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Contract notice
(Directive 2004/18/EC)

Section I : Contracting authority

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

Official name: [EUROPEAN NETWORK AND INFORMATION SECURITY AGENCY](#)

National ID: *(if known)*

Postal address: [PO Box 1309](#)

Town: [HERAKLION](#)

Postal code: [GR 71 001](#)

Country: [Greece \(GR\)](#)

Contact point(s): [Procurement Officer](#)

Telephone: [+30 2810391280](#)

For the attention of:

E-mail: procurement@enisa.europa.eu

Fax: [+30 2810391410](#)

Internet address(es): *(if applicable)*

General address of the contracting authority/entity: *(URL)* www.enisa.europa.eu

Address of the buyer profile: *(URL)*

Electronic access to information: *(URL)* <http://www.enisa.europa.eu/procurement>

Electronic submission of tenders and requests to participate: *(URL)*

Further information can be obtained from

☒ The above mentioned contact point(s) ☐ Other *(please complete Annex A.I)*

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from

☒ The above mentioned contact point(s) ☐ Other *(please complete Annex A.II)*

Tenders or requests to participate must be sent to

☒ The above mentioned contact point(s) ☐ Other *(please complete Annex A.III)*

I.2) Type of the contracting authority

- ☐ Ministry or any other national or federal authority, including their regional or local sub-divisions
- ☐ National or federal agency/office
- ☐ Regional or local authority
- ☐ Regional or local agency/office
- ☐ Body governed by public law
- ☒ European institution/agency or international organisation
- ☐ Other: *(please specify)*

I.3) Main activity

☐ General public services

- ☐ Defence
- ☐ Public order and safety
- ☐ Environment
- ☐ Economic and financial affairs
- ☐ Health
- ☐ Housing and community amenities
- ☐ Social protection
- ☐ Recreation, culture and religion
- ☐ Education
- ☒ Other: *(please specify)*
[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:

☐ yes ☒ no

information on those contracting authorities can be provided in Annex A

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 :

choose one category only – works, supplies or services – which corresponds most to the specific object of your contract or purchase(s)

- | | | |
|---|---|--|
| <input type="radio"/> Works | <input type="radio"/> Supplies | <input checked="" type="radio"/> Services |
| <input type="checkbox"/> Execution | <input type="checkbox"/> Purchase | Service category No: 8 |
| <input type="checkbox"/> Design and execution | <input type="checkbox"/> Lease | Please see Annex C1 for service categories |
| <input type="checkbox"/> Realisation, by whatever means of work, corresponding to the requirements specified by the contracting authorities | <input type="checkbox"/> Rental | |
| | <input type="checkbox"/> Hire purchase | |
| | <input type="checkbox"/> A combination of these | |

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
- ☐ The notice involves the establishment of a framework agreement
- ☐ The notice involves the setting up of a dynamic purchasing system (DPS)

II.1.4) Information on framework agreement : *(if applicable)*

- ☐ Framework agreement with several operators ☐ Framework agreement with a single operator

Number :

or

(if applicable) maximum number : of participants to the framework agreement envisaged

Duration of the framework agreement

Duration in years : or in months :

Justification for a framework agreement, the duration of which exceeds four years :

Estimated total value of purchases for the entire duration of the framework agreement *(if applicable, give figures only)*

Estimated value excluding VAT : Currency :

or

Range: between : : and : : Currency :

Frequency and value of the contracts to be awarded : *(if known)*

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 three LOTS, with the specific requirements for each LOT as follows:

- a) LOT 1: Secure communication solutions for National/Governmental CERTs: Stocktaking & Requirements
This LOT focuses on the communication solutions CERTs are using. The selected contractor will run a stock taking 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 analyzed 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) :

	Main vocabulary	Supplementary vocabulary (if applicable)
Main object	73000000	

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

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

II.1.8) Lots: (for information about lots, use Annex B as many times as there are lots)

This contract is divided into lots: ☒ yes ☐ no

(if yes) Tenders may be submitted for

☐ one lot only

☒ one or more lots

☐ all lots

II.1.9) Information about variants:

Variants will be accepted : ☐ yes ☒ no

II.2) Quantity or scope of the contract :

II.2.1) Total quantity or scope : (including all lots, renewals and options, if applicable)

