



OPEN CALL FOR TENDERS

Tender Specifications

“Application of good practice for CERTs - Procedural aspects”

ENISA P/28/12/TCD

LOT 1 - Harmonisation of (National & Governmental) CERT capabilities & Analysis of ICS-CERT capabilities

LOT 2 – Good Practice Guide on the practical implementation of the ‘Directive on attacks against information systems’

LOT 3 - EISAS – Deployment Study

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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

PART 2 TECHNICAL DESCRIPTION

A. 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 standalone 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	Harmonisation of (National & Governmental) CERT capabilities & Analysis of ICS-CERT capabilities	€ 75,000.00
LOT 2	Good Practice Guide on the practical implementation of the 'Directive on attacks against information systems'	€ 70,000.00
LOT 3	EISAS – Deployment Study	€ 40,000.00

If bidding for more than one LOT, 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) only needs to be provided once.

B. THE OVERALL PROGRAMME

1. REINFORCING NATIONAL/GOVERNMENTAL CERTS

In its Communication on Critical Information Infrastructure Protection¹ 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 this Communication ENISA is called upon to:

- support the definition of a “minimum level of capabilities and services for National/Governmental CERTs” in order to “establish well-functioning National/Governmental CERTs in all Member States” (Chapter 5.1)
- “take stock of the results of (pilot) projects and other national initiatives and to [...] further development and deployment of EISAS” (Chapter 5.2)
- “stimulate and support pan-European cooperation between National/Governmental CERTs that should lead to enhanced preparedness” (Chapter 5.3)

In its Communication “A Digital Agenda for Europe”² 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)
- invites the Member States to act on this: *“Establish by 2012 a well-functioning network of CERTs on national level covering all of Europe”*. (Chapter 2.3)
- highlights that *“Cooperation between CERTs and law enforcement agencies is essential [...]”* (Chapter 2.3)

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

“Overall, ENISA will provide support to these (listed before) actions with the aim of raising standards of CERTs in Europe.” (Objective 3, action 3). In this respect three discreet actions are quoted, being:

- *“Firstly, every Member State [...] should have [...] a well-functioning CERT. It is important that [...] CERTs and law enforcement authorities cooperate”*

¹ “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

² “A Digital Agenda for Europe” (COM(2010) 245): http://ec.europa.eu/information_society/digital-agenda/index_en.htm

³ “The EU Internal Security Strategy in Action: Five steps towards a more secure Europe” (COM(2010) 673): <http://europa.eu/rapid/pressReleasesAction.do?reference=MEMO/10/598>

- *“Secondly, Member States should network together their National/Governmental CERTs [...] to enhance Europe’s preparedness. This activity will also be instrumental in developing [...] a European Information Sharing and Alert System (EISAS)”*
- *“Thirdly Member States together with ENISA should [...] undertake regular [...] exercises in incident response.”*

Since 2005 ENISA has run 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 in (co)operation of National/Governmental CERTs.

In particular ENISA:

- together with all relevant stakeholders discusses and develops further a defined set of baseline capabilities for National/Governmental CERTs;
- 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 practices 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;
- develops and deploys further the activities around information sharing and alerting of citizens in the Member States (EISAS).

One of the ENISA projects in 2012 was a good practice guide concerning co-operation between CERTs and other stakeholders, primarily Law Enforcement Authorities (LEAs) within Europe. This guide includes stock takings of legal and operational obstacles that prevent collaboration, advice resulting from that, workshops that brought together members of both communities and consultation with members of both communities. Another ENISA deliverable in 2012 was a status report concerning the national and governmental CERTs and their baseline capabilities. This document was accompanied by a report on updated set of recommendations for national/governmental CERTs which lists recommendations on gaps and shortcomings identified in the Status Report.

The result of this Call for Tenders will follow up on previous activities in the field and will contribute to ENISAs CERT programme at large.

1 LOT 1: HARMONISATION OF (NATIONAL AND GOVERNMENTAL) CERT CAPABILITIES AND ANALYSIS OF ICS-CERT CAPABILITIES.

1.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

In its Communication "A Digital Agenda for Europe"⁴ 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 2013 (WP2013) ENISA included the activity related to further harmonisation with other stakeholders (other CERTs) of baseline capabilities for national/governmental CERTs, which in detail is laid out in Work Package (WPK) 3.2.

With this tender "HARMONISATION OF (NATIONAL AND GOVERNMENTAL) CERT CAPABILITIES AND ANALYSIS OF ICS-CERT CAPABILITIES " ENISA aims at procuring services in order to:

- Assess and harmonise current set of baseline capabilities developed by ENISA with other schemes which currently exist concerning the CERT operational community.
- Research and develop good practice on capabilities for CERTs which have a mandate in the area of Industry Control Systems (ICS). A special emphasis must be put on capabilities needed for dealing with cyber security incidents.

The work of the prospective contractor should result in two final deliverables; ***Report on harmonisation of n/g CERT set of capabilities and a good practice on ICS CERT capabilities.***

It is crucial for ENISA that opinions, positions and ideas of external stakeholders (CERT community in particular) are included in the analysis. It is expected from the tenderer to include in the offer fitted expert groups of stakeholders, and a tailored methodology how they should be involved (e.g., participation in an online workshop, video-conferences, interviews, etc.) (see also article 1.9 "Content and presentation of the technical offer").

The intended target audience for both deliverables are primarily ENISA, CERT community and decision making bodies in MS who are responsible for the CERT agenda.

⁴ 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>

1.2 OBJECTIVES AND TASKS

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

1st objective:

- Assess the level of compliance of national and governmental CERTs baseline capabilities set developed by ENISA with other similar certification schemes and provide a report on harmonisation of n/g CERT capabilities set.

