



OPEN CALL FOR TENDERS

Tender Specifications

“Application of good practice for CERTs - Service aspects”

ENISA P/17/12/TCD

LOT 1 - Secure communication solutions for National/Governmental CERTs: Stocktaking & Requirements

LOT 2 – Good Practice guide on Alerts Warnings and Announcements

LOT 3 - ENISA CERT exercise material extended with cybercrime scenarios

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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	Secure communication solutions for National/Governmental CERTs: Stocktaking & Requirements	€ 60,000.00
LOT 2	Good Practice guide on Alerts Warnings and Announcements	€ 60,000.00
LOT 3	ENISA CERT exercise material extended with cybercrime scenarios	€ 80,000.00

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:

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>

- *“Firstly, every Member State [...] should have [...] a well-functioning CERT. It is important that [...] CERTs and law enforcement authorities cooperate”*
- *“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 for CERTs in Honeypots for proactive detection of IT security incidents. This guide was accompanied by a new set of CSIRT exercise material in that area. Another ENISA deliverable in 2012 was a complete update of the existing CSIRT exercise material, aimed at enhancing capabilities of CERTs in the Member States (and beyond). The emphasis was put on practical, applicable material about top-notch technical but also procedural topics, and ENISA intends to update and extend its CSIRT exercise library in the coming years.

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

1 LOT 1: SECURE COMMUNICATION SOLUTIONS FOR NATIONAL /GOVERNMENTAL CERTS: STOCKTAKING & REQUIREMENTS.

1.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

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

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

In the past, ENISA has assisted the CERTs community in developing methodologies and operational tools to improve the efficiency and effectiveness of their work. These tools and materials need to be updated on a regular basis, in order to support the identification of quickly evolving vulnerabilities and define associated counter measures.

In this task, safe interaction and interchange of information between n/g CERTs and other CERTs within their countries is essential.

The purposes of this work are to:

- Take stock of existing communication solutions, usage and best practices in place in all the European CERTs.
- Identify the functional and technical gaps that limit secure exchange of information between n/g CERTs and other CERTs within their countries.
- Define the functional and technical requirements of communication solutions that would interoperate with existing and adopted solutions and better the interaction and interchange of information.

ENISA expects that this work will enable better communication, response (adjusted to the threat level) and information exchange between European n/g CERTs and other bodies (governmental organisations, industry and academia).

This work should build upon the previous research report of ENISA on the matter of secure communication⁴. The previous work focused mainly on secure communication channels (PGP, S/MIME, VPN, etc.).

With this new project, ENISA aims for a broader and more pragmatic approach by taking into consideration all collaborative tools, Messaging systems, Ticketing systems, CRM, incident handling and notification systems, etc. – hereafter referred as *communication solutions* – used by CERT teams and involved in interchange of information among them when fulfilling their duties.

The intended target audience for this deliverable are primarily the members of the CERTs community. The deliverable should be tailored to be useful for already well-established CERTs as well as newly of upcoming teams.

⁴ <http://www.enisa.europa.eu/activities/cert/other-work/files/secure-communication>. The detailed report corresponding to the concise report “Secure Communications with the CERTs and other Stakeholders” will be provided to the prospective contractor.

1.2 OBJECTIVES AND TASKS

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

- Engage relevant stakeholders in a structured dialogue on existing practices and solutions of secure communication for European CERTs. This will include :
 - Compilation of a list of atomic task of n/g CERTs in Europe
 - Stock taking of practice for a fast administrative response procedures
- Analyse, involving experts from the CERT community, the barriers (functional and technical) and possible beneficial actions for a better communication;
- Produce a detailed report on functional and technical recommendations to better, develop and ease interoperability of secure communication solutions.

The resulting recommendations need to find the support of the CERTs community. Therefore, 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.

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

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

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

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

1.2.1 TASK 1: Identification of Stakeholders, Surveys and Interviews

This task is organised in two parts, namely:

1. Identifying relevant stakeholders from CERTs community

The prospective Contractor with the help of ENISA should identify all stakeholders and experts from the European CERT community with significant experience and expertise in the relevant stated fields (as identified in Section 1.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES).

ENISA will also mobilise its network of contacts and institutional bodies to identify relevant experts that could possibly help the Contractor to enrich their list of identified experts/stakeholders. Also ENISA can make available survey tools, if appropriate.