The maximum amount available for each LOT is as follows:

LOT 1 - 60,000.00 Euro

LOT 2 - 60,000.00 Euro

LOT 3 - 80,000.00 Euro

(if applicable, give figures only)

Estimated value excluding VAT : 200000.00 Currency : EUR

or

Range: between : : and : : Currency :

II.2.2) Information about options : *(if applicable)*

Options : ☐ yes ☒ no

(if yes) Description of these options :

(if known) Provisional timetable for recourse to these options :

in months : or in days : (from the award of the contract)

II.2.3) Information about renewals : *(if applicable)*

This contract is subject to renewal: ☐ yes ☒ no

Number of possible renewals: *(if known)* or Range: between : and:

(if known) In the case of renewable supplies or service contracts, estimated timeframe for subsequent contracts:

in months: or in days: (from the award of the contract)

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

Duration in months : or in days: (from the award of the contract)

or

Starting: 15/03/2013 (dd/mm/yyyy)

Completion: 30/09/2013 (dd/mm/yyyy)

Section III : Legal, economic, financial and technical information

III.1) Conditions relating to the contract:

III.1.1) Deposits and guarantees required: *(if applicable)*

[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: *(if applicable)*

[As stated in the tender documentation](#)

III.1.4) Other particular conditions: *(if applicable)*

The performance of the contract is subject to particular conditions : ☐ yes ☒ no
(if yes) Description of particular conditions:

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](#)

Minimum level(s) of standards possibly required: *(if applicable)*

III.2.3) Technical capacity:

Information and formalities necessary for evaluating if the requirements are met:

[As stated in the tender documentation](#)

Minimum level(s) of standards possibly required: *(if applicable)*

III.2.4) Information about reserved contracts: *(if applicable)*

☐ The contract is restricted to sheltered workshops

☐ The execution of the contract is restricted to the framework of sheltered employment programmes

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: ☐ yes ☒ no
(if yes) Reference to the relevant law, regulation or administrative provision :

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 ☐ no

Section IV : Procedure

IV.1) Type of procedure:

IV.1.1) Type of procedure:

☒ Open

☐ Restricted

☐ Accelerated restricted

Justification for the choice of accelerated procedure:

☐ Negotiated

Some candidates have already been selected (if appropriate under certain types of negotiated procedures) : ☐ yes ☐ no
(if yes, provide names and addresses of economic operators already selected under Section VI.3 Additional information)

☐ Accelerated negotiated

Justification for the choice of accelerated procedure:

☐ Competitive dialogue

IV.1.2) Limitations on the number of operators who will be invited to tender or to participate: (restricted and negotiated procedures, competitive dialogue)

Envisaged number of operators:

or

Envisaged minimum number: and (if applicable) maximum number

Objective criteria for choosing the limited number of candidates:

IV.1.3) Reduction of the number of operators during the negotiation or dialogue: (negotiated procedure, competitive dialogue)

Recourse to staged procedure to gradually reduce the number of solutions to be discussed or tenders to be negotiated : ☐ yes ☐ no

IV.2) Award criteria

IV.2.1) Award criteria (please tick the relevant box(es))

☐ Lowest price

or

☒ The most economically advantageous tender in terms of

☐ the criteria stated below (the award criteria should be given with their weighting or in descending order of importance where weighting is not possible for demonstrable reasons)

☒ the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

Criteria	Weighting	Criteria	Weighting
1.		6.	
2.		7.	
3.		8.	
4.		9.	

Criteria	Weighting	Criteria	Weighting
5.		10.	

IV.2.2) Information about electronic auction

An electronic auction will be used ☐ yes ☒ no

(if yes, if appropriate) Additional information about electronic auction:

IV.3) Administrative information:

IV.3.1) File reference number attributed by the contracting authority: (if applicable)

ENISA P/17/12/TCD

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

☐ yes ☒ no

(if yes)

☐ Prior information notice ☐ Notice on a buyer profile

Notice number in the OJEU: of: (dd/mm/yyyy)

☐ Other previous publications(if applicable)

IV.3.3) Conditions for obtaining specifications and additional documents or descriptive document: (in the case of a competitive dialogue)