2nd objective:

- Research and develop good practice on capabilities for CERTs which have a mandate in the area of Industry Control Systems (ICS)

ENISA expects from the tenderer to include in its offer a project plan and a description with reasoning of 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 objectives, tasks, extent, proposed stakeholder groups to be involved etc. must be specified in the offer.

1.2.1 OBJECTIVE 1: Deliver a Report on level of compliance between ENISA's n/g CERT baseline capabilities set and other similar existing CERT certification schemes

Task 1: Gather good quality, quantity and detailed information on the existing CERT capabilities and certification schemes globally and in particular in Europe (including but not limited to CERT CC⁵, Trusted Introducer⁶, etc.).

- Relevant experts and other stakeholders need to be contacted and their needs taken into account.
- This work item must build on previous ENISA's work in the area of n/g CERTs baseline capabilities⁷.

Task 2: Analyse the information and identify commonalities and differences between ENISA's n/g CERT baseline capabilities set and other schemes (including but not limited to the requirements, validation process, terminology and definitions).

Task 3: Perform an assessment and develop a proposal on how to overcome identified differences and propose realistic solution for the harmonisation of n/g CERT capabilities set (based on the input from Tasks 1 and 2).

⁵ <http://www.cert.org/certcc.html>

⁶ https://www.trusted-introducer.org/ti_process/

⁷ <http://www.enisa.europa.eu/activities/cert/support/baseline-capabilities>

Task 4: Draft a report on n/g CERT capabilities harmonisation (based on the input from Task 1, 2 and 3)

Task 5: Involving subject matter experts in the process of commenting the status report:

- Taking into account that in the tasks 1 that relevant experts and other stakeholders are contacted and their needs are taken into account it will be extremely beneficial to involve them into the review process of the deliverables. Therefore prospective contractor should:
 - o Involve relevant stakeholders into the review and commenting processes of the deliverable;
 - o Mention the prospective stakeholders, and contributors in the offer, and describe how the communication and the contribution scheme will be organized.

Task 6: Presentation of the results

- Prospective contractor should deliver the report on harmonisation of n/g CERT capabilities in the form of a 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 report (specifically Tasks 1, 2, 3 and 5).
- Prospective contractor should prepare the PowerPoint presentation which could be used to present the results of the project for a targeted group of stakeholders (e.g. on a technical, management or policy level)
- Prospective contractor should prepare the dissemination plan, which would contain tailored proposals on how to disseminate the results of this project to the intended target audience

1.2.2 OBJECTIVE 2: Good practice on provision of capabilities of CERTs which have a mandate in the area of Industrial Control Systems (ICS)

Task 1: Gather good quality, quantity and detailed information on the existing ICS CERT capabilities globally and in particular in Europe (including individual MS).

- Relevant experts and other stakeholders need to be contacted and their needs taken into account.
- This work item must build on previous ENISA’s work in the area of resilience (ICS-CERT capabilities) in 2012⁸.
- The emphasis should be put on capabilities dealing with incidents.

Task 2: Analyse the information to identify good practices in this area and further identify capabilities relevant to CERT which has a mandate in ICS security area. (The emphasis should be put on capabilities dealing with incident response.)

- ENISA’s work in the area of n/g CERTs baseline capabilities needs to be taken into account.

⁸ <http://www.enisa.europa.eu/activities/Resilience-and-CIIP/critical-infrastructure-and-services/scada-industrial-control-systems>

Task 3: Draft a good practice report on ICS CERT capabilities based on the input from Tasks 1 and 2.

Task 4: Involving subject matter experts in the review process of the final draft

- Taking into account that in the tasks 1, 2 and 3 that relevant experts and other stakeholders are contacted and their needs are taken into account it will be extremely beneficial to involve them into the review process of the deliverables. Therefore prospective contractor should:
 - o Involve relevant stakeholders into the review and commenting processes of the deliverable;
 - o Mention the prospective stakeholders, and contributors in the offer, and describe how will be the communication and the contribution scheme organized.

Task 5: Presentation of results

- The prospective contractor should deliver the good practice guide on ICS CERT capabilities in the form of a report. Its structure needs to be outlined in the offer (see article "Content and presentation of the technical offer").
- The document should contain the description of the work carried out in order to produce the report (specifically Tasks 1, 2, and 4), including but not limited to a description of identified good practices, defined capabilities, risks concerning a scope of capabilities versus existing CERT roles and responsibilities, proposed best solutions with its limitation.
- The prospective contractor should prepare the PowerPoint presentation which could be used to present the results of the project for a targeted group of stakeholders (e.g. on the technical, management or policy level)
- The prospective contractor should prepare a dissemination plan, which would contain tailored proposals on how to disseminate the results of this project to the intended target audience.

1.2.3 TASK (on-going) Project management

This task is relevant to both objectives.

The main purpose of the task is to define and implement appropriate management mechanisms, sound planning and resource allocation according to proven expertise and prior knowledge of the subject.

As part of this task the Contractor should also provide justification for subcontracting, interact with ENISA staff and external experts, and provide regular management reporting. This will ensure the punctual delivery of good quality results of this pilot on budget.

The Contractor is expected to submit to the Agency, prior to the kick off meeting, detailed Gantt Charts and accompanying documentation with sufficient details. These will be negotiated with ENISA and be confirmed as final.

