR - 70013 Heraklion, Greece.

A maximum one legal representative per participating tenderer may attend the opening session. Tenderers shall inform the Agency in writing of their intention to attend, at least 48 hours prior to the opening session.

## **2. GROUNDS FOR EXCLUSION OF TENDERERS**

### **2.1 Reasons for Exclusion**

Pursuant to Article 29 of Council Directive 92/50/EC relating to Public Service Contracts and to Article 93 of the Financial Regulation, ENISA will exclude Tenderers from participation in the procurement procedure if:

They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or

Are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

They have been convicted of an offence concerning their professional conduct by a judgement which has the force of res judicata;

They have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;

They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

- They have been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- Following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Tenderers must certify that they are not in one of the situations listed in sub-article 2.1 (see Annex III: Exclusion criteria and non-conflict of interest form). If the tender is proposed by a consortium this form must be submitted by each partner.

## **2.2 Other reasons for not awarding the Contract**

Contracts may not be awarded to Candidates or Tenderers who, during the procurement procedure:

- a. Are subject to a conflict of interest;
- b. Are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information;
- c. Any attempt by a Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or ENISA during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his offer and may result in administrative penalties.

See last paragraph point 2.1.

## **2.3 Confidentiality and Public Access to Documents**

In the general implementation of its activities and for the processing of tendering procedures in particular, ENISA observes the following EU regulations:

- Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data;

- Regulation (EC) No. 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data;
- Regulation (EC) No. 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents.

### 3. SELECTION CRITERIA

The following criteria will be used to select the Tenderers. If the Tender is proposed by a consortium these criteria must be fulfilled by each partner.

Documentary evidence of the Tenderers' claims in respect of the below-mentioned criteria is required.

#### 3.1 Professional Information

The Tenderer must provide evidence of enrolment (declaration or certificates) in one of the professional or trade registers, in country of establishment.

#### 3.2 Financial and Economic Capacity

Proof of financial and economic standing may be furnished by one or more of the following references:

- a) Annual accounts, balance sheet or extracts from balance sheets for at least the last 2 years for which accounts have been closed, shall be presented where publication of the balance sheet is required under company law of the country in which the economic operator is established;

It is necessary that the extracts from balance sheets be dated, signed and stamped by the authorised representatives of the tenderer.

- b) Statement of the undertaking's overall turnover and its turnover in respect of the services to which the contract relates for the previous two financial years.
- c) If tenderers will call on the competences of another entity (for example, a parent company), a written undertaking by the said entity certifying that it will make available to the tenderers the resources required to implement the contract.

If, for any valid reason, the service provider is unable to provide the references requested by the contracting authority, he may prove his economic and financial standing by any other document which the contracting authority considers appropriate, following a request for clarification before the tender expiry date.

### 3.3 Technical and professional capacity

The following applies to LOTS 1, 2 and 3 identically:

Evidence of the technical and professional capacity of the tenderers shall be furnished on the basis of the following documents:

- A curriculum vita of the Tenderer, as well as of all members of the Tenderer's team, has to be included, in which the Tenderer has to make statements about (in line with Part 2 – Art 1.3 for LOT 1, Art 2.3 for LOT 2, Art 3.3 for LOT 3 - Required Skills):
- His technical knowledge and experience in the relevant technical areas (including references to projects similar to the one proposed by this tender);
- His management capability (including, but not limited to, project management in a European context and quality assurance).

## 4. AWARD CRITERIA

The following award criteria apply to LOTS 1, 2 and 3 identically:

### 4.1 Quality of the Offer

Once the Tenderer has demonstrated the appropriate capacity to perform the Contract on the grounds of the selection criteria, the offer will be assessed on the basis of the award criteria.

No	Qualitative award criteria		Weighting (max. points)
1.	<b>Technical compliance</b>	Compliance with the technical descriptions (part 2 of this document)	30/100
2.	<b>Quality and accuracy of content and structure</b>	Quality of the proposal and accuracy of the description to provide the requested services	25/100
3.	<b>Project Team</b>	Composition of project team, direct involvement of senior staff, and distributions of tasks amongst experts; proposed workflows and quality review cycles	30/100
4.	<b>Methodology</b>	Selected methodology and project management	10/100
<b>Total Qualitative Points (QP)</b>			<b>100</b>

### Minimum attainment per criterion

Offers scoring less than 50% for any criterion will be deemed to be of insufficient quality and eliminated from further consideration.

### Minimum attainment overall

Offers scoring less than 60% after the evaluation process will be considered to be of insufficient quality and eliminated from the following phase.

The sum of all criteria gives a total of 100 points. The respective weighting between the different awards criteria depends on the nature of the services required and is consequently closely related to the terms of reference. The award criteria are thus quantified parameters that the offer should comply with. The **qualitative award criteria** points will be weighted at **70%** in relation to the price.