Time limit for receipt of requests for documents or for accessing documents

Date: 19/01/2013 Time: 17:00

Payable documents ☐ yes ☒ no

(if yes, give figures only) Price: Currency:

Terms and method of payment:

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

Date: 25/01/2013 Time: 17:00

IV.3.5) Date of dispatch of invitations to tender or to participate to selected candidates: (if known, in the case of restricted and negotiated procedures, and competitive dialogue)

Date:

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

☐ Any EU official language

☒ Official EU language(s):

EN

☐ Other:

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

until: :

or

Duration in months : 9 or in days : (from the date stated for receipt of tender)

IV.3.8) Conditions for opening of tenders:

Date : 05/02/2013 (dd/mm/yyyy) Time 10:00

(if applicable) Place: ENISA, Science and Technology Park of Crete, Vassilika Vouton GR700 13

Persons authorised to be present at the opening of tenders (if applicable) :

☒ yes ☐ no

(if yes) Additional information about authorised persons and opening procedure:

One representative of each tendering party. Tenderers wishing to attend must send an email or fax at least 2 working days prior to the Opening session.

Section VI: Complementary information

VI.1) Information about recurrence: *(if applicable)*

This is a recurrent procurement : ☐ yes ☒ no

(if yes) Estimated timing for further notices to be published:

VI.2) Information about European Union funds:

The contract is related to a project and/or programme financed by European Union funds : ☐ yes ☒ no

(if yes) Estimated timing for further notices to be published:

VI.3) Additional information: *(if applicable)*

VI.4) Procedures for appeal:

VI.4.1) Body responsible for appeal procedures:

Official name: [Court of Justice of the European Union](#)

Postal address: [Boulevard Konrad Adenauer Kirchberg](#)

Town:

Postal code: [L-2925](#)

Country: [Luxembourg \(LU\)](#)

Telephone: [+352 43031](#)

E-mail: CFI.Registry@curia.europa.eu

Fax: [+352 43032600](#)

Internet address: *(URL)*

Body responsible for mediation procedures *(if applicable)*

Official name: [The European Ombudsman](#)

Postal address: [1, av. du Président Robert Schuman CS 30403](#)

Town: [Strasbourg](#)

Postal code: [FR-67001](#)

Country: [France \(FR\)](#)

Telephone: [+33 388172313](#)

E-mail: eo@ombudsman.europa.eu

Fax: [+33 388179062](#)

Internet address: *(URL)* <http://www.ombudsman.europa.eu>

VI.4.2) Lodging of appeals: *(please fill in heading VI.4.2 or if need be, heading VI.4.3)*

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

Official name:

Postal address:

Town:

Postal code:

Country:

Telephone:

E-mail:

Fax:

Internet address: (*URL*)

VI.5) Date of dispatch of this notice:

[04/12/2012](#) (*dd/mm/yyyy*) - ID:2012-167519

Annex A
Additional addresses and contact points

I) Addresses and contact points from which further information can be obtained

Official name: National ID: *(if known)*
Postal address:
Town: Postal code: Country:
Contact point(s): Telephone:
For the attention of:
E-mail: Fax:
Internet address: *(URL)*

II) Addresses and contact points from which specifications and additional documents can be obtained

Official name: National ID: *(if known)*
Postal address:
Town: Postal code: Country:
Contact point(s): Telephone:
For the attention of:
E-mail: Fax:
Internet address: *(URL)*

III) Addresses and contact points to which tenders/requests to participate must be sent

Official name: National ID: *(if known)*
Postal address:
Town: Postal code: Country:
Contact point(s): Telephone:
For the attention of:
E-mail: Fax:
Internet address: *(URL)*

IV) Address of the other contracting authority on behalf of which the contracting authority is purchasing

Official name National ID (if known):
Postal address:
Town Postal code
Country

----- (Use Annex A Section IV as many times as needed) -----

Annex B

Information about lots

Title attributed to the contract by the contracting authority [Application of good practice for CERTs - Service aspects](#)

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 stock taking 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 analyzed 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):

	Main vocabulary	Supplementary vocabulary (if applicable)
Main object	73000000	

3) Quantity or scope:

[The project is envisaged to start in March 2013 with the final deliverable to be approved by end of September 2013](#)