The Gantt charts and related documentation should include:

- Scheduling of all tasks and activities within objectives and their respective tasks
- Identification of milestones and critical activities
- Assignment of experts and person days to tasks and activities
- Identification of possible risks and suggestions to mitigate them
- Quality assurance and peer review measures to ensure high quality results
- Detailed information on the expertise of the contractors on the tasks and topics of this tender including references to previous, relevant projects,
- Detailed CVs of experts proposed to be involved in all the tasks of the project
- Detailed justification for subcontracting tasks or parts of them. In that case, ENISA requires additional information on the
 - o Tasks undertaken by the sub-contractor
 - o Expertise of the contractor and its experts
 - o Resources allocated to him/her
 - o Co-ordination mechanisms among the prime and the sub-contractors
 - o Risk management method in case of delayed and/or low quality delivery of sub-contractor's outcomes
 - o Official statement of overall responsibility for the whole project and its results by the prime contractor
- Proposal for a peer-review
- Based on the Gantt chart, the contractor is expected to deliver the following documents regularly:
 - Brief weekly progress report on current activities (as they defined in the Gantt chart) information on the progress achieved, next steps, possible risks affecting project, and risk mitigation measures
 - Early warning reports, at any time, if emerging risks threaten key milestones of the project and when the Agency needs to either be informed or take a decision
 - Minutes from the bi-weekly teleconferences with ENISA staff on the progress of the project and its tasks
 - Intermediates and final reports on peer-review progress and quality assurance
- In addition and on demand, the Contractor should be able to provide ENISA with a draft or snapshot of the results produced so far for the deliverables.
- At least the following communication with the Contractor is expected:

- Regular video or teleconferences via Skype, Lync (bi-weekly or at more frequent intervals to be agreed upon) on the progress achieved.

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:

- Technical Expertise in the field of network and information security
- Good familiarity with CERT work and communities (CERT-CC, FIRST⁹, TF-CSIRT¹⁰, Trusted Introducer, APCERT¹¹, etc.);
- Very good knowledge of CERTs capabilities, especially in the area of services (e.g. incident handling, alerts and warnings)
- Very good technical knowledge and experience in Industry Control Systems security
- Experience in dealing with closed technically oriented communities and individuals (incident response teams and industry experts)
- Experience in performing specific research on a subject topic, leading thematic expert groups and writing reports
- Very good knowledge of data collection and validation methods, including the ability to produce clear and understandable text equipped with graphical elements;
- Excellent project management skills including quality assurance and risk management and experience in realising international projects
- Excellent oral and written language skills in English

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 2013 and end of September 2013.

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

⁹ <http://www.first.org/>

¹⁰ <http://www.terena.org/activities/tf-csirt/>

¹¹ <http://www.apcert.org/>

For Objective 1:

- Task 1 and 2 are expected to be finished X + 2 months
- Task 3 should be finalised not later than X + 3 months
- Task 4 should be finalised not later than X + 4 months
- Task 5 shall be finalised with the final feedback from the contributors about the draft no later than 1st September 2013
- Task 6 must finalised not later than mid of September 2013 with the first draft of final deliverable (Report) available for review not later than 2nd July 2013 and complete final draft deliverables available for the review by ENISA by 8th September 2013.

For Objective 2:

- Task 1 and 2 are expected to be finished X + 2 months
- Task 3 should be finalised not later than X + 3 months
- Task 4 shall be finalised with the final feedback from the contributors about the draft no later than 15th July 2013
- Task 5 must finalised not later than end of July 2013 with the first draft of final deliverable (Good Practice) available for review not later than 14th June 2013 and complete final draft deliverables available for the review by ENISA by 17th July 2013.

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.

1.5 LIST OF 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 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”)
- D2 An interim report on n/g CERT capabilities harmonisation (Objective 1) with a summary overview of schemes’ commonalities and differences (see Tasks 1 and 2).
- D3 An interim report on ICS-CERT capabilities (Objective 2) with a summary of CERT best practices in ICS area (see Tasks 1 and 2)

- D4 An updated interim report on n/g CERT capabilities harmonisation (Objective 1) including results of Task 3.
- D5 1st draft of Final Report on n/g CERT capabilities harmonisation (see Task4)
- D6 1st draft of Final Good Practice report on ICS-CERT capabilities (see Task 3)
- D7 Final Report on n/g CERT capabilities harmonisation
- D8 Final Good Practice report on ICS-CERT capabilities
- D9 Short Report presenting the communication with the stakeholders, who participated in the review, commenting and contribution processes of the deliverables.
- D10 Dissemination plan with the proposal on how to best disseminate the results of the project so that they reach the intended target audience
- D11 PowerPoint presentations 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.

English is the language to be used for all the documents (interim and final reports, project management reports etc.) produced. The layout of the final report should be based on the templates provided by ENISA.

The final report is expected to be proofread by a native English speaker.

1.6 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.

1.7 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)**¹² 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).

1.8 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 experts and 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
 - 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

¹² 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.

- 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 - GOOD PRACTICE GUIDE ON THE PRACTICAL IMPLEMENTATION OF THE "DIRECTIVE ON ATTACKS AGAINST INFORMATION SYSTEMS"

2.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

In its Communication "A Digital Agenda for Europe"¹³ 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 2013 (WP2013) ENISA included the activity related to 'enabling collaborative communities' which in detail is laid out in Work Package (WPK) 3.2. This work package will extend the scope of ENISA's support to the communities dealing with NIS to non-operational communities, to enable communications between CERTs, law enforcement, financial and other communities.

With this tender "Good Practice Guide on the practical implementation of the Directive 'Directive against attacks on information systems'" ENISA aims at procuring services in order to:

- Analyse the Proposal for a Directive of the European Parliament and the Council on attacks against information systems and repealing Council Framework Decision 2005/222/JHA.
- Draft a Good Practice Guide on the practical implementation of this Directive. This should also include the implications it has on (national/governmental) CERTs, for example in the field of Incident Handling and on its interactions with other stakeholders such as Law Enforcement. Clear and targeted proposals and recommendations should be included in this Guide, based on best practices in the Member States. It should focus on how to implement this Directive in the Member States and address how it is relevant for CERTs and other stakeholders such as Law Enforcement.

The work of the prospective contractor should result in a final deliverable; *Good Practice Guide on the practical implementation of the 'Directive on attacks against information systems'*.

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 relevant groups of stakeholders and a methodology how they should be involved.