## 4.2 Price of the Offer

Tenders must state a total fixed price in Euro. Prices quoted should be exclusive of all charges, taxes, dues including value added tax in accordance with Article 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities. Such charges may not therefore be included in the calculation of the price quoted.

ENISA, in conformity with the Protocol on the Privileges and Immunities of the European Community annexed to the Treaty of April 8th, 1965, is exempt from all VAT.

Offers exceeding the maximum price set in Part 2; Article 1.8 for LOT 1; Article 2.8 for LOT 2 and Article 3.8 for LOT 3 will be excluded. The cheapest offer will receive the maximum points and the rest of the candidate's offers will be awarded points in relation to the best offer as follows

$$PP = (PC / PB) \times 100$$

Where;

- PP** = Weighted price points
- PC** = Cheapest bid price received
- PB** = Bid price being evaluated

## 5. AWARD OF THE CONTRACT

The contract for each Lot will be awarded to the offer which is the most cost effective (offers the best value for money) which obtains the highest number of points after the final evaluation

on the basis of the ratio between the **quality criteria (70%)** and the **price (30%)**. The following formula will be used:

$$\text{TWP} = (\text{QP} \times 0.7) + (\text{PP} \times 0.3)$$

where;

**QP** = Qualitative points

**PP** = Weighted price points

**TWP** = Total weighted points score

In case the successful tenderer is unable to sign the contract for any reasons, the Contracting Authority reserves the right to award the contract to other tenderers as per the ranking order established following the evaluation procedure.

## 6. PAYMENT AND STANDARD CONTRACT

Payments under the Service Contract shall be made in accordance with article I.5 of the Special Conditions and article II.4.3 of the General Conditions (see Annex V)

In drawing up their bid, the Tenderer should take into account the provisions of the standard contract which include the "General terms and conditions applicable to contracts"

## 7. VALIDITY

Period of validity of the Tender: 90 days from the closing date given above. The successful Tenderer must maintain its Offer for a further 220 days from the notification of the award.

## 8. LOTS

This Tender is divided into three Lots.

- **LOT 1:** Further definition and deployment of baseline capabilities for national/governmental CERTs
- **LOT 2:** Further development of capabilities to provide training and exercises for CERTs
- **LOT 3:** Proactive detection of security incidents: Honeypots

## 9. ADDITIONAL PROVISIONS

- Changes to tenders will be accepted only if they are received on or before the final date set for the receipt of tenders.
- Expenses incurred in respect of the preparation and presentation of tenders cannot be refunded.

- No information of any kind will be given on the state of progress with regard to the evaluation of tenders.
- All documents submitted by Tenderers will become property of ENISA and will be regarded as confidential.

## 10. NO OBLIGATION TO AWARD THE CONTRACT

Initiation of a tendering procedure imposes no obligation on ENISA to award the contract. Should the invitation to tender cover several items or lots, ENISA reserves the right to award a contract for only some of them. ENISA shall not be liable for any compensation with respect to Tenderers who's Tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

## 11. DRAFT CONTRACT

A Service Contract will be proposed to the selected candidate for each LOT. A draft copy of which is included as Annex V to this tender.

***Please note that the general conditions of our standard service contract cannot be modified. Submission of a tender by a potential contractor implies acceptance of this contract and all of the terms and conditions contained therein. It is strongly recommended that you have this draft contract checked and passed by your legal section before committing to submitting an offer.***



## 12. SPECIFIC INFORMATION

### 12.1 Timetable

The timetable for this tender and the resulting contract(s) is as follows:

Title: **“Supporting and enhancing CERTs operational capabilities”**

**ENISA P/26/11/TCD**

#### Summary timetable comments

Launch of tender - Contract notice to the Official Journal of the European Union (OJEU)	<b>29 November 2011</b>	
Deadline for request of information from ENISA	<b>11 January 2012</b>	
Last date on which clarifications are issued by ENISA	<b>13 January 2012</b>	
Deadline for submission of offers	<b>17 January 2012</b>	in case of hand-delivery (05:00 pm local time. This deadline is fixed for the receipt of the tender in ENISA's premises)
Opening of offers	<b>27 January 2012</b>	At 10:00 Greek time
Date for evaluation of offers	<b>27 January 2012</b>	At 11:00 Greek time
Notification of award to the selected candidate	early February 2012	Estimated
14 day standstill period commences	mid February 2012	Estimated
Contract signature	late February 2012	Estimated
Commencement date of activities	As per tender	Estimated
Completion date of activities	As per tender	Estimated

# ANNEX I

## Legal Entity Form

The specific form, for either a;