2. Performing stock taking surveys and interviews

All the identified stakeholders should be invited to fill a quick survey (10 questions maximum) on their existing communications solutions and their use.

This first approach should be complete with qualitative stock taking interviews. The interviews can be done by phone or other ways.

The prospective Contractor should:

- Establish the survey,
- Invite the stakeholders to respond to the survey,
- Conduct qualitative interviews with the responding stakeholders,
- Draft the agendas and minutes of the interviews,
- Collect, analyse and elaborate the outcome of the interviews.

1.2.2 TASK 2: Establish, animate and act as a rapporteur of a Working Group (WG) composed of strategic stakeholders from the CERT community

The prospective Contractor will constitute, with the help of ENISA, a WG of stakeholders from the n/g CERT community and other relevant entities. It is suggested that the WG includes experts from all the n/g CERT community and the most involved and motivated stakeholders identified during the stock taking interviews.

At least all n/g CERTs should be invited to participate to this Working Group.

The Contractor is expected to animate and participate in the discussions of the Working Group and draft the related agendas and minutes. The discussions will have as object the topics/relevant elements of the communications solutions for n/g CERTs as previously identified.

At least one workshop meeting should be organised in a face to face meeting. The prospective Contractor should cover the cost of the organisation of this workshop and the traveling costs of the participants.

Taking into account that CERTs have limited availability, the prospective Contractor is suggested to take advantage of upcoming CERT community events (TF CSIRT meeting, TRANSITS, etc.) to organise a dedicated side workshop.

Other work sessions could be conducted via telephone, Skype, Lync, video conferencing and e-mail.

The Contractor should ensure that all the topics/relevant elements identified during task 1 will be discussed within the Working Group.

1.2.3 TASK 3: Analysis and Recommendations

Having collected the information from the stakeholders and the WG the Contractor is expected to:

- Carry out qualitative analysis of the findings
- Identify organisational, functional and technical obstacles to secure information exchange among CERTs
- Identify organisational, functional and technical recommendations that take into account the existing solutions in a respectful, flexible and modular approach.

The qualitative analysis should aim at identifying functional and technical barriers for a better interaction and interchange of information between n/g CERTs and other CERTs within their countries. If during this phase, it becomes evident that additional information is needed from specific stakeholders, it is expected that the contractor will either perform additional desktop research or contact the relevant stakeholder(s) to obtain the required input.

The analysis should be performed by means of systematic approach that should be adequately explained as part of the prospective Contractor's technical proposal in terms of benefits for this specific project. It is expected that the Contractor will provide sufficient evidence of expertise and knowledge of the approach.

ENISA's experts will carefully follow up the analysis phase to ensure that all contributions from different stakeholders are properly and accurately taken into consideration.

1.2.4 TASK 4: Presentation of the results

The results of Tasks 1 and 2 will be included by the Contractor in a draft report *Stocktaking & Requirements for Secure communication solutions for n/g CERTs* which will include the analysis of the results of the previous work provided by ENISA (as mentioned in Section 1.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES), the results of the interviews and the outcomes of the Working Group discussions.

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

ENISA will invite members of the Working group to assess the quality of the findings and debate the proposed good practices. The Contractor is expected to deliver a clear and comprehensible second-draft⁵ report on the findings which will be used for the validation of the results by the Working group members.

⁵ The final version of the report will include feedbacks received from the Working Group. See list of deliverables/milestones

The report should describe:

- A comprehensive stock taking of secure communication solutions among CERTs.
- Organisational, functional and technical obstacles in communications between n/g CERTs and other CERTs.
- Recommendations and requirements to overcome the identified obstacles.

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 draft final report should be updated by the Contractor with the comments, suggestions and recommendations of the WG members before issuing a final version of the report.

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.

1.2.5 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)
- Face to face workshop(s) (see Task 2)

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 1.8 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.

1.3 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 the tasks performed by CERTs and incident handling in particular
- Experience in security incident handling, including communication with different external stakeholders (e.g., while working for CERT or abuse team)
- Familiarity, experience and technical knowledge of common communication solutions used in the CERT community
- 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.