The intended target audience for this deliverable are primarily the decision and policy making bodies in EU Member States who are responsible for an establishment and operation of the national/governmental CERTs, and who are responsible to create an adequate national policy framework for these tasks as well as the national/governmental CERTs, as well as Law Enforcement, other enforcement bodies and other operational communities and their relevant policy makers.

¹³ 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>

2.2 OBJECTIVES AND TASKS

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

- Analyse the Proposal for a Directive of the European Parliament and the Council on attacks against information systems and repealing Council Framework Decision 2005/222/JHA.
- Draft a Good Practice Guide on the practical implementation of this Directive. This should also include the implications it has on CERTs, for example in the field of Incident Handling. Clear and targeted proposals and recommendations should be included in this Guide.

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.

2.2.1 TASK 1: Development of the methodology and data collection

This task is organised along the following main parts:

- Develop the methodology.
- Desktop research to identify and analyse the relevant legal framework and on the (legal) implications this Proposal has for CERTs, Law Enforcement and other relevant stakeholders.
- Data collection.

The Contractor will develop a methodology and select appropriate methods to collect the data for the good practice guide. Details on the methodology and methods should be included as part of the offer. The Contractor is expected to collect data at least by at least:

- carrying out desktop research
- collaboration with the ENISA Informal Working Group on this subject
- interviews with at least one expert representative from each European MS

ENISA expects the Tenderer to give details on how this would be carried out.

ENISA would consider any proposal on alternative/additional methodology to apply and alternative/additional methods to use. One alternative/additional method could be a survey on this matter. Details on this should be included in the offer.

2.2.2 TASK 2: Analysis

Having collected the information from the data collection, the contractor is expected to carry out qualitative analysis of the data collecting in order to:

- Identify main implications for Incident Handling in the Member States and how this will legally have implications for the Member States in the fight against cybercrime
- Analyse the good practices in the Member States
- Formulate clear and targeted proposals.
- Develop recommendations

The contractor will propose a methodology for this analysis. The qualitative analysis should be carried out using a widely accepted method. It is expected that the contractor will suggest a concrete method highlighting the importance and benefit of it to the project. The contractor should also provide sufficient evidence of his/her expertise and knowledge of the proposed method.

The contractor is expected to specify the necessary quality assurance methods and measures taken to ensure that stakeholders' input and contribution is taken properly under consideration and that the good practices adhere to their recommendations.

If during the analysis phase, it becomes evident that additional information is needed from specific experts, it is expected that the contractor will either perform additional desktop research or contact the relevant expert(s) to obtain the required input.

The contractor is expected to develop and describe the methodology used for analysing the data.

Based on the analysis of what described above, the contractor will develop recommendations for the relevant stakeholders, e.g. on how to implement this Directive. The recommendations should provide useful and practical advice to ENISA, CERT community, regulators and policy makers, law enforcement, etc. on how to practically implement the Proposal for a Directive of the European Parliament and of the Council on attacks against information systems and repealing Council Framework Decision 2005/222/JHA.

NOTE: Besides any suggestion or hint given in the tasks, the prospective contractor needs to suggest other relevant information for the topic.

2.2.3 TASK 3: Compilation of the Good Practice Guide

The results of Task 2 will be included in a draft good practice guide that must be reviewed and validated by the contractor in coordination with ENISA and through a peer-review. The deliverable should be reviewed and validated by external experts (this could potentially be the ENISA Informal Expert Group). After this, the contractor is expected to update the good practice guide with the comments, suggestions and recommendations of ENISA and the experts before issuing a final draft.

The contractor must ensure that a review of the good practice guide is done before submitting it as final draft to ENISA. The offer must also contain a specific proposal for a peer-review.

The final product is a good practice guide, in other words a document that lays out the findings, good practices, proposals and recommendations as well as a methodology section where the process that led to these suggestions is explained.

The final deliverables must be provided to ENISA professionally proofread. The ENISA template (provided to the contractor by ENISA) must be used by the contractor.

The final good practice guide might be published at ENISA's web site for open consultation. ENISA could finalise and change the good practice guide based on the additional comments and feedback received. ENISA retains the right to suspend the publication without justification and the right to update the good practice guide and issue new versions.

The good practice guide should contain check lists, templates, graphs, thematic maps, tables and other graphical aids to help the reader to understand the results. It should be well referenced.

The good practice guide must be written in English and it must be understandable also by a person without a legal background. Legal and technical concepts must be expressed in an easy to understand manner.

In addition, the contractor will provide a power point presentation (min. 15 slides) that can be used to present the results of this project.

The contractor will provide ENISA with raw data from the data collection (questionnaire, interviews, etc.) during the project implementation upon request and at the end of the project.

NOTE: Besides any suggestion or hint given in the tasks, the prospective contractor needs to suggest other relevant information for the topic.

2.2.4 TASK 4: Dissemination plan

The Contractor should report recommendations for the dissemination of the good practice guide to ENISA. A document describing a dissemination approach for the good practice guide, including channels and a list of contacts will be compiled by the contractor

2.2.5 TASK 5: Managing input from ENISA 2013 informal Expert Group

This task relates to the facilitation of the collection and to the implementation of the input from the Informal Expert Group that ENISA plans to establish in 2013 to support the development and the review of the good practice guide.

The Contractor is expected to support

- the collection of the input from this Expert Group and the implementation,
- possibly help ENISA by establishing this Informal Expert Group (by providing a list of possible experts to be included in this group and where necessary contacting those experts in order to ask them to join this Informal Expert Group)

Should a face-to-face meeting with the Informal Expert Group be organised, the Contractor is expected to support the preparation of the meeting in terms of, e.g. input to the agenda, preparation of presentations, participation and possibly presentation of intermediate and final results. As mentioned in article 2.7, no additional costs will be carried by ENISA

2.2.6 TASK (on-going): Project management

The main objective of this task is to define and implement appropriate management mechanisms, sound planning and resource allocation according to proven expertise and prior knowledge of the subject.

