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OPEN CALL FOR TENDERS

Tender Specifications

for the provision of:

“Events Organisation and Meeting Management Services”

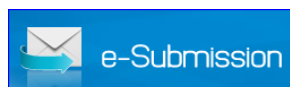
ENISA F-RED-18-T13

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*Offers via e-Submission portal **ONLY***

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PART 1 INTRODUCTION TO ENISA

1. Background on ENISA

1.1 Introduction

E-communication infrastructures and online services are essential factors, both directly and indirectly, in economic and societal development. They play a vital role for society and have in themselves become ubiquitous utilities in the same way as electricity or water supplies and also constitute vital factors in the delivery of electricity, water and other critical services. Communications networks function as social and innovation catalysts, multiplying the impact of technology and shaping consumer behaviours, business models, industries, as well as citizenship and political participation. Their disruption has the potential to cause considerable physical, social and economic damage, underlining the importance of measures to increase protection and resilience aimed at ensuring continuity of critical services. The security of electronic infrastructures and services, in particular their integrity, availability and confidentiality, faces continuously expanding challenges which relate, inter alia, to the individual components of the communications infrastructure and the software controlling those components, the infrastructure overall and the services provided through that infrastructure. This is of increasing concern to society not least because of the possibility of problems due to system complexity, malfunctions, systemic failures, accidents, mistakes and attacks that may have consequences for the electronic and physical infrastructure which delivers services critical to the well-being of European Union citizens.

1.2 Scope

The European Union Agency for Network and Information Security (ENISA, hereinafter ‘the Agency’) was established in order to undertake the tasks assigned to it for the purpose of contributing to a high level of network and information security within the Union and in order to raise awareness of network and information security and to develop and promote a culture, of network and information security in society for the benefit of citizens, consumers, enterprises and public sector organisations in the Union, thus contributing to the establishment and proper functioning of the internal market.¹

1.3 Objectives

The Agency’s objectives are as follows:

- The Agency shall develop and maintain a high level of expertise.
- The Agency shall assist the Union institutions, bodies, offices and agencies in developing policies in network and information security.
- The Agency shall assist the Union institutions, bodies, offices and agencies and the Member States in implementing the policies necessary to meet the legal and regulatory requirements of network and information security under existing and future legal acts of the Union, thus contributing to the proper functioning of the internal market.
- The Agency shall assist the Union and the Member States in enhancing and strengthening their capability and preparedness to prevent, detect and respond to network and information security problems and incidents.
- The Agency shall use its expertise to stimulate broad cooperation between actors from the public and private sectors.

2. Additional Information

Further information about ENISA can be obtained on its website: www.enisa.europa.eu.

¹ Regulation (EU) No 526/2013 of the European Parliament and of the Council of 21 May 2013 concerning the European Union Agency for Network and Information Security (ENISA) and repealing Regulation (EC) No 460/2004.

PART 2 TERMS OF REFERENCE

I. Scope of this Tender

Within the framework of this Open tender procedure, ENISA would like to find a suitably qualified tenderer to provide the services as stipulated in the Terms of Reference outlined below.

Subject of the tender	Maximum budget
Events Organisation and Meeting management Services	A maximum budget of €3,000,000 (3 million euro) over the maximum possible period of 4 years
<p>ELIGIBILITY to submit TENDER:</p> <p>PLEASE NOTE: <i>This tender procedure is limited to tenderers which are legally incorporated in a member state of the European Union/EEA, or which have an incorporated subsidiary in one of the EU/EEA member states. (The Agreement on Government Procurement (GPA) does not apply to EU Regulatory Agencies.)</i></p> <p>IMPORTANT! Provisions relating to BREXIT <i>For British candidates or tenderers:</i></p> <p><i>Please be aware that after the UK's withdrawal from the EU, the rules of access to EU procurement procedures of economic operators established in third countries will apply to candidates or tenderers from the UK depending on the outcome of the negotiations.</i></p> <p><i>In case such access is not provided by legal provisions in force candidates or tenderers from the UK could be rejected from the procurement procedure.</i></p>	

Method of submitting tenders:	e-Submission portal	YES
	<i>Courier or postal service</i>	<i>NO</i>
	<i>By hand</i>	<i>NO</i>
	<i>By email</i>	<i>NO</i>

II. e-Submission application guide

You must submit your tender electronically via the e-Submission application available from the e-Tendering website, before the time limit for receipt of tenders.