- c) public entity,
- d) private entity or
- e) individual entity,

is available for download in each of the 22 official languages at the following address: [http://ec.europa.eu/budget/execution/legal\\_entities\\_en.htm](http://ec.europa.eu/budget/execution/legal_entities_en.htm)

*Please download the appropriate form, complete the details requested and include in your tender offer documentation.*

## ANNEX II

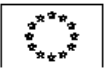
### **FINANCIAL IDENTIFICATION FORM**

**- SPECIMEN FOR THE TENDERER -**

(to be completed by the Tenderer and his financial institution)

The Tenderer's attention is drawn to the fact that this document is a sample only, and a specific form in each of the 22 official languages is available for download at the following address:

[http://ec.europa.eu/budget/execution/ftiers\\_en.htm](http://ec.europa.eu/budget/execution/ftiers_en.htm)

	<b>FINANCIAL IDENTIFICATION</b>
PRIVACY STATEMENT	<a href="http://ec.europa.eu/budget/execution/ftiers_fr.htm">http://ec.europa.eu/budget/execution/ftiers_fr.htm</a>
<b>ACCOUNT NAME</b>	
ACCOUNT NAME <sup>(1)</sup>	<input type="text"/>
	<input type="text"/>
ADDRESS	<input type="text"/>
	<input type="text"/>
TOWN/CITY	<input type="text"/>
POSTCODE	<input type="text"/>
COUNTRY	<input type="text"/>
<b>CONTACT</b>	
CONTACT	<input type="text"/>
TELEPHONE	<input type="text"/>
FAX	<input type="text"/>
E - MAIL	<input type="text"/>
<b>BANK</b>	
BANK NAME	<input type="text"/>
	<input type="text"/>
BRANCH ADDRESS	<input type="text"/>
	<input type="text"/>
TOWN/CITY	<input type="text"/>
POSTCODE	<input type="text"/>
COUNTRY	<input type="text"/>
ACCOUNT NUMBER	<input type="text"/>
IBAN <sup>(2)</sup>	<input type="text"/>
REMARKS:	<input type="text"/>
<b>BANK STAMP + SIGNATURE OF BANK REPRESENTATIVE</b> (Both Obligatory) <sup>(3)</sup>	<b>DATE + SIGNATURE ACCOUNT HOLDER :</b> (Obligatory)
<input type="text"/>	DATE <input type="text"/>
<p><sup>(1)</sup> The name or title under which the account has been opened and not the name of the authorized agent <sup>(2)</sup> If the IBAN Code (International Bank account number) is applied in the country where your bank is situated <sup>(3)</sup> It is preferable to attach a copy of recent bank statement, in which event the stamp of the bank and the signature of the bank's representative are not required. The signature of the account-holder is obligatory in all cases.</p>	

## ANNEX III

### DECLARATION OF HONOUR

WITH RESPECT TO THE

### EXCLUSION CRITERIA AND ABSENCE OF CONFLICT OF INTEREST

The undersigned: ..... (Please print name)

in his/her own name (if the economic operator is a natural person)

or

representing (if the economic operator is a legal entity)

Official name of the company/organisation: .....

.....

Official legal form: .....

Official address in full: .....

.....

.....

VAT (Tax) registration number:

.....

**Declares that the company or organisation that he/she represents:**

- is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- has not been convicted of an offence concerning professional conduct by a judgment which has the force of res judicata;
- has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- has fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

- has not been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- has not been declared to be in serious breach of contract for failure to comply with his contractual obligations subsequent to another procurement procedure or grant award procedure financed by the Community budget.

In addition, the undersigned declares on his honour:

- that on the date of submission of the tender, the company or organisation he represents and the staff proposed for this tender are not subject to a conflict of interests in the context of this invitation to tender; he undertakes to inform the ENISA Agency without delay of any change in this situation which might occur after the date of submission of the tender;
- that the information provided to the ENISA Agency within the context of this invitation to tender is accurate, truthful and complete.

By signing this form, the undersigned acknowledges that they have been acquainted with the administrative and financial penalties described under art 133 and 134 b of the Implementing Rules (Commission Regulation 2342/2002 of 23/12/02), which may be applied if any of the declarations or information provided prove to be false

.....  
Full name

.....  
Signature

.....  
Date

# ANNEX IV

## FINANCIAL OFFER:

### “Supporting and enhancing CERTs operational capabilities”

#### ENISA P/26/11/TCD

Please provide your financial lump sum offer for **LOT 1 and/or LOT 2 and/or LOT 3**

<b>LOT Description:</b>	<b>Number of 'Person days' required for completion of project.</b>	<b>Your OFFER</b>
<b>LOT 1: Further definition and deployment of baseline capabilities for national/governmental CERTs.</b> <i>Please provide your lump sum price for the total deliverables.</i>	P/Days	€
<b>LOT 2: Further development of capabilities to provide training and exercises for CERTs</b> <i>Please provide your lump sum price for the total deliverables.</i>	P/Days	€
<b>LOT 3: Proactive detection of security incidents: Honeypots</b> <i>Please provide your lump sum price for the total deliverables</i>	P/Days	€