As part of this task the contractor should also provide justification for subcontracting, interact with ENISA staff and external experts, and provide regular management reporting. This will ensure the punctual delivery of good quality results of this report on budget.

The contractor is expected to submit to the Agency, prior to the kick off meeting, detailed Gantt Charts and accompanying documentation with sufficient details. These will be negotiated with ENISA and be confirmed as final.

The Gantt charts and related documentation should include:

- Scheduling of all tasks and activities within the tasks
- Identification of milestones and critical activities
- Assignment of experts and person days to tasks and activities
- Identification of possible risks and suggestions to mitigate them
- Quality assurance and peer review measures to ensure high quality results
- Detailed information on the expertise of the contractors on the tasks and topics of this tender including references to previous, relevant projects,
- Detailed CVs of experts proposed to be involved in all the tasks of the project
- Detailed justification for subcontracting tasks or parts of them. In that case, ENISA requires additional information on the
 - Tasks undertaken by the sub-contractor
 - Expertise of the contractor and its experts
 - Resources allocated to him/her
 - Co-ordination mechanisms among the prime and the sub-contractors
 - Risk management method in case of delayed and/or low quality delivery of sub-contractor's outcomes
 - Official statement of overall responsibility for the whole project and its results by the prime contractor
- Proposal for a peer-review

Based on the Gantt chart, the contractor is expected to deliver the following documents regularly:

- Brief weekly progress reports on current activities (as they are defined in the Gantt chart) information on the progress achieved, next steps, possible risks affecting project, and risk mitigation measures
- Early warning reports, at any time, if emerging risks threaten key milestones of the project and when the Agency needs to either be informed or take a decision.

- Minutes from the regular teleconferences with ENISA staff on the progress of the project and its tasks.
- Intermediate and final reports on peer-review progress

In addition and on demand, the contractor should be able to provide ENISA with a draft or snapshot of the results produced so far for the deliverables

2.3 EXPECTED SKILLS

The performance of the above mentioned activities requires professionals that have good academic, professional legal and multi-disciplinary knowledge on all of the following fields:

- Very good understanding of legal and regulatory as well as policy aspects related to CERTs activities, Incident Handling and information sharing at national, European, and international level;
- Very good knowledge of the work of CERTs, especially of:
 - incident handling service and its components
 - alerts & warnings service and its components
 - cooperation among CERTs (especially during incident handling)
- Very good knowledge of Law Enforcement Agencies and their activities;
- Very good knowledge of the fight against cybercrime and the mechanisms behind cybercrime (botnets, ...)
- Very good knowledge of (cross-border) information sharing;
- Familiarity with CERT communities (FIRST, TF-CSIRT, etc.);
- Experience in carrying out legal research, analysing, and developing good practices and recommendations on relevant subjects;
- Very good knowledge of data collection and validation methods, including the ability to produce clear and understandable text;
- Experience in information security and CERTs issues, cross-border cooperation, information sharing, and relevant disciplines;
- Very good knowledge of data protection law, law regulating cross border collaboration and information sharing, service level agreements, intellectual property rights law, etc.
- Very good communication skills and in particular very good ability to express complex legal and/or technical concepts in a clear and easy to understand manner;
- Very good political acumen;
- Project management skills including quality assurance;
- Ability to use graphical aids (graphs, thematic maps, tables, etc.);
- Excellent oral and written language skills in English

2.4 DURATION

The duration of this work is foreseen between March 2013 and end of September 2013.

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

- Task 1 should be finalised not later than X + 4 months
- Task 2 should be finalised not later than X + 5 months
- Task 3 should be finalised not later than end of September 2013 with the first draft of deliverable available for review not later than 1th August 2013 and complete final draft deliverables available for review by ENISA by 16th September 2013
- A tentative 'table of contents' with a brief description of what is anticipated to be in each section is expected to be available for review by ENISA by X + 2 months
- Informal Expert Group should be established (together with ENISA) no later than X + 2 month.

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.

2.5 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 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")
- D2 Final Good Practice Guide
- D3 Dissemination plan with the proposal on how to best disseminate the results of the project so that they reach the intended target audience
- D4 PowerPoint presentation with the project results

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

2.6 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS

The execution of the activities will take place at the Contractor's premises.

At least the following communication with the contractor is expected:

- Three face-to-face meetings. One of these three meetings might be a meeting with the Informal Expert Group (as mentioned before) that should be established during this project. These meetings should take place in ENISA's premises in Heraklion or Athens, in Brussels or at another location agreed upon by both ENISA and the contractor. If deemed necessary by ENISA some of these face-to-face meetings could potentially also be executed as a teleconference.
- Regular video or teleconferences (bi-monthly or at more frequent intervals to be agreed upon) on the progress achieved.
- At regular intervals or on an ad-hoc basis, as required, video or teleconference with the members of the informal Expert Group that should be established (see Section 1.2.6).

It should be mentioned that the costs of necessary business trips should be included in the total offer. ENISA will not additionally reimburse the contractor for taking part in meetings or other events.

- Informal and regular contacts should be maintained by telephone / Skype / video conferencing and e-mail.

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.

2.7 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 **70,000.00 Euros (seventy thousand Euros)**¹⁴ 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).

2.8 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:

¹⁴ 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 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
 - 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 - EISAS – DEPLOYMENT STUDY

3.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

In its Communication (COM(2006) 251) the European Commission emphasized that public authorities in Member States and at EU-level play a key role in keeping citizens and SMEs properly informed. In this way, they can contribute not only to their own safety and security, but also to a more resilient public communication infrastructure.

In acknowledgement of these needs the European Commission requested ENISA to “examine the feasibility of a European Information Sharing and Alert System (EISAS)”, highlighting the role of ENISA in fostering a culture of network and information security in Europe. ENISA accepted this request and embarked on this study in 2006, which resulted in a report called EISAS feasibility study – final report (“the Feasibility Study”) that was published in 2007.

