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**GR-Heraklion: application of good practice for CERTs — service aspects
2012/S 241-395676**

Contract notice

Services

Directive 2004/18/EC

Section I: Contracting authority

I.1) Name, addresses and contact point(s)

European Network and Information Security Agency
PO Box 1309
Contact point(s): Procurement Officer
710 01 Heraklion
GREECE
Telephone: +30 2810391280
E-mail: procurement@enisa.europa.eu
Fax: +30 2810391410

Internet address(es):

General address of the contracting authority: <http://www.enisa.europa.eu>
Electronic access to information: <http://www.enisa.europa.eu/procurement>

Further information can be obtained from: The above mentioned contact point(s)

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from: The above mentioned contact point(s)

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

I.2) Type of the contracting authority

European institution/agency or international organisation

I.3) Main activity

Other: Network and Information Security

I.4) Contract award on behalf of other contracting authorities

The contracting authority is purchasing on behalf of other contracting authorities: no

Section II: Object of the contract

II.1) Description

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

Application of good practice for CERTs — service aspects.

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

Services

Service category No 8: Research and development services

Main site or location of works, place of delivery or of performance: Mainly at contractor's own premises.

NUTS code GR431

II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)

The notice involves a public contract

II.1.4) **Information on framework agreement**

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

ENISA requires the provision of specialised services dealing with service aspects for 'Application of good practice for CERTs'. The various services required have been presented as 3 lots, with the specific requirements for each lot as follows:

a) Lot 1: secure communication solutions for national/governmental CERTs: stocktaking and requirements: This lot focuses on the communication solutions CERTs are using. The selected contractor will run a stocktaking study on the existing communication solutions (CRM, ticketing systems, incident-handling communication platform, etc.) and their usages among the CERTs community. The stocktaking information will then be analysed by the contractor together with the ENISA expert and discussed by a workgroup of experts in order to define functional and technical recommendations to better the efficiency of the exchange of information between national/governmental CERTs and other CERTs within their country.

b) Lot 2: good practice guide on alerts, warnings and announcements:

This lot focuses on one of the core services of CERTs. The prospective contractor needs to identify and define the processes behind 'Alerts, warnings and announcements', run stocktaking on types, solutions, channels, tools used by CERTs in collecting information & alerting their constituency along with identifying incident-handling methodologies.

c) Lot 3: ENISA CERT exercise material extended with cybercrime scenarios:

This lot focuses on providing cybercrime-related training and exercises for CERTs. The contractor will extend ENISA CERT exercise material with cybercrime scenarios and create a training suite suitable for use in Transits I CSIRT training legal issues package. Extended exercise and training material will cover legal, organisational, and technical aspects of cybercrime meeting the exact needs of the CERT community.

II.1.6) **Common procurement vocabulary (CPV)**

73000000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) **Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) **Information about variants**

Variants will be accepted: no

II.2) **Quantity or scope of the contract**

II.2.1) **Total quantity or scope:**

The maximum amount available for each lot is as follows:

lot 1 — 60 000 EUR

lot 2 — 60 000 EUR

lot 3 — 80 000 EUR.

Estimated value excluding VAT: 200 000 EUR

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

This contract is subject to renewal: no

II.3) **Duration of the contract or time limit for completion**

Starting 15.3.2013. Completion 30.9.2013

Information about lots

Lot No: 1

Lot title: Secure communication solutions for national/governmental CERTs: stocktaking & requirements

1) **Short description**

This lot focuses on the communication solutions CERTs are using. The selected contractor will run a stocktaking study on the existing communication solutions (CRM, ticketing systems, incident-handling communication platform, etc.) and their usages among the CERTs community. The stocktaking information will then be analysed by the contractor together with the ENISA expert and discussed by a workgroup of experts in order to define functional and technical recommendations to better the efficiency of the exchange of information between national/governmental CERTs and other CERTs within their country.

2) **Common procurement vocabulary (CPV)**

73000000

3) **Quantity or scope**

The project is envisaged to start in March 2013 with the final deliverable to be approved by the end of September 2013.

Estimated value excluding VAT: 60 000 EUR

4) **Indication about different date for duration of contract or starting/completion**

Starting 15.3.2013. Completion 30.9.2013

5) **Additional information about lots**

Lot No: 2

Lot title: Good practice guide on alerts, warnings and announcements

1) **Short description**

This lot focuses on one of the core services of CERTs. The prospective contractor needs to identify and define the processes behind 'Alerts, warnings and announcements', run stocktaking on types, solutions, channels, tools used by CERTs in collecting information and alerting their constituency along with identifying incident-handling methodologies.

