



Tender Specifications

“Editorial, graphic design and printing services”

ENISA P/19/11/PAU

- LOT 1: Provision of Editorial services**
- LOT 2: Provision of Graphic Design services**
- LOT 3: Provision of Printing services**

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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 organisations 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 TERMS of REFERENCE

1. GENERAL REQUIREMENTS

This tender procedure is divided into three LOTS, for the provision of the following services:

- LOT 1 – Provision of Editorial services
- LOT 2 - Provision of Graphic Design services
- LOT 3 - Provision of Printing services.

Prospective tenderers are welcome to bid for LOT 1 only, LOT 2 only LOT 3 only **or for more than one** LOT in any combination. Separate contracts will be awarded for each LOT.

Please note that in the case where offers are provided for more than one LOT, a separate technical offer must be made for each LOT. Each LOT will be evaluated separately. (The requested administrative paperwork only needs to be provided just once for all LOTS)

1.1 LOT 1: Provision of Editorial services:

The Agency wishes to contract professional services for the provision of copywriting, editing and proof checking. These services will include correcting any errors in the text provided including: grammatical, linguistic and spelling mistakes, suggest any improvements in clarity of expression, editing various texts produced to a consistent editorial style for publication on ENISA's website and/or in print.

Furthermore, the services shall include adapting the tone and style of different publications as they will vary according to the needs of target audiences and the medium being used.

1.2 LOT 2: Provision of Graphic Design services:

The Agency wishes to further develop its graphic design style to communicate more effectively in all visual media. Services for the publications design should include print-ready, and web-optimized PDF files of finished documents and open application files on request.

Adaptation of the text provided (in Word 2010 format) to an ENISA template and adaption of text, diagrams and graphics using a licensed professional software package (e.g. Quark Express). Layout processing of text and images (on average 1 image/2pages) should also be included in these services.

Services may include design for reports, posters, leaflets, postcards and stationery. Provision of high quality hard copy or high resolution PDF visuals/dummies of printed matter for ENISA's approval is required. ENISA may provide chosen images from its contracted photo library (123rf). A separate Tender is due to be launched for the production of an ENISA visual brand, and graphic

design services would need to be compliant with the ENISA brand guidelines defined when the contract is awarded.

1.3 LOT 3: Provision of Printing services:

The services to be provided include printing and binding of brochures, reports and newsletters as well as posters postcards and banners, in one or more colours. Delivery of this service will usually be to the ENISA office, but printed items may need to be sent directly to other locations within Europe or elsewhere.

This service will also include packing the printed material in boxes which clearly indicate the contents, including the title of the publication or other product code, as specified, and number of copies per box.

2. SPECIFIC REQUIREMENTS AND SKILLS

2.1 LOT 1: Provision of Editorial services

ENISA requires the services of professional copywriters, editors and proof checkers who will deliver written material within a given timeframe in English.

Services requested:

- Correct any errors in the text provided including: grammatical, linguistic and spelling mistakes.
- Suggest any improvements in clarity of expression.
- Edit and proof check various texts produced both in-house and externally to a consistent editorial house style for publication on the ENISA website and/or in print.
- Adapt tone and style of different publications as they will vary according to the needs of the target audiences and the medium being used.
- Proofread, copy write and edit ad hoc web pages of the ENISA web site

The prospective Contractor(s) must read and write English at “native language” level and must have a sound knowledge and solid experience in writing texts that appeal to a range of audiences. Experience in writing or editing in areas such as ICT (Information Communications Technology) and/or network and information security will be an asset.

The Contractor will be required to check whether each section of a text expresses the author’s meaning clearly, particularly in texts where the author is not writing in English as a native language. It involves looking at each sentence, checking or improving the author’s choice of words, punctuation, abbreviations. It can involve cosmetic, textual or house-style corrections, to improve readability.

In some cases the Contractor will be required to carry out a substantial rewrite of the text to improve a piece of writing, its content, scope, length, level and organisation. The editor may suggest improvements for the author to make, or (in agreement with the author) rewrite and rearrange the material; suggest better examples, etc.

ENISA will define the level of editing required for each order, which will be commensurate with the various costs per page provided by bidders in the Financial Offer form (see Annex IV)

The copywriters, editors and proof checkers must have the ability to edit and correct texts in line with the EU inter-institutional style guide: <http://publications.europa.eu/code/en/en-000100.htm>

The tenderer will be expected to supply copies of any qualifications, and examples of written and edited material produced in English.