The feasibility of EISAS has been continually analysed and investigated. Four documents describe the analyses and investigations to date:

- EISAS, A Feasibility Study¹⁵
- EISAS Basic Toolset, Feasibility Study of Home Users’ IT Security¹⁶ and the Enhance report¹⁷
- EISAS Large-Scale Pilot¹⁸
- EISAS Enhanced roadmap 2012

The studies conducted to investigate the feasibility of EISAS showed that EISAS can be enrolled in the EU according to the principles laid down in the feasibility study. Information providers – private and public – are willing to provide high-quality awareness material for dissemination by n/g CERTs and other entities concerned with awareness raising. Information disseminators who want to use this material are willing to expend time and effort in doing the dissemination.

However, as the outcomes of the recent Pilot project show, EISAS needs a brokering entity to operate and a technical infrastructure to ease the transport of information between information providers and information disseminators.

3.2 OBJECTIVES AND TASKS

ENISA will continue to support the build-up of EISAS in 2013. As stated in its work program, ENISA will run a feasibility study on the deployment of EISAS in the EU. The activity will take stock of the results from the previous pilots but also from the EU-funded NISHA project by assessing the

¹⁵ “EISAS, A Feasibility Study”, 2006-2007, https://www.enisa.europa.eu/activities/cert/other-work/eisas_folder/files/EISAS_finalreport.pdf

¹⁶ “EISAS Basic Toolset, Feasibility Study of Home Users’ IT Security”, ENISA, http://www.enisa.europa.eu/activities/cert/other-work/eisas_folder/eisas-basic-toolset

¹⁷ “EISAS (enhanced) report on implementation”, ENISA, http://www.enisa.europa.eu/activities/cert/other-work/eisas_folder/eisas-report-on-implementation-enhanced

¹⁸ “EISAS Large-Scale Pilot, Collaborative Awareness Raising for EU Citizens & SMEs”, ENISA, http://www.enisa.europa.eu/activities/cert/other-work/eisas_folder

effectiveness of this infrastructure. The feasibility study will also explore the possible collaborations and partnerships to support the essential brokerage activities of EISAS.

Taking into account the background and previous studies and related actions, more specifically the “EISAS Enhanced roadmap 2012”, the objectives of the work of the prospective contractor are to:

- Identify and contact the best actors for running EISAS
- Define the most suitable technical infrastructure and its optimal usage to support EISAS information brokering activities
- Define the EISAS structure and organisation in short, mid and long term
- Build an action plan to fully deploy and run EISAS in the EU with the support of the identified entities in 2014 and after.

The resulting deployment study needs to find the support of the suggested actors. Therefore, it is crucial for ENISA that opinions, positions and ideas of external stakeholders involved in awareness raising are included in the analysis.

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.

Details of each task as it is expected by ENISA are given below.

3.2.1 TASK 1: Identification of actors

Identified roles:

The 3 EISAS Pilot identified roles are:

1. Information provider

A stakeholder in the information security area who can provide information that is suitable for dissemination beyond its original context. The information provider is expected to distribute information and to help disseminators get information security material to their target groups.

2. Information disseminator

An information disseminator is an entity such as a CERT or other n/g body involved in awareness raising that is willing to disseminate new information. The information disseminator knows the needs of the target audience and is able to distribute information security. The information disseminators can directly publish information through their own channels or may rely on other local communities.

3. Information broker

The information broker connects information providers and information disseminators and does the necessary coordination work to enable effective collaboration. The role of the broker is to ensure cooperation among the main actors and to assist, when needed, in the processing of information to be disseminated.

Required task:

The prospective contractor is expected to identify and interview willing stakeholders for these 3 roles. Possible stakeholders should involve national/governmental CERTs, NGO and national/governmental agencies involved in awareness raising for citizens and/or SMEs in EU MS. Also, private actors should be encouraged to take part of EISAS in a public-private partnership.

At least 12 different actors, from at least 7 different member states should be interviewed.

The interviews should help to determine the possible benefits and risks of each potential stakeholder fulfilling its role in EISAS.

The tenderer will include in his offer a list of at least 5 suggested actors for each of the 3 identified roles in EISAS.

3.2.2 TASK 2: Identification of EISAS technical infrastructure

The outcomes of EISAS pilot showed a need for a technical infrastructure supporting the information brokering activities of EISAS.

The prospective Contractor will take stock of past and existing infrastructures to support information exchange, collaborative tasks and dissemination processes involved in EISAS.

To that end, the contractor will take stock of the current progress and early results from the EU-funded complementary project NISHA¹⁹, Network for Information Sharing and Alerting. A practical assessment of the efficiency of the platform is suggested.

The outcome of other related projects should also be taken into account; for instance, the discontinued FISHA²⁰ and NEISAS²¹ projects

3.2.3 TASK 3: Identification of the organisation supporting EISAS

Combining the results of the identification of EISAS actors and technical infrastructure in tasks 1 and 2, the prospective contractor will foresee the possible organisation supporting EISAS activities. This analysis should define the roles, responsibilities and dependencies of each entities involved in EISAS.

The contractor should adopt a stepwise approach and foresee short, mid and long term organisation for EISAS.

3.2.4 TASK 4: Drafting the deployment plan

Taking into account the results of task 1, 2 and 3, the contractor is expected to draft a deployment plan describing all required steps for a full deployment of EISAS in the EU by the end of 2014.

The contractor must also present the risks and concerns if any identified for this deployment and suggest short/long term actions to overcome them.