The e-Submission application allows economic operators to respond to calls for tenders by preparing their tenders electronically in a structured and secured way, and submitting their tenders electronically.

The e-Tendering site is the starting point for launching the e-Submission application.

Make sure you submit your tender on time: you are advised to start completing your tender early. To avoid any complications with regard to late receipt/non receipt of tenders within the deadline, please ensure that you submit your tender at least several hours before the deadline. A tender received after the deadline indicated in the procurement documents will be rejected.

How to Submit your Tender in e-Submission

You can access the e-Submission application via the corresponding call for tender in TED e-Tendering.

To have access to e-Submission, you will need to "Subscribe to call for tenders" on TED eTendering first. To subscribe, you will need to login with your an [EU Login](#)². In case you don't have an EU Login, you can [create an account](#) anytime. For more information see the [EU login help](#). After logging in with your EU Login password, the e-Tendering page for the specific tender will then display a button 'submit your tender' from which you will be able to access the e-Submission application.

1.1 Information to be filled in

In the e-Submission application, fill in and upload all necessary fields and documents as appropriate. All tenders must be clear, complete and consistent with all the requirements laid down in Part 2 of this document, including:

- **Signed declaration on Honour(s).** The tenderer, and all members of a joint tender, including subcontractors – if applicable – must upload the signed and dated declaration on honour(s) using the template provided in annex to this document,
- **Exclusion criteria.** If requested in Part 2 Section 3.1 of this document, the tenderer and all members of a joint tender including subcontractors – if applicable – must provide the documentary evidence for exclusion criteria,
- **Selection criteria.** If requested in Part 2 Section 3.2 of this document, the tenderer and all members of a joint tender including subcontractors – if applicable –, must provide the documentary evidence for selection criteria
- **Technical tender.** It must address all the requirements laid down in the Terms of Reference or Technical Specification,
- **Financial tender** The complete financial tender, including the breakdown of the price as provided in the Tender Specifications,

For detailed instructions on how to submit your tender, see Annex VII - 'Quick Reference Guide for Economic Operators', where you will find:

² Previously called European Commission authentication system (ECAS)

- Technical requirements for using e-Submission,
- Step-by-step guide to help you submit your tender,
- A link to the test environment for submitting call for tenders,
- Important advice and information,
- How to get technical support

Please make sure all required documents and evidence are submitted with your tender. Failure to satisfy these administrative requirements will render an application void and it will not be evaluated.

1.2 Documents to be signed and dated while creating your Tender

The following documents must be signed and dated during the creation of your tender in e-Submission:

- **Declaration on honour(s).** The tenderer, and all members of a joint tender, including subcontractors must sign and date this declaration. The declaration on honour must be converted to PDF format and then signed by an authorised representative of each member with advanced electronic signature based on qualified certificates, or by hand.
- **Tender Report.** This report is generated by e-Submission while you are completing your tender and it contains the list of documents that you submit. The sole tenderer's or leader's authorised representative(s) must sign the report.

The documents must be signed using any of the following 2 methods:

- *Electronically signed*, in this case you must sign with *an advanced electronic signature based on qualified certificates*.
- *Hand signature*, in this case, you must print the documents and the authorised representative must hand sign and then scan the documents so you can upload it into the system.

In this case, if requested in the Tender Specifications, you **must send by post all the original documents** that were signed by hand immediately after the electronic submission of your Tender.

In case of a joint tender, the leader must collect all the original declarations signed by hand by the members of the group and send them by post together with the Tender Report, if the latter was also signed by hand. The original documents must be sent to the postal address indicated in 'section 5. Contact the Contracting Authority' (below), stating the reference to the call for tenders and the Tender ID.

Documents which were signed with an advanced electronic signature, based on qualified certificates are not required to be sent by post.

Re-submission or alternative tender

After submitting a tender, but within the time limit for receipt of tenders, you may still submit a new version of your tender.

You must formally notify that the previous tender is withdrawn. You are also entitled to send several tenders to one call for tenders.

The notification must be sent to address indicated in 'section 5. Contact the Contracting Authority' (below), stating the reference to the call for tenders and the Tender ID you wish to withdraw.

If you submit a new Tender you must include ALL your Tender documents AGAIN, including the Qualification and Tender documents.