2.2 LOT 2: Provision of Graphic Design services

Services requested:

- Provide graphic design services for print-ready, and web-optimised PDF files of finished publications and open application files on request.
- Adapt any text provided (usually in Word 2010 format) to an ENISA template and adapt text, diagrams and graphics using a licensed professional software package (e.g. QuarkXPress).
- Provide layout processing of text and images (on average 1 image per 2 pages).
- Design work will mainly cover ENISA publications, but may include postcards, posters, leaflets and banners.
- Services should specify how client briefings, proposals, presentation of visuals and client approval will be managed.
- Proposals should cover provision of high quality hard copy or high resolution PDF visuals/dummies of printed matter for client's approval.
- All of the design work must follow ENISA's corporate brand guidelines and logo requirements.
- The successful bidder may be required to design material that uses European languages other than English. They should therefore ensure that they have the ability to use typefaces (including any special characters) for alphabets used by languages including Greek, German and French.

Bidders are kindly asked to provide:

A short description of the capacity of the company, design software used (e.g. QuarkXPress, Adobe InDesign) and the number of staff employed in the areas of client management, layout/graphic design etc.

Please include details of the availability of the client manager (or similar position) and the procedure and timing of preparing quotes. Information on work management processes, liaison, client approval/sign off, etc. should also be given.

2.3 LOT 3: Provision of Printing services

Services requested:

- Printing and binding of brochures, reports, newsletters, (as well as possibly posters postcards, leaflets and banners) in single or multiple colours. Examples of existing ENISA publications can be found at: <http://www.enisa.europa.eu/publications>
- Producing printed, sorted and stapled or bound documents according to requirements. Documents will typically be A4 and required in black and white and/or full colour.

- Delivery of finished items will usually be to the ENISA office, but may be required to be sent directly to other locations in Europe or worldwide.
- Packaging of the printed material in sturdy boxes which clearly indicate the contents, including the title of the publication or other product code, as specified, and number of copies.

Files for printing will usually, but not exclusively, be supplied via email in publishing formats, such as QuarkXPress or InDesign, or as PDFs or MS Word documents. Prices should include any costs for converting files and any pre-press work, such as producing film and printing plates. Costs should also include providing ENISA with colour proofs for approval prior to printing.

These unit prices must include all relevant costs (e.g. paper, print, binding, quality control, etc.) and all expenditure (management of the firm, secretarial services, social security, salaries, etc.) incurred directly and indirectly by the contractor in performance of the tasks which may be entrusted to him/her. In particular, unit prices for services provided must also include delivery costs by standard courier service to ENISA's premises in Crete, Greece, unless another delivery address is specified. It should be clarified if prices quoted are for digital or offset printing of all items. Please specify as necessary

Please provide with your technical offer the following examples (samples) of your work:

- One printed publication, stapled;
- One printed publication, glued; (perfect bound)
- One folded leaflet (e.g. A4, A5, 1/3 A4)

Costing should be provided for various types of documents and numbers of print quantities using the *Financial Offer form – Annex IV*.

The following four (4) items are represented in the Financial Offer form. The details shown below will assist you in accurately costing the items, based on the level of quality expected:

A. A4 size (approx.) 'General report'-type document:

Previous example can be found at the following link to the ENISA website:

<http://www.enisa.europa.eu/about-enisa/activities/programmes-reports/general-report-2009>

Cover:

Paper: 250g extra white matt (or similar, – please specify)

Printing: 4 colour process (CMYK Colour Chart) recto and verso

Body pages:

Paper: 120g extra white matt (or similar – please specify)

Printing: 4 colour process, CMYK recto and verso

Binding: include costs for stapled and glued options

Number of pages: 100 pages (50 leaves) plus cover (front and back)

Print quantity: 1,000 and 5,000 copies (using the Financial Offer form)

B. ENISA corporate leaflet: (A4 “trptych” gatefold to 1/3 A4)

Previous example can be found at the following link to the ENISA website:

<https://www.enisa.europa.eu/media/press-releases/CyperEurope2010leaflet.pdf>

Paper: 170 gsm gloss art

Print: four colour process (CMYK) printed front and back

Print quantity: Please offer prices for 2,000 copies and 5,000 copies. (using Financial Offer form)

C. ENISA ‘Fact Sheets’:

Previous example can be found at the following link to the ENISA website:

<http://www.enisa.europa.eu/media/key-documents/fact-sheets/Awareness-1.pdf/view>

Paper: 160 gsm gloss art, A4 finished size

Print: four colour process (CMYK) printed front and back

Print quantity: Please offer prices for 500 and 1,000 copies (using the Financial Offer form)

D. ENISA ‘Work Programme’: (A4 size, approx.)

Previous example can be found at the following link to the ENISA website:

<http://www.enisa.europa.eu/media/key-documents/enisa-work-programme-2010>

Cover: 300 gsm silk art board.