1.4 DURATION

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

1.5 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 Stakeholders, Surveys and Interviews</i>		
Survey established		1/04/2013
List of experts established and their contact details and invitation for survey sent		1/04/2013
Interviews done and the related meeting minutes drafted		29/04/2013
Interim internal report with the results of the stock taking		06/05/2013

TASK 2: Establish, animate and act as a rapporteur of a Working Group (WG)		
Work group established		06/05/2013
All work shop sessions done	Including the face-to-face workshop	14/06/2013
TASK 3: Analysis and Recommendations		
<i>No deliverables/milestone required for this task</i>		
TASK 4: Presentation of the results		
1st Draft deliverable	To ENISA for comments	01/07/2013
2nd Draft deliverable	To WG for comments	22/07/2013
Final Draft deliverable	Proofread, to ENISA for final review (2 weeks needed for ENISA's review)	19/08/2013
Final Report deliverable	Including ENISA final comments	09/09/2013
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.

1.6 DURATION OF THE SERVICE

The Tenderer is required to make a proposal in their tender for the time schedule of the activities in order to carry out the project 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.

1.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS

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

At least the following communication with the Contractor is expected.

- One kick off meeting 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

- Participation of the Contractor in the face-to-face workshop of Task 2 to be held in a European capital city
- 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.

1.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE

The result of the evaluation of tenders will be the awarding of a Service Contract. The total estimated budget cannot exceed **60,000.00 Euros (sixty thousand Euros)**⁶ covering all tasks executed and including all costs (e.g. travelling expenses of the contractor to and from ENISA's premises, provision of expert group communications and meetings).

1.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer shall enclose with the **Technical Offer** all documents and information that will enable its 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 contractor
 - 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.

⁶ 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.

- 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)
 - 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 contractor 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.

2. LOT 2 - GOOD PRACTICE GUIDE ON ALERTS WARNINGS AND ANNOUNCEMENTS

2.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

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

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

In its Work Programme for 2013 (WP2013), ENISA based on the work done in 2012 will work close with the CERT community to produce a good practice document on **Alerts, Warnings and Announcements** which in detail is laid out in Work Package (WPK) 3.1. One of the tasks foreseen in this WPK is an analysis of “Collect and provide good practice in the field of Alerts, Warnings & Announcements”.

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

- create a good practice guide on Alerts, Warnings and Announcements as part of the core services of Computer Emergency Response Teams (CERTs)
- carry out a stocktaking on different methodologies in that area, and make it available in form of an inventory
- outline possible further activities in order to mitigate the common shortcomings identified during the analysis, including tasks and roles of different stakeholders.

It is crucial for ENISA that opinions, positions and ideas of external stakeholders, especially experienced CERT teams but also other relevant groups, are included in the analysis. It is expected from the tenderer to include in the offer a more precise definition of groups of stakeholders, and how they should be involved (e.g., participation in a survey, expert group etc.) (see also article 2.9 “Content and presentation of the technical offer”). ENISA can make available to the prospective contractor its own networks, contacts, and tools (where appropriate).

The expected result of the work of the prospective contractor is a good practice guide in form of a report (text document) laying out the details and results of the tasks described above (please see also article 2.2 “Objectives and tasks” for more details). Previous good practice guides produced by ENISA in that area can be used as an example (will be provided during the project kick-off).

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

2.2 OBJECTIVES AND TASKS

The prospective contractor will need to develop a report (containing above mentioned good practice guide) on Alerts, Warnings & Announcements which are used already or can be recommended for use by national / governmental and other CERTs for situational awareness and alerting of their constituency and better incident handling. Also possible further activities in order to mitigate the common shortcomings of the measures identified, including tasks and roles of different stakeholders, need to be analysed.

The final report would serve as a reference point for both newly established and mature CERTs to improve or identify and easily develop capabilities in the area of Alerting, Warning and Announcements in order to increase their service capabilities.

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

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

2.2.1 TASK 1: Definition of the concepts `Alerts, Warnings and Announcements`

- a) Define in depth the concepts behind `Alerts, Warnings, Announcement` as part of the core services of CERTs or Incident response teams
- b) Define the process of validating the sources of Alerts, Warnings and Announcements (for example verifying the trustworthiness of the sources, etc.)
- c) Define the process of risk assessment & severity rating of incoming alerts (severity rating & potential impact of incoming alerts, etc.).