¹⁹ See <http://www.nisha-network.eu/>

²⁰ See <http://fisha-project.eu/>

²¹ See <http://www.neisas.eu/>

3.2.5 TASK 5: Presentation of the results

The results of tasks 1, 2, 3 and 4 will be included by the Contractor in a draft report *Deployment study*. This report will include the analysis of the results of the previous work provided by ENISA, the outcomes of the analyses of possible Actors, Infrastructure and Organisation and the suggested deployment plan that would lead to a full deployment of EISAS in the EU.

The report should contain detailed technical information, graphs, thematic maps, tables and other aids to help the reader understand the results.

The report should describe:

- The comprehensive overview of EISAS potential stakeholders
- The precise technical and functional definition of the practical infrastructure supporting the information brokering and dissemination activities of EISAS
- The organisation and structure ruling EISAS stakeholders involvement
- A pragmatic and stepwise deployment plan to fully implement EISAS in EU in 2014

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

The report should clearly specify traceable sources for all information and well-reasoned argumentation for any judgements made.

The final report with the analysis findings and good practices might be published at ENISA’s web site for open consultation. ENISA retains the right to suspend the publication without justification.

Prospective contractor should prepare the PowerPoint presentation which could be used to present the results of the project. This presentation should be 15 slides maximum and should include graphical illustration of the results.

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

3.2.6 TASK (on-going): Project management

The main objective of this task is to define and implement appropriate management mechanisms, sound planning and resource allocation according to proven expertise and prior knowledge of the subject.

As part of this task the Contractor should also provide justification for subcontracting if required, interact with ENISA staff and external experts, and provide regular management reporting. This will ensure the punctual delivery of good quality results of this study within the budget allocated.

The prospective Contractor is expected to submit to the Agency detailed Gantt Charts and accompanying documentation with sufficient details including:

- Scheduling of all tasks and activities within the tasks
- Identification of milestones and critical activities
- Assignment of experts and person days to tasks and activities
- Identification of possible risks and suggestions to mitigate them
- Quality assurance and peer review measures to ensure high quality results
- Detailed information on the expertise of the Contractors on the tasks and topics of this tender including references to previous, relevant projects
- Detailed CVs of all experts proposed to be involved in all the tasks of the project
- Detailed justification for subcontracting tasks or parts of them. In that case, ENISA requires additional information on the:
 - Tasks undertaken by the sub-contractor
 - Expertise of the Contractor and its experts
 - Resources allocated to him/her
 - Co-ordination mechanisms among the prime and the sub-contractors
 - Risk management method in case of delayed and/or low quality delivery of sub-contractor's outcomes
 - Official statement of overall responsibility for the whole project and its results by the prime Contractor

Based on the Gantt chart, the Contractor is expected to deliver the following documents regularly:

- Brief progress report every two weeks on current activities (as they are defined in the Gantt chart), information on the progress achieved, next steps, possible risks affecting project, risk mitigation measures
- Early warning reports, at any time, if emerging risks threaten key milestones of the project and when the Agency needs to either be informed or take a decision
- Teleconferences every two weeks with ENISA staff on the progress of the project and its tasks
- Participation in ENISA's thematic group of experts at regular or ad-hoc manner

ENISA expects that the prospective Contractor will perform, in the context of this study, the following business trips:

- Kick off meeting: either at ENISA's premises or in a place jointly decided by ENISA and the Contractor (if the kick off meeting will take place at the Contractor's premises, no cost is then involved)

The costs of such business trips should be included in the total offer. ENISA will not additionally reimburse the Contractor for taking part in these meetings (see article 3.8 below).

Prior to the kick off meeting, the prospective Contractor is expected to submit detailed Gantt charts and relevant documentation. These will be negotiated with ENISA and be confirmed as final.

3.3 EXPECTED SKILLS

The performance of the abovementioned activities requires professionals that have good academic and professional multi- disciplinary knowledge and experience of all or a subset of the following fields:

- Familiarity and experience with awareness raising actions in the EU
- Experience in European cooperative project targeting citizens or SMEs
- Proven experience in organising stock taking exercises, analysis skills, and creating good practice guides and recommendations on relevant subjects
- Excellent knowledge of data collection and validation methods including the ability to produce clear and understandable text equipped with graphical elements
- Excellent project management skills including quality assurance
- Very good communication skills

3.4 DURATION

The duration of this work is for around 6½ months in the period March 2013 to end of September 2013

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 and identify concrete milestones. The presentation of the time schedule should be on a Gantt chart. In its offer the Tenderer should indicate the estimated amount of man days required to accomplish all tasks associated with this Call for Tenders

3.5 LIST OF DELIVERABLES/MILESTONES

The following deliverables/milestones are required to be delivered/met by the Contractor:

Deliverable/Milestone	Comments	Due date at the latest
<i>Task 1: Identification of stakeholder</i>		
List of potential stakeholders established		1/04/2013
Interviews done and the related meeting minutes drafted		06/05/2013
Interim internal report		15/05/2013

Task 2: Identification of infrastructure		
Interim internal report		24/06/2013
Task 3: Identification of the organisation and structure		
Interim internal report		15/07/2013
Task 4: Presentation of the results		
1st Draft deliverable	To ENISA for 1 st review	29/07/2013
Final Draft deliverable	Proofread, to ENISA for final review (2 weeks needed for ENISA's review)	18/08/2013
Final Report deliverable	Including ENISA final comments	16/09/2013
Power Point Presentation		23/09/2013
Dissemination Plan		23/09/2013
Task (on-going): Project management		
Project kick off		15/03/2013
Progress report		Every 2 weeks

English is the language to be used for all the documents (interim and final reports, project management reports etc.) produced. The layout of the final report should be based on the templates provided by ENISA.

The final report is expected to be proofread by a native English speaker.

3.6 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 organised at ENISA premises or at a location convenient to ENISA and the Contractor in a European capital city or at the Contractor's premises
- Regular teleconferences on the progress achieved (at least one per 2 weeks)

It should be mentioned that the costs of possible business trips, work group meetings and communication should be included in the total offer. ENISA will not additionally reimburse the Contractor for taking part in these meetings.