Print: four colour process (CMYK) printed front and back

Body pages: 48 pages (24 leaf)

Print: four colour process (CMYK) for all pages

Binding: include costs for stapled and glued options

Print quantity: Please offer prices for 500 and 1,000 copies (using the Financial Offer form)

If alternative paper stock to the above is proposed, it must be fully specified in the offer. All paper stock used should be environmentally friendly, using recycled material or coming from sustainable sources.

You are also welcome to provide prices for other common printing service items (using similar high quality printed materials) which are not specifically listed in the Financial Offer form (Annex IV). .

Prices for the following items can be additionally provided:

- posters
- postcards
- leaflets
- banners

Please indicate together with your prices the volume (print run), dimensions and materials used. (Delivery costs to Heraklion Crete should also be included)

While these prices for extra items will not be taken into account in the formula used to assess the quality/price ratio, if your tender is selected as the successful offer, the extra prices provided will form part of the ensuing contract.

3. TENDER RESULT AND ESTIMATED CONTRACT VALUE

The result of the evaluation of tenders will be the awarding of separate Framework Service Contracts for LOT 1, LOT 2 and LOT 3. In the event that one legal entity is successfully chosen for more than one Lot, then there is the possibility to merge the contracts into one.

The estimated values¹ of the contracts per year are:

LOT 1 – Editorial services

The total estimated budget per year is €20,000.00 Euros (twenty thousand Euros) including all costs. Over the maximum 4 year period possible under this contract, a total budget of €80,000.00 (eighty thousand Euros) is therefore achievable.

LOT 2 – Graphic Design services

The total estimated budget per year is €25,000.00 Euros (twenty five thousand Euros) including all costs. Over the maximum 4 year period possible under this contract, a total budget of €100,000.00 (one hundred thousand Euros) is therefore achievable.

LOT 3 – Provision of Printing services

The total estimated budget per year is €25,000.00 Euros (twenty five thousand Euros) including all costs. Over the maximum 4 year period possible under this contract, a total budget of €100,000.00 (one hundred thousand Euros) is therefore achievable.

The following specifications are common to ALL LOTS:

4. 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 Terms of Reference.

Please make sure that all documentation requested in ‘Annex IX: Document Checklist’, are provided. Failure to provide all documentation may lead to your offer being declared as non-compliant and therefore not eligible for further evaluation.

5. CONTENT AND PRESENTATION OF THE PRICE OFFER

The Price offers for each Lot must be provided using the ‘Financial Offer’ form (see Annex IV).

¹ Please note that depending on budget availability and the needs of the contracting authority, the maximum amounts stated above can be increased by up to 50%

6. 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.

7. PRICE REVISION

Prices provided in the Financial Offer(s) (Annex IV) must be fixed and not revisable for the first year of the contract. From the second year of the contract prices may be revised as specified in the draft contract.

8. 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.

9. 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.

10. 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.

11. PAYMENT ARRANGEMENTS

Payments under the Contract shall be carried out within 30 days after an invoice is submitted to ENISA. Payments will be made after receipt and approval of the ordered services or products by ENISA. Each invoice must specify the specific items covered as per the relevant purchase order.

12. CONTRACTUAL DETAILS

The result of the evaluation of tenders will be the awarding of a Framework Service Contract(s). This Framework Contract lays down the legal, financial, technical and administrative provisions governing the relations between ENISA, and the Contractor during the period of its validity. It shall include the present Call for Tenders document and the technical and financial proposal of the successful tenderer. All services and products will be ordered via the issuing of specific Purchase Orders detailing the actual services and items to be supplied by the contractor.

The initial duration of the Framework Contract will be for one (1) year as from the date of signature. The initial duration can be extended by tacit agreement for three (3) further periods of one (1) year each for a total possible duration of four (4) years.