Withdrawal of tenders

If after submitting a tender, you wish to completely withdraw your tender, you must formally notify that you wish to withdraw your submitted Tender(s). This notification must be signed by the same authorised legal representative(s) who previously signed the tender(s) in question.

The notification must be sent to address indicated in '*section 5. Contact the Contracting Authority*' (below), stating the reference to the call for tenders and the Tender ID(s) you wish to withdraw.

Deadline for receipt of tenders

The tender (including all documents) must be fully uploaded and received before the deadline for receipt of tenders, as indicated in the invitation to tender.

Please note that you are responsible to ensure that your full tender reaches the destination in due time.

In case of problems with the submission of the electronic tender, we recommend that you call the 'helpdesk' in reasonable time before the time limit for receipt. The time it takes to submit the tender and upload all your documents may vary considerably depending on the number of concurrent submissions by other economic operators, the size of your tender and the type of internet service you are using.

If the contracting authority detects technical faults in the functioning of the electronic equipment used for submitting and receiving tenders due to which it is impossible to electronically submit and receive tenders, you will be informed of the extension of the time limit by the contracting authority at the e-Tendering link for this particular tender.

Contact the Contracting Authority

Original hand signed tender report and/or hand signed declaration on honour(s) must be sent by post immediately after submission, to the following address:

[Insert tender title and reference]

ENISA

For the attention of the Procurement Officer

1 Vasilissis Sofias Street,

Maroussi 15124,

Greece

Notifications for re-submission or withdrawal of tenders must be sent to: procurement@enisa.europa.eu

When communicating, state the reference to the call for tenders and, if applicable, the Tender ID.

Get Technical help

In order to get technical help please consult the [Quick Reference Guide for Economic Operators](#) or directly contact us by consulting the footer section on e-Submission application.

TEST environment for e-Submission application

In order to familiarise yourself with the system and to test whether your workstation configuration is working correctly with our environment, you are invited to access the **test environment**:

<https://webgate.ec.europa.eu/esubmission/index.jsp?CFTUID=TEST01CFT201706>

1. GENERAL DESCRIPTION OF THE REQUIRED SERVICES

Events (such as conferences, meetings, seminars, workshops) and visits constitute an important channel of communication with the stakeholders of ENISA as they allow for interactive communication and dialogue. Events are also linked to formal requirements of the Agency as they entail meetings of the ENISA Management Board, Executive Board and Permanent Stakeholders Group.

ENISA hereby invites tenders concerning the provision of event support services for meetings that may be hosted at the ENISA premises or in third party premises (non-residential). Events organisation entails providing support to ENISA with regard to conference related services such as meeting rooms, local restaurant providers, flights tickets, travel agent provider, local caterers, local technical support, reception facilities, technical equipment, production of badges, registration handling and possibly interpretation services.

Additionally prospective bidders should be in the position to support ENISA with regard to the provision of suitable hotel accommodation either directly or through a contractor such as a travel agent and/or a hotel chain.

Venues for ENISA events vary according to the priorities of the interest group that organises or supports such meetings; prospective tenderers may be requested to make arrangements at locations throughout Member States' capitals or major cities and other locations.

In relation to all aspects of this Call for Tenders notice has to be taken that English is the working language of ENISA.

By way of example, during 2017, ENISA held 45 events or meetings that required similar organisational services. For 2018 onwards and especially in light of the New Mandate of the Agency (provisionally scheduled to come into force in or after 2019), an increase in the number of events organised in this framework, is envisaged. In general, ENISA organises events that fall under six general categories outlined below.

The table below gives an indication of the events and meetings for which the Tenderer's support may be required. Applicants are advised that figures provided in this document are indicative and the list is not exhaustive

Proposed 2018 Schedule (based on last year's services)

Meeting/ Event description	Annual Frequency	Range of participants	Indicative location
Institutional meetings			
Management Board	4	25-35	Athens, Greece/Brussels, EU capital
Executive Board	2	5-10	Athens, Greece/Brussels, EU capital
Operational meetings			
Expert groups, workshops, conferences, seminars etc.	Approx. 45	10 - 150	An EU Member State capital or major city
Co-organised events			
Forums and Workshops	Approx. 2	30 - 160	An EU Member State capital or major city
High profile events			
High Level Event (HLE)	1	120	An EU Member State capital or major city
Various external stakeholder meetings			
National Liaison Officers (NLO), Permanent Stakeholders Group (PSG), Industry Groups etc.	Approx. 10	30 - 100	An EU Member State capital or major city
Staff internal events			
Team building initiatives, management forums, staff gatherings etc.	Approx. 8	From 5 to 150	Greece

Participants generally do not pay registration fees for the meetings they attend.

Venues for ENISA events vary according to the priorities of the interest group that organises or supports such meetings; prospective tenderers may be requested to make arrangements at locations throughout Member States' capitals, major cities or other locations.

The duration for the majority of events is 0.5, 1, 1.5 or 2 days long.

Venue requirements for an array of events such as meetings, seminars, conferences, lunches, receptions typically range from 12 to 200 participants and they require the ability to provide adequate catering, support services and technical facilities, as specified in the tenderers proposal.

Tenderers should bear in mind that an increasing number of meetings and events physical attendance to be complemented with virtual participation of web viewers. The Tenderer must be able to organise live web streaming services, videoconference links using virtual conferencing software or any other software and technology allowing the real time engagement of participants (Q&A chat modules, social media plug-ins). The Tenderer will be duly briefed on a case-by-case basis when request for offers on individual assignments are sent.

The scope of individual assignments may include the services listed below. Requested services will be specified case-by-case for each assignment in a dedicated brief that will lead to the signature of a purchase order.

For all services that are not directly supplied by the Tenderer (e.g. catering), the Tenderer is asked to carry out a market research to identify subcontractors and local suppliers. The list of providers and their financial/technical proposals (including cancellation policies and fees) must be submitted to ENISA for selection on the basis of the best quality-price ratio. ENISA reserves the right to ask for more alternative financial proposals in case the offer proposed does not meet expectations.

Costs of subcontracted services are considered as reimbursable costs to be supported by offers highlighting separately net amounts and VAT, for which ENISA is exempt. The same is applicable to subcontractors' invoices supporting the payment to the Tenderer for the services provided

The services that may be required during contract implementation are listed in the following paragraphs.

Overall description of tasks

Typically, before each event, ENISA sends to the prospective contractor a detailed description of all requirements in a notice period depending on the number of participants³ as follows:

- 1 month for events up to 60 participants;
- 2 months for events with more than 60 participants

ENISA will make hard efforts to observe the above mentioned notice periods, however the prospective contractor needs to be flexible and to take into account that it is not always possible, due to the dynamics of select activities of the Agency. In exceptional cases therefore, the minimum notice period may be as brief as 2 weeks, for example if ENISA is called upon to organise an event related to the EU presidency of the Council on short notice.

For events of high complexity, including high-level events (events with a total cost that is greater than or equal to €15,000 and over 61 participants), the Tenderer shall be prepared to provide ENISA with the full range of services, as listed in the current tender specifications. At the same time, the Tenderer should be aware that depending on the nature of the event, not all services listed in the current specifications may be relevant for all events.

³ 'Participants' refers to external participants - i.e. guests. (Not ENISA staff)

On the basis of a written request from ENISA, the prospective contractor presents at least three options for the main services requested that typically include the following:

- Meeting venue;
- Audio-visual equipment (microphones, beamer, laptop(s) etc.);
- Hotel accommodation;
- Lunch/dinner menus;
- Coffee/tea breaks (running coffee or 2 per day)

Only for events of basic complexity, with a total cost which is less than or equal to €3,000 (net price, service fee and VAT exempt) and no more than 20 participants, the prospective contractor shall provide the Agency with at least two options for the services mentioned above (nevertheless three options would still be preferred).

Only in duly justified cases and communicated in writing, where the prospective contractor can prove that it is not possible to obtain the option volumes mentioned above to meet the requirements of ENISA, may the Agency authorise a lower number of options.

Following the receipt of this information, ENISA may make an on-site inspection of the prospective venues/hotels/restaurants, etc. and may request meetings with the management/project team leaders of the sub-contractors in order to obtain additional information about their experience and the conditions of their offers. A representative of the prospective contractor shall accompany ENISA staff during these inspections and meetings.

Following the on-site inspections and/or meetings, the prospective contractor may be requested to provide additional details about some or all of the services offered. If the information received satisfies ENISA, the prospective contractor shall make all necessary arrangements to provide the services in compliance with local commercial