2.2.2 TASK 2: Stocktaking & recommendations on `Alerts, Warnings and Announcements`

- d) Identify different categories of Alerts, Warnings and Announcements that can be used in providing "early warning" and alerting to a CERTs constituency (for example security advisories or bulletins, vulnerabilities alerts, data breaches/leaks, spam alerts, phishing, DDoS, other forms of cyber-attacks, etc.)
- e) Identify most common types and channels of `Alerts, Warning and Announcements` (like mailing lists, websites, RSS feeds etc.) along with providers of alerts like AntiVirus companies, Vendors, Security companies etc.
- f) Explain the importance of monitoring other types of alert sources (like Pastebin, Pastie, Twitter, IRC, Google, social networks, etc.) in creating efficient situational awareness for a CERT and its constituency.
- g) Identify common data formats and/or standards used in collection & exchange of Alerts, Warnings and Announcements.
- h) Identify target groups of the Alerts, Warnings and Announcements and how data needs to be tailored to specific groups. (CERTs need to have an inventory of their constituency's environment, like OS Windows XP, Win7, Win8, Unix, IE, Flash, Adobe, Java, etc.)

- i) Identify tools that are often used for collecting, processing and disseminating information for Alerts, Warnings and Announcements.
- j) The prospective contractor needs to run a survey among CERTs and/or other types of incident response teams to identify tools used in collection, aggregation and dissemination of `alerts, warnings and announcements` to their constituency.
- k) Describe the concept behind collective intelligence frameworks that can reduce overlapping work by providing a common platform for aggregation (which potentially can provide tailored intelligence for a CERTs constituency).
- l) Define recommendation for addressing gaps and for stimulating communities & partnerships between Security Providers, Vendors and CERTs to overcome cyber threats more efficiently by sharing alerts, warnings and announcements.

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: Stocktaking on incident response methodologies

- Stocktaking of incident response methodologies, whitepapers, tutorials, etc. available online that can help CERTs and their constituency to mitigate attacks. Additional input can be collected using the survey mentioned in **TASK 2. j)**
- Classify the identified response methodologies (workarounds and mitigation, resolution, etc.) by type of incident (like Windows/Unix intrusion, DDoS, Insider attack, Spam, phishing, Malware)
- Briefly describe the methodologies identified.

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: Presentation of the results

The final deliverable will be a report on best practices for `Alerts, Warnings and Announcements`.

A proposal for its structure needs to be outlined in the offer (see article 2.9 "Content and presentation of the technical offer") and is subject to further discussion between ENISA and the prospective contractor.

The final deliverable must be drafted on ENISA's template (will be provided to the contractor in advance).

The best practice guide on Alerts, Warnings and Announcements report should contain:

- detailed description of work carried at **TASK 1 – 3** (methodology)
- the prospective contractor should prepare the PowerPoint presentation which could be used to present the results of the project
- the prospective contractor should prepare the dissemination plan, which would contain ideas and proposals on how to disseminate the results of the project to the intended target audience..

2.2.5 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 prospective 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 prospective 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 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 teleconferences every two weeks 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 (every two weeks or at more frequent intervals to be agreed upon) on the progress achieved

2.3 EXPECTED SKILLS

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

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

2.4 DURATION

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

More specifically, assuming the Tasks described in article 2.2 “Objectives and Tasks” will be part of the final project plan (X = signing of the contract):

- Task 1 should be finalised not later than X + 2 months
- Tasks 2 and 3 should be finalised not later than X + 4 months
- Task 4 should be finalised not later than end of July 2013 with the complete final draft report available for the review by ENISA by end of August 2013

2.5 DELIVERABLES

The following deliverables are required from the Contractor:

- Monthly progress report on predefined milestones;
- **D1** If part of the approved project plan, an interim internal report with the results from TASK 1 – *end of May 2013*
- **D2** If part of the approved project plan, present an interim report updated, that includes the results from TASK 1 and TASK 2 - *Mid-July 2013*
- **D3** Interim report with results from TASK 1-3 - *no later than 15th August 2013*
- **D4** Final draft report – *30th August 2013*
- **D5** Prospective contractor must provide power point presentation of the results. - *mid Sept 2013*
- **D6** Prospective contractor must provide a dissemination plan for the study - *mid Sept 2013*

The working language of the Agency is English. All documentation related to this activity is expected to be drafted in English and professionally proofread.