(if known, give figures only) Estimated cost excluding VAT: [60000.00](#) Currency: [EUR](#)

or

Range: between : and: Currency:

4) Indication about different date for duration of contract or starting/completion: (if applicable)

Duration in months : or in days : (from the award of the contract)

or

Starting: [15/03/2013](#) (dd/mm/yyyy)

Completion: [30/09/2013](#) (dd/mm/yyyy)

5) Additional information about lots:

Annex B

Information about lots

Title attributed to the contract by the contracting authority [Application of good practice for CERTs - Service aspects](#)

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 & alerting their constituency along with identifying incident handling methodologies](#)

2) Common procurement vocabulary (CPV):

	Main vocabulary	Supplementary vocabulary (if applicable)
Main object	73000000	

3) Quantity or scope:

[The project is envisaged to start in March 2013 with the final deliverable to be approved by mid September2013](#)

(if known, give figures only) Estimated cost excluding VAT: [60000.00](#) Currency: [EUR](#)

or

Range: between : and: Currency:

4) Indication about different date for duration of contract or starting/completion: (if applicable)

Duration in months : or in days : (from the award of the contract)

or

Starting: [15/03/2013](#) (dd/mm/yyyy)

Completion: [30/09/2013](#) (dd/mm/yyyy)

5) Additional information about lots:

Annex B

Information about lots

Title attributed to the contract by the contracting authority [Application of good practice for CERTs - Service aspects](#)

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):

	Main vocabulary	Supplementary vocabulary (if applicable)
Main object	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](#)

(if known, give figures only) Estimated cost excluding VAT: [80000.00](#) Currency: [EUR](#)

or

Range: between : and: Currency:

4) Indication about different date for duration of contract or starting/completion: (if applicable)

Duration in months : or in days : (from the award of the contract)

or

Starting: [15/03/2013](#) (dd/mm/yyyy)

Completion: [15/09/2013](#) (dd/mm/yyyy)

5) Additional information about lots:

Annex C1 – General procurement
Service categories referred to in Section II: Object of the contract
Directive 2004/18/EC

Category No [1]	Subject
1	Maintenance and repair services
2	Land transport services [2], including armoured car services, and courier services, except transport of mail
3	Air transport services of passengers and freight, except transport of mail
4	Transport of mail by land [3] and by air
5	Telecommunications services
6	Financial services: a) Insurances services b) Banking and investment services [4]
7	Computer and related services
8	Research and development services [5]
9	Accounting, auditing and bookkeeping services
10	Market research and public opinion polling services
11	Management consulting services [6] and related services
12	Architectural services; engineering services and integrated engineering services; urban planning and landscape engineering services; related scientific and technical consulting services; technical testing and analysis services
13	Advertising services
14	Building-cleaning services and property management services
15	Publishing and printing services on a fee or contract basis
16	Sewage and refuse disposal services; sanitation and similar services
Category No [7]	Subject
17	Hotel and restaurant services
18	Rail transport services
19	Water transport services
20	Supporting and auxiliary transport services
21	Legal services
22	Personnel placement and supply services [8]
23	Investigation and security services, except armoured car services
24	Education and vocational education services
25	Health and social services
26	Recreational, cultural and sporting services [9]
27	Other services

1 Service categories within the meaning of Article 20 and Annex IIA to Directive 2004/18/EC.

2 Except for rail transport services covered by category 18.

3 Except for rail transport services covered by category 18.

4 Except financial services in connection with the issue, sale, purchase or transfer of securities or other financial instruments, and central bank services. The following are also excluded: services involving the acquisition or rental, by whatever financial means, of land, existing buildings or other immovable property or concerning rights thereon. However, financial service contracts concluded at the same time as, before or after the contract of acquisition or rental, in whatever form, shall be subject to the Directive.

- 5 Except research and development services other than those where the benefits accrue exclusively to the contracting authority for its use in the conduct of its own affairs on condition that the service provided is wholly remunerated by the contracting authority.
- 6 Except arbitration and conciliation services.
- 7 Service categories within the meaning of Article 21 and Annex IIB of Directive 2004/18/EC.
- 8 Except employment contracts.
- 9 Except contracts for the acquisition, development, production or co-production of program material by broadcasters and contracts for broadcasting time.