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.

3.7 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 **40,000.00 Euros (forty thousand Euros)**²² covering all tasks executed and including all costs (e.g. travelling expenses of the contractor to and from ENISA's premises).

3.8 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer shall enclose with the **Technical Offer** all documents and information that will enable its offer 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 shall cover the following aspects:

- Skills and experience of the expected contactor
 - The Tenderer will have to present its compliance with the expected skills as described in the relevant section.
 - The Tenderer will have to present its understanding of the topic.
 - Examples of previous related works, a list of all related projects and activities that the contractor has undertaken in the past.

- Description of the deliverables
 - The proposed initial structure and initial titles and contents of the deliverables listed in the section "List of deliverables/milestones".
 - The approach and methodology used to perform the tasks and ensure the quality of the 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)

- Management of provision of services

²² 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.

- 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.

- If applicable, the contractor should also provide justification for subcontracting.

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 **4th February 2013** 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 **4th February 2013** 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 The Procurement Officer 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 addressed as follows:

OPEN CALL FOR TENDER NO. ENISA P/28/12/TCD
“Application of good practice for CERTs - Procedural aspects” (LOT 1 and/or LOT 2 and/or LOT 3)
NOT TO BE OPENED BY THE MESSENGER/COURIER SERVICE
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 14th FEB 2013 TENDERED BY THE FIRM: <PLEASE INSERT NAME OF THE TENDERER/COMPANY>

The **inner envelope** should be addressed as follows:

OPEN CALL FOR TENDER NO. ENISA P/28/12/TCD
“Application of good practice for CERTs - Procedural aspects” (LOT 1 and/or LOT 2 and/or LOT 3)
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 14th FEB 2013 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 **14th February 2013 at 10:00am** at ENISA Building, Science and Technology Park of Crete, GR - 70013 Heraklion, Greece.

A maximum of 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 - Expected 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.	Technical compliance	Compliance with the technical descriptions (part 2 of this document)	30/100
2.	Quality and accuracy of content and structure	Quality of the proposal and accuracy of the description to provide the requested services	25/100
3.	Project Team	Composition of project team, direct involvement of senior staff, and distributions of tasks amongst experts; proposed workflows and quality review cycles	20/100
4.	Methodology	Selected methodology and project management	25/100
Total Qualitative Points (QP)			100

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 1.7 for LOT 1; Article 2.7 for LOT 2 and Article 3.7 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** - Harmonisation of (National & Governmental) CERT capabilities & Analysis of ICS-CERT capabilities
- **LOT 2** - Good Practice Guide on the practical implementation of the 'Directive on attacks against information systems'
- **LOT 3** - EISAS – Deployment Study

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: **“Application of good practice for CERTs - Procedural aspects”**

ENISA P/28/12/TCD

Summary timetable comments

Launch of tender - Contract notice to the Official Journal of the European Union (OJEU)	17 December 2012	
Deadline for request of information from ENISA	29 January 2013	
Last date on which clarifications are issued by ENISA	31 January 2013	
Deadline for submission of offers	4 February 2013	in case of hand-delivery (17:00 local time. This deadline is fixed for the receipt of the tender in ENISA's premises)
Opening of offers	14 February 2013	At 10:00 Greek time
Date for evaluation of offers	14 February 2013	At 11:00 Greek time
Notification of award to the selected candidate	late February 2013	Estimated
14 day standstill period commences	late February 2013	Estimated
Contract signature	Mid-March 2013	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

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

	FINANCIAL IDENTIFICATION
PRIVACY STATEMENT	http://ec.europa.eu/budget/execution/ftiers_fr.htm
ACCOUNT NAME	
ACCOUNT NAME ⁽¹⁾	<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"/>
CONTACT	
CONTACT	<input type="text"/>
TELEPHONE	<input type="text"/>
FAX	<input type="text"/>
E - MAIL	<input type="text"/>
BANK	
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 ⁽²⁾	<input type="text"/>
REMARKS:	<input type="text"/>
BANK STAMP + SIGNATURE OF BANK REPRESENTATIVE (Both Obligatory) ⁽³⁾	DATE + SIGNATURE ACCOUNT HOLDER : (Obligatory)
<input type="text"/>	DATE <input type="text"/>
<small>⁽¹⁾ The name or title under which the account has been opened and not the name of the authorized agent ⁽²⁾ If the IBAN Code (International Bank account number) is applied in the country where your bank is situated ⁽³⁾ 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.</small>	

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:

“Application of good practice for CERTs - Procedural aspects”

ENISA P/28/12/TCD

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

LOT Description:	Number of 'Person days' required for completion of project.	Your OFFER
LOT 1 - Harmonisation of (National & Governmental) CERT capabilities & Analysis of ICS-CERT capabilities. <i>Please provide your lump sum price for the total deliverables.</i>	P/Days	€
LOT 2 – Good Practice Guide on the practical implementation of the ‘Directive on attacks against information systems’ <i>Please provide your lump sum price for the total deliverables.</i>	P/Days	€
LOT 3 - EISAS – Deployment Study <i>Please provide your lump sum price for the total deliverables</i>	P/Days	€

Print name: <i>(of the Tenderer or authorised representative)</i>	Signature:	Date:
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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 nd 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
Leader of the Consortium <i>(person authorised to conclude contract)</i>		
Partner 1*		
Partner 2*		

* 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.

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

ANNEX VIII Sub-contractors form

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

* 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.

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

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 you bid for)**
- 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**²³ (*Annex I*) *signed and dated*
- 6 **Financial Identification Form**²⁴ (*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)

²³ If you have provided a Legal Entity form to ENISA within the previous 12 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.

²⁴ If you have provided a Financial Identification form to ENISA within the previous 12 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.