2.6 DURATION OF THE SERVICE

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

2.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS

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

At least the following communication with the contractor is expected.

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

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

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

2.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE

The result of the evaluation of tenders will be the awarding of a Service Contract. The total estimated budget cannot exceed **60,000.00 Euros (sixty thousand Euros)**⁷ covering all tasks executed and including all costs (e.g. travelling expenses of the contractor to and from ENISA's premises if applicable).

2.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

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

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

- Description of the skills of the prospective contactor
 - The Tenderer will have to present its compliance with the expected skills as described in the relevant article.
- Description of the deliverables
 - The proposed structure of the final report needs to be part of the offer
 - The deliverables must be presented as requested in the article entitled "Deliverables"
- The prospective contractor is expected to provide insights in the methodology (approach) chosen in order to reach the objectives of the project described above in article "Objectives and tasks". In particular:
 - A proposed set of criteria for the evaluation of different identified measures for proactive detection of incidents (e.g., complexity of implementation, accuracy of the results provided, etc.)
 - Proposed stakeholders / stakeholder groups and how they will be involved (e.g., participation in a survey, expert group etc.)
 - If the expert group will be part of the approach chosen, details need to be provided on what stakeholder groups would be involved, how the work of the expert group would be organised (e.g., physical meetings, e-mail mailing lists, video conferences etc.), in what stages of the project the expert group would be involved
- Management of provision of services

⁷ 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 prospected contactor must also identify possible risks to the project and propose mitigation measures
- In addition the tenderer is expected to highlight / explain
 - Availability and ability of the tenderer to respond: prompt availability of resources is required within the specified delivery timeframes. Additionally, any ancillary or support resources, such as a network of associates to support the scope of this Call for Tenders must be clearly stated
- Short CV's of the experts that will be allocated in the project focussing on their experience and expertise on the areas covered by the study.

3. LOT 3 - ENISA CERT EXERCISE MATERIAL EXTENDED WITH CYBERCRIME SCENARIOS

3.1 GENERAL DESCRIPTION OF THE REQUIRED SERVICES

In its Communication “The EU Internal Strategy in Action: Five steps towards a more secure Europe”⁸ the European Commission stresses ENISAs role in improving Member States capabilities for dealing with cyber-incidents:

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

In its Work Programme for 2013 (WP2013) ENISA included the activity related to further development of capabilities to provide training and exercises for CERTs, which in detail is laid out in Work Package 3.2, Deliverable 3 (D3)

With this tender ENISA aims at procuring services in order to extend the *existing ENISA CERT exercise material with cybercrime scenarios*.

It is crucial for ENISA that opinions, positions and ideas of external stakeholders are included in the analysis. It is expected from the tenderer to include in the offer groups of stakeholders, and a methodology how they should be involved (e.g., participation in a survey, expert group etc.) (see also article 3.9 “Content and presentation of the technical offer”). ENISA can support by making available its own network of contacts and, where appropriate, tools (details are subject to further discussion during project kick-off).

The intended target audience for the *ENISA CERT exercise material extended with cybercrime scenarios* is primarily the national / governmental and other CERTs that want to carry out one or more of the exercises to maintain and/or enhance their effectiveness, quality of service, cooperation with other teams and stakeholders, especially with Law Enforcement Agencies.

The exercise material should be tailored to be useful for both, newly established teams that are focused on improving internal skills and getting on board with cooperation as well as more mature teams that seek ways for improving larger scale cooperation and eliminating coverage gaps in CERT services.

3.2 OBJECTIVES AND TASKS

The expected results of the work of the prospective contractor are:

- ENISA CERT exercise material with cybercrime scenarios
- The new exercise material should be made available in a ready-to-use version as much as possible in order to facilitate carrying out the exercises more easily and should follow the same (or improved) structure as the already existing *Collection* produced in 2008 and 2012 consisting of two components:

⁸ “The EU Internal Strategy in Action: Five steps towards a more secure Europe” (COM(2010) 673): http://ec.europa.eu/commission_2010-2014/malmstrom/archive/internal_security_strategy_in_action_en.pdf

- a *Handbook of CSIRT Exercises* should be the “instructor’s copy” and contain everything that is possibly necessary for organizing, carrying out and analysing/measuring the exercises. It should also contain realistic yet flexible story-lines for these exercises. It is expected that the new *Handbook* will follow the same structure as the already existing one. But prospective contractor can suggest new structure and scope (detailed description of the suggested structure and scope needs to be included in the bid).
- an accompanying *Toolset for CSIRT Exercises* should be the “student copy” of the necessary materials for the exercise participants corresponding to the Handbook scenarios. It is expected that the new *Toolset* will follow the same structure as the already existing one (including providing accompanying supporting material, for example Virtual Images to support hands on exercises). But prospective contractor can suggest new structure and contents/mediums (for example, but not limited to: worksheets, data or artefact captures, virtual machine images, Live-CDs or other pre-configured environments, etc.), if so detailed description of the suggested structure and contents/mediums needs to be included in the bid.
- A training suite suitable for use in TRANSITS I CSIRT Training Legal Issues package⁹.
 - Training suite shall consist, at a minimum of a Handbook for Teachers, Toolset for students, presentation, and all necessary background material in order to carry out effective training that will actively involve students and meet the current target audience requirements.

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

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

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

3.2.1 TASK 1: Desktop research and initial analysis of information

- gather available information on the existing training and exercise activities and material concerning cybercrime related topics
- analyse the information gathered to identify areas of the CERT activities which are not or are less covered by available cybercrime training and exercise material
- analyse existing reports related to CERTs and cybercrime, produced by ENISA and other relevant stakeholders
- create the list of candidate exercise scenarios for the inclusion in the new extended collection;

⁹ <http://www.terena.org/activities/transits/transits-i/prague/nov12/programme.html>

3.2.2 TASK 2: Identifying stakeholder needs

- through surveys and/or consultations and/or workshops with the relevant stakeholders active in the area of CERT exercises and trainings in the area of cybercrime (proposed approach and suggested stakeholders need to be described in the offer)¹⁰
 - clarify further needs of the CERT community and other relevant stakeholders with the focus on Europe in the area of cybercrime related trainings and exercises
 - prioritise the list of candidate exercise scenarios generated during the previous tasks
- if applicable complement the final candidate list with new scenarios taking into account suggestions of the stakeholders

3.2.3 TASK 3: Extend ENISA CERT exercise material with cybercrime scenarios

- taking into account the outcomes of Tasks 1 and 2, incorporate new exercises into the Collection of the CERT exercise material. ENISA expects at least 6 new scenarios to be added ranging from the deep technical investigation scenarios where students have to follow an **ADVANCED** cybercrime scenario containing **ADVANCED** technical challenges to the scenarios where students have to follow in **DEPTH** legal and operational constraints that have been described in the example scenario/s. (subject to further assessment of the complexity of the scenarios proposed). Some example scenarios, may include, but are not limited to topics related to digital forensic activities and procedures, identification and handling of electronic evidence, identifying and following cyber-crime traces.
- in the Handbook of CERT Exercises (“instructor’s copy” of the necessary materials) each new and updated exercise must be described in the detail to successfully and easily conduct them and to adjust as necessary from the instructor’s perspective. The collected exercises in the Handbook of CERT Exercises should also provide:
 - Performance indicators and/or other methods for measuring success
 - Other means that allow the involved teams or individual team members to draw conclusions from and act upon the results of an exercise
- Toolset for CERT Exercises (including supporting electronic material (Virtual Image) or alternative mediums proposed by the prospective contractor) (“student’s copy” of the necessary materials) should contain the necessary material to successfully and easily (e.g., without necessity to configure or install something) conduct the exercises from the student’s perspective
 - The prospective contractor should prepare the PowerPoint presentation which could be used to present the results of the project
 - The 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.

¹⁰ Please note that contractor may be asked to use the survey tools selected by ENISA

3.2.4 TASK 4: Involving subject matter experts in the creation process of the exercises

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

3.2.5 TASK 5: Creating a training suite suitable for use in TRANSITS I CSIRT Training Legal Issues package

- Taking into account the outcomes of Tasks 1 and 2 the prospective contractor shall create a training suite suitable for use in TRANSITS I CSIRT Training Legal Issues package. ENISA expects this suite will follow the actual needs of the target audience and other relevant parties. The suite must present the topics clearly, using the methodology that will allow trainees to acquire the knowledge in the most efficient way (subject to further assessment of the methodology, scenarios and the structure proposed in the offer).
- In the Handbook for the training suite (“instructor’s copy” of the necessary materials) the material must be described in detail to successfully and easily conduct training and to adjust as necessary from the instructor’s perspective. The material produced for TRANSITS I CSIRT Training Legal Issues package should also provide:
 - Performance indicators and/or other methods for measuring success
 - Other means that allow the involved teams or individual team members to draw conclusions from and act upon the results of training
- Toolset for TRANSITS I CSIRT Training Legal Issues package should contain the necessary material to successfully and easily conduct the training from the student’s perspective
- Presentation and other visualisation material for TRANSITS I CSIRT Training Legal Issues package shall be prepared by the contractor

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 prospective 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 prospective 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 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 teleconferences every two weeks 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 (every two weeks or at more frequent intervals to be agreed upon) on the progress achieved.

3.3 EXPECTED SKILLS

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

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

3.4 DURATION

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

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

- Tasks 1 and 2 will be conducted in parallel and are expected to be finished X + 2 months
- Task 3 must be finalised not later than end of August 2013 with the first draft of final deliverables (ENISA CERT exercise material extended with cybercrime scenarios) available for review not later than 15th July 2013 and complete final draft deliverables available for the review by ENISA by 1st September 2013
- Task 4 will be conducted in parallel with tasks 1, 2 and 3 and shall be finalised with the positive feedback from the contributors about the produced material no later than 1st September 2013
- Task 5 must be finalised not later than end of August 2013 with the first draft of final deliverables (TRANSITS I CSIRT Training Legal Issues package) available for review not later than 10th July 2013 and complete final draft deliverables available for the review by ENISA by 1st September 2013.

3.5 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: Each deliverable shall be finalised no later than the dates stated below¹¹.

- Monthly progress report on predefined milestones;
- D1 An interim internal report with the short summary of relevant training and exercise activities identified and analysed during desktop research and the first list of candidate exercise scenarios (see Task 1 above) - *due 1st May 2013*
- D2 An interim internal report with the results of identification of stakeholder needs and updated and prioritised list of candidate exercise scenarios (see Task 2 above) - *due 1st May 2013*
- D3 Provide and list the necessary resources (e.g., means of communication, meetings etc.) for successful identification of stakeholder needs, work of the expert group during the project according to the approach described in the offer¹² (see article “Content and presentation of the technical offer”) - *due 31st March 2013*
- D4 Final extended Collection of the CERT exercise material consisting of Handbook of CSIRT Exercises and Toolset for CSIRT Exercises (including electronic supporting material (Virtual Images) or alternative mediums proposed by the prospective contractor) - *due 1st September 2013*
- D5 Final TRANSITS I CSIRT Training Legal Issues package consisting of Handbook, Toolset, presentation and other material necessary to carry out the training. - *due 1st September 2013*
- D6 Report presenting the communication with the stakeholders, who participated in the review, commenting and contribution processes of the deliverables. - *due 1st September 2013*
- D7 Dissemination plan with the proposal on how to best disseminate the results of the project so that they reach the intended target audience - *due 1st September 2013*
- D8 PowerPoint presentation with the project results - *due 1st September 2013*
- The contractor will provide ENISA with raw data from the questionnaire/interview during the project implementation upon request and at the end of the project.

3.6 DURATION OF THE SERVICE

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

¹¹ The deliverable dates will be finalised during the kick off meeting.

¹² Please note that contractor may be asked to use means of communication (for example survey tools) offered by ENISA

3.7 PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATIONS

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

At least the following communication with the contractor is expected.

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

It should be mentioned that the costs of possible business trips, 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.

3.8 TENDER RESULT AND ESTIMATED CONTRACT VALUE

The result of the evaluation of tenders will be the awarding of a Service Contract. The total estimated budget cannot exceed **80,000 Euros**¹³ 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).

3.9 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

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

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

- Description of the skills of the prospective contactor
 - The Tenderer will have to present its compliance with the expected skills as described in the relevant article.
- Description of the deliverables
 - The proposed initial structure and initial titles and contents of the extended CERT exercise set (Handbook, Toolset) and TRANSITS I CSIRT Training Legal Issues package needs to be part of the offer

¹³ 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.

- 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) for the set of exercises
 - 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
 - list with initial ideas for additional exercise scenarios to be included in the new extended Collection in the prospective tenderers offer would be considered as an advantage
- 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 contractor must also identify possible risks to the project and propose mitigation measures
- In addition the tenderer is expected to highlight / explain
 - Availability and ability of the tenderer to respond: prompt availability of resources is required within the specified delivery timeframes. Additionally, any ancillary or support resources, such as a network of associates to support the scope of this Call for Tenders must be clearly stated
- Short CV’s of the experts that will be allocated in the project focussing on their experience and expertise on the areas covered by the study.

The following specifications are common to ALL 3 LOTS:

4. CONTENT AND PRESENTATION OF THE PRICE OFFER

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

5. PRICE

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

6. PRICE REVISION

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

7. COSTS INVOLVED IN PREPARING AND SUBMITTING A TENDER

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

8. PERIOD OF VALIDITY OF THE TENDER

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

9. PROTOCOL ON PRIVILEGES AND IMMUNITIES OF THE EUROPEAN COMMUNITIES

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

10. PAYMENT ARRANGEMENTS

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

11. CONTRACTUAL DETAILS

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

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

PART 3 ADMINISTRATIVE DETAILS

1. FORMAL REQUIREMENTS

1.1 Address and deadline for submission of the Tender:

You are invited to tender for this project and requested to submit your tender no later than **25 January 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 **25 January 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/17/12/TCD
“Application of good practice for CERTs - Service aspects”
NOT TO BE OPENED BY THE MESSENGER/COURIER SERVICE
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 5th 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/17/12/TCD
“Application of good practice for CERTs - Service aspects”
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 5th 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 **5th 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 1.8 for LOT 1; Article 2.8 for LOT 2 and Article 3.8 for LOT 3 will be excluded. The cheapest offer will receive the maximum points and the rest of the candidate's offers will be awarded points in relation to the best offer as follows

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

Where;

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

5. AWARD OF THE CONTRACT

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

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

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

where;

QP = Qualitative points

PP = Weighted price points

TWP = Total weighted points score

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

6. PAYMENT AND STANDARD CONTRACT

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

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

7. VALIDITY

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

8. LOTS

This Tender is divided into three Lots.

- **LOT 1** - Secure communication solutions for National/Governmental CERTs: Stocktaking & Requirements
- **LOT 2** – Good Practice guide on Alerts Warnings and Announcements
- **LOT 3** - ENISA CERT exercise material extended with cybercrime scenarios

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 - Service aspects”**

ENISA P/17/12/TCD

Summary timetable comments

Launch of tender - Contract notice to the Official Journal of the European Union (OJEU)	4 December 2012	
Deadline for request of information from ENISA	19 January 2013	
Last date on which clarifications are issued by ENISA	21 January 2013	
Deadline for submission of offers	25 January 2013	in case of hand-delivery (05:00 pm local time. This deadline is fixed for the receipt of the tender in ENISA's premises)
Opening of offers	5 February 2013	At 10:00 Greek time
Date for evaluation of offers	5 February 2013	At 11:00 Greek time
Notification of award to the selected candidate	Mid February 2013	Estimated
14 day standstill period commences	Mid February 2013	Estimated
Contract signature	Start 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

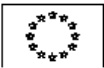
FINANCIAL IDENTIFICATION FORM

- 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 - Service aspects”

ENISA P/17/12/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 - Secure communication solutions for National/Governmental CERTs: Stocktaking & Requirements. <i>Please provide your lump sum price for the total deliverables.</i>	P/Days	€
LOT 2 – Good Practice guide on Alerts Warnings and Announcements <i>Please provide your lump sum price for the total deliverables.</i>	P/Days	€
LOT 3 - ENISA CERT exercise material extended with cybercrime scenarios <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**¹⁴ (*Annex I*) *signed and dated*
- 6 **Financial Identification Form**¹⁵ (*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)

¹⁴ 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.

¹⁵ 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.