Please note that the general conditions of our standard framework 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 **02 September 2011** 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 **02 September 2011** 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		<u>Express Courier & Hand Delivery</u>
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 marked as follows:

<p>INVITATION TO TENDER NO. ENISA P/19/11/PAU</p> <p>“Editorial, graphic design and printing services ”</p> <p>NOT TO BE OPENED BY THE MESSENGER/COURIER SERVICE</p> <p>NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 13/09/2011 TENDERED BY THE FIRM: <PLEASE INSERT NAME OF THE TENDERER/COMPANY></p>
--

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

<p>INVITATION TO TENDER NO. ENISA P/19/11/PAU</p> <p>“Editorial, graphic design and printing services ”</p> <p>NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 13/09/2011 TENDERED BY THE FIRM: <PLEASE INSERT NAME OF THE TENDERER/COMPANY></p>

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, a company the following administrative information and documents must be provided (see administrative identification form attached as Annex I:

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 'Subcontractors 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 subcontractor must not sub-contract further.

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

If the identity of the subcontractor 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 subcontract.

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

1.6 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).

1.7 Total fixed price

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

1.8 Language

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

1.9 Opening of the Tenders

The opening of received tenders will take place in closed session on **13 September 2011 at 10:00** at ENISA Building, Science and Technology Park of Crete, GR - 70013 Heraklion, Greece.

2. GROUNDS FOR EXCLUSION OF TENDERERS

2.1 Reasons for Exclusion

- a) 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:
- b) 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
- c) Are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- d) They have been convicted of an offence concerning their professional conduct by a judgement which has the force of res judicata;
- e) They have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;
- f) 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;
- g) 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;

- h) 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 relevant professional or trade registers, in their 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

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

Tenderers should show their degree of technical and professional capacity to carry out the requested tasks by providing information on the criteria described below. If several service providers/subcontractors are involved in the bid, each of them must have and show that they have the professional and technical capacity to perform the tasks assigned to them.

Selection criterion 1: Previous expertise and experience in carrying out the requested services

Tenderers must provide the following documents:

- List of main clients and services provided during the last three years indicating the value, date, and recipient of the services/products.
- CVs (Curriculum Vita) of the staff designated to perform the work, preferably using the European CV template available on <http://europass.cedefop.europa.eu>.
- Examples of work done during the last three years in the area of the relevant LOT:
 - If a part of this work was delivered by subcontractors, tenderers must clearly indicate their own role and contribution.

- Tenders from consortia of undertakings or groups of service providers must specify the title, roles and experiences of each of the consortium members. In such cases, one of the tenderers must be designated as the ‘main contractor’.

Selection criterion 2: Technical skills necessary to deliver the requested services or products

Tenderers must provide the following documents:

- List of the technical equipment and material available to meet the requirements of the relevant LOT.
- If subcontracting of certain services/products is envisaged:
 - Description of the services to be provided by the tenderer directly and those which may be subcontracted
 - Description of the measures to ensure quality control of the services/products provided by the subcontractor
 - Description of subcontractors already selected by the tenderer which may be used for certain types of work

4. AWARD CRITERIA

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.

For:

LOT 1: Provision of Editorial services and

LOT 2: Provision of Graphic Design services

No	Qualitative award criteria		Weighting (max. points)
1.	Clarity and conciseness of the tender	The presentation and content of the tender should be clear, to the point and easy to understand, avoiding wherever possible unnecessary details and repetitions	20
2.	Quality	Quality of the proposal and accuracy of the description to provide the requested services, including turnaround times offered	40
3.	Expertise	Expertise in editing and proof-reading (LOT 1) and graphical skills (LOT 2) and review cycles of the output, with respect to quality assurance.	40
Total Qualitative Points (QP)			100

For

LOT 3: Provision of Printing services:

No	Qualitative award criteria		Weighting (max. points)
1.	Clarity and conciseness of the tender	The presentation and content of the tender should be clear, to the point and easy to understand, avoiding unnecessary details and repetitions	20
2.	Quality of delivered samples	i) Quality and precision of reproduction ii) Quality of collation iii) Quality of stapling/ binding	40
3.	Time and conditions of delivery, Customer services	i) Capacity to meet deadlines ii) Ability to deliver according to the specified order ii) Availability and ability to provide immediate service (flexibility and response time	40
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 fixed prices 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.

For the purposes of evaluation of price, a '**price scenario calculation**' for each LOT will be used in which the price offered in Annex IV, will be added together giving a total price (**PB**). This will then be used in the price formulas as shown below.

For LOT 1:

$$PB = A1 + A2$$

For LOT 2:

$$PB = (B1 \times 50) + (B2 \times 50) + B3 + B4$$

For LOT 3:

$$PB = As1k + As5k + Ag1k + Ag5k + B2k + B5k + C5 + C1k + Ds5 + Ds1k + Dg5 + Dg1k$$

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 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:

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

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 Lots.

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 whose Tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

11. DRAFT CONTRACT

A Framework 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.

12. SPECIFIC INFORMATION

12.1 Timetable

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

Title: **ENISA P/19/11/PAU**

“Editorial, graphic design and printing services”

Summary timetable comments

Launch of tender - Contract notice to the Official Journal of the European Union (OJEU)	15 July 2011	
Deadline for request of information from ENISA	27 August 2011	
Last date on which clarifications are issued by ENISA	29 August 2011	
Deadline for submission of offers	02 September 2011	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	13 September 2011	At 10:00 Greek time
Date for evaluation of offers	13 September 2011	At 11:00 Greek time
Notification of award to the selected candidate	end September 2011	Estimated
14 day standstill period & contract signature	mid-October 2011	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.

It is obligatory to attach the following documents to the Legal Entity Form:

1. A COPY OF ANY OFFICIAL DOCUMENT (E.G. OFFICIAL GAZETTE, REGISTER OF COMPANIES, ETC.) SHOWING THE CONTRACTOR'S NAME AND ADDRESS AND THE REGISTRATION NUMBER GIVEN TO IT BY THE NATIONAL AUTHORITIES
2. A COPY OF THE VAT REGISTRATION DOCUMENT IF APPLICABLE AND IF THE VAT NUMBER DOES NOT APPEAR ON THE OFFICIAL DOCUMENT REFERRED TO ABOVE


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 the document below is only a specimen, 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:

- (a) 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;
- (b) has not been convicted of an offence concerning professional conduct by a judgment which has the force of *res judicata*;
- (c) has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- (d) 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;

- (e) 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;
- (f) 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:

- (g) 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;
- (h) 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:

“Editorial, graphic design and printing services”

ENISA P/19/11/PAU

You may provide an offer for **either** LOT 1, 2 or 3 or a **combination** of each LOT.

LOT 1: Provision of Editorial services

You must fill in **every blank box** with an amount. If you decide to provide a particular service at no cost then please enter zero.

	Services to be provided:	Cost per page (500 words)	Turnaround time (hours)
A1	Proof reading - (typescript)	€	
A2	Proof reading - (page proofs)	€	
	Indicative turnaround time for a typical work order of 50 pages (Lot 1)		

LOT 2: Provision of Graphic Design services

	Services to be provided:	Cost per (designed) A4 page	Cost per project	Turnaround time (hours)
B1	Adaptation of text from a Word 2010 document using an ENISA style template.	€		
B2	Adaptation of text, graphics and diagrammatic content into the appropriate professional format.	€		
B3	Cover page	€		
B4	Overall concept including capture of ENISA requirements (if required)		€	
	Indicative turnaround time for a typical work order of 50 pages.			

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

LOT 3 Provision of Printing services

Please refer to Terms of Reference: Chapter 2, Article 2.3 for details of each item below

Services to be provided:		TOTAL COST *				Delivery time in calendar days from date of receipt of material from ENISA
		(please provide a price offer <u>only</u> in the un-shaded boxes)				
		500	1,000	2,000	5,000	
A	A4 'General Report' - style document	stapled	€ As1k		€ As5k	
		glued	€ Ag1k		€ Ag5k	
B	ENISA corporate leaflet			€ B2k	€ B5k	
C	ENISA fact sheets	€ C5	€ C1k			
D	ENISA 'Work Programme'	stapled	€ Ds5	€ Ds1k		
		glued	€ Dg5	€ Dg1k		

* All prices offered **must include delivery to ENISA** premises in Heraklion Crete.

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 **Your Technical Offer**
- 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 Form²** (*Annex I*) *signed and dated*
- 6 **Financial Identification Form³** (*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)

² If you have provided a Legal Entity form to ENISA within the previous 6 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.

³ If you have provided a Financial Identification form to ENISA within the previous 6 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.