<b>Print name:</b> <i>(of the Tenderer or authorised representative)</i>	<b>Signature:</b>	<b>Date:</b>
-----------------------------------------------------------------------------	-------------------	--------------

# **ANNEX V**

## **Model Service Contract template**

**(See attached file)**

## ANNEX VI

### DECLARATION BY THE AUTHORISED REPRESENTATIVE(S):

NAME OF LEGAL REPRESENTATIVE	
<i>I, the undersigned, certify that the information given in this tender is correct and that the tender is valid.</i>	
First name	
Last name	
Title (e.g. Dr, Mr, Mrs)	
Position (e.g. Manager, Director)	
Telephone number	
Fax number	
e-mail address	
Website	
NAME OF 2 <sup>nd</sup> LEGAL REPRESENTATIVE <i>(if applicable)</i>	
<i>I, the undersigned, certify that the information given in this tender is correct and that the tender is valid.</i>	
First name	
Last name	
Title (e.g. Dr, Mr, Mrs)	
Position (e.g. Manager, Director)	
Telephone number	
Fax number	
e-mail address	
Website	

**SIGNATURE:** ..... **DATE:** .....



# ANNEX VII

## Consortium form

Name of tenderer:

Form of the Consortium: (Please cross the relevant box)

Permanent:  Legally established:  Specifically for this tender:

	Name(s)	Address
<b>Leader of the Consortium</b> <i>(person authorised to conclude contract)</i>		
<b>Partner 1*</b>		
<b>Partner 2*</b>		

\* add additional lines for partners if required. **Note that a subcontractor is not considered to be a partner.**

We confirm, as a partner in the consortium, that all partners are jointly and severally liable by law for the performance of the contract, that the leader is authorised to bind, and receive instructions for and on behalf of, each partner, that the performance of the contract, including payments, is the responsibility of the leader, and that all partners in the consortium are bound to remain in the consortia for the entire period of the contract's performance.

<b>Signature:</b> <i>Leader of consortium</i>	
<b>Date:</b>	
<b>Signature:</b> <i>Partner 1</i>	
<b>Date:</b>	
<b>Signature:</b> <i>Partner 2...etc</i>	
<b>Date:</b>	

## ANNEX VIII

### Sub-contractors form

	<b>Name(s)</b>	<b>Address</b>
<b>Tenderer</b> (person authorised to sign contract)		
<b>Sub-contractor 1*</b>		
<b>Sub-contractor 2*</b>		

\* add additional lines for subcontractors if required.

As subcontractors for this tender, we confirm that we are willing to perform the tasks as specified in the tender documentation.

<b>Signature:</b> <i>Tenderer</i>	
<b>Date:</b>	
<b>Signature:</b> <i>Subcontractor 1</i>	
<b>Date:</b>	
<b>Signature:</b> <i>Subcontractor 2</i>	
<b>Date:</b>	

## ANNEX IX Document CHECKLIST

### WHAT MUST BE INCLUDED IN THE TENDER SUBMISSION:

PLEASE TICK EACH BOX  AND RETURN THIS CHECKLIST

TOGETHER WITH YOUR OFFER

- 1 **Technical Offer (for each LOT)**
- 2 **Professional information** (*see Part 3 – Article 3.1*)
- 3 **Proof of financial and economic capacity** (*see Part 3 – Article 3.2*)
- 4 **Proof of technical and professional capacity** (*see Part 3 – Article 3.3*)
- 5 **Legal Entity Form**<sup>16</sup> (*Annex I*) *signed and dated*
- 6 **Financial Identification Form**<sup>17</sup> (*Annex II*) *signed and dated*
- 7 **Declaration on Honour on exclusion criteria** (*Annex III*) *signed and dated*
- 8 **Financial Offer** (*Annex IV*) *signed and dated*
- 9 **Declaration by Authorised Representative** (*Annex VI*) *signed and dated*
- 10 **Consortium form** (*Annex VII*) *signed and dated - if applicable*
- 11 **Sub-Contractors form** (*Annex VIII*) *signed and dated - if applicable*

***\*The tenderers' attention is drawn to the fact that any total or partial omission of documentation requested may lead the Contracting Authority to exclude the tender from the rest of the procedure.***

**Print name:**

**Signature:**

**Date:**

*(of the Tenderer or authorised representative)*

<sup>16</sup> If you have provided a Legal Entity form to ENISA within the previous 6 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.

<sup>17</sup> If you have provided a Financial Identification form to ENISA within the previous 6 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.