2) **Common procurement vocabulary (CPV)**

73000000

3) **Quantity or scope**

The project is envisaged to start in March 2013 with the final deliverable to be approved by mid-September 2013.

Estimated value excluding VAT: 60 000 EUR

4) **Indication about different date for duration of contract or starting/completion**

Starting 15.3.2013. Completion 30.9.2013

5) **Additional information about lots**

Lot No: 3

Lot title: ENISA CERT exercise material extended with cybercrime scenarios

1) **Short description**

This lot focuses on providing cybercrime-related training and exercises for CERTs. The contractor will extend ENISA CERT exercise material with cybercrime scenarios and create a training suite suitable for use in Transits I CSIRT training legal issues package. Extended exercise and training material will cover legal, organisational, and technical aspects of cybercrime meeting the exact needs of the CERT community.

- 2) **Common procurement vocabulary (CPV)**
73000000
- 3) **Quantity or scope**
The project is envisaged to start in March 2013 with the final deliverable to be approved by mid-September 2013.
Estimated value excluding VAT: 80 000 EUR
- 4) **Indication about different date for duration of contract or starting/completion**
Starting 15.3.2013. Completion 15.9.2013
- 5) **Additional information about lots**

Section III: Legal, economic, financial and technical information

- III.1) **Conditions relating to the contract**
- III.1.1) **Deposits and guarantees required:**
As stated in the tender documentation.
- III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions governing them:**
As stated in the tender documentation.
- III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**
As stated in the tender documentation.
- III.1.4) **Other particular conditions**
The performance of the contract is subject to particular conditions: no
- III.2) **Conditions for participation**
- III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**
Information and formalities necessary for evaluating if the requirements are met: As stated in the tender documentation.
- III.2.2) **Economic and financial ability**
Information and formalities necessary for evaluating if the requirements are met: As stated in the tender documentation.
- III.2.3) **Technical capacity**
Information and formalities necessary for evaluating if the requirements are met:
As stated in the tender documentation.
- III.2.4) **Information about reserved contracts**
- III.3) **Conditions specific to services contracts**
- III.3.1) **Information about a particular profession**
Execution of the service is reserved to a particular profession: no
- III.3.2) **Staff responsible for the execution of the service**
Legal persons should indicate the names and professional qualifications of the staff responsible for the execution of the service: yes

Section IV: Procedure

- IV.1) **Type of procedure**
- IV.1.1) **Type of procedure**
Open

- IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**
- IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**
- IV.2) **Award criteria**
- IV.2.1) **Award criteria**
The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document
- IV.2.2) **Information about electronic auction**
An electronic auction will be used: no
- IV.3) **Administrative information**
- IV.3.1) **File reference number attributed by the contracting authority:**
ENISA P/17/12/TCD.
- IV.3.2) **Previous publication(s) concerning the same contract**
no
- IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document**
Time limit for receipt of requests for documents or for accessing documents: 19.1.2013 - 17:00
Payable documents: no
- IV.3.4) **Time limit for receipt of tenders or requests to participate**
25.1.2013 - 17:00
- IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**
- IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up**
English.
- IV.3.7) **Minimum time frame during which the tenderer must maintain the tender**
Duration in months: 9 (from the date stated for receipt of tender)
- IV.3.8) **Conditions for opening of tenders**
Date: 5.2.2013 - 10:00
Place:
ENISA, Science and Technology Park of Crete, 700 13 Vassilika Vouton, Greece.
Persons authorised to be present at the opening of tenders: yes
Additional information about authorised persons and opening procedure: 1 representative of each tendering party. Tenderers wishing to attend must send an e-mail or fax at least 2 working days prior to the opening session.

Section VI: Complementary information

- VI.1) **Information about recurrence**
This is a recurrent procurement: no
- VI.2) **Information about European Union funds**
The contract is related to a project and/or programme financed by European Union funds: no
- VI.3) **Additional information**
- VI.4) **Procedures for appeal**
- VI.4.1) **Body responsible for appeal procedures**
Court of Justice of the European Union
boulevard Konrad Adenauer, Kirchberg
2925 Luxembourg

LUXEMBOURG

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

Telephone: +352 4303-1

Fax: +352 4303-2100

Body responsible for mediation procedures

The European Ombudsman

1 avenue du Président Robert Schuman, CS 30403

67001 Strasbourg

FRANCE

E-mail: eo@ombudsman.europa.eu

Telephone: +33 388172313

Internet address: <http://www.ombudsman.europa.eu>

Fax: +33 388179062

VI.4.2) **Lodging of appeals**

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

VI.5) **Date of dispatch of this notice:**

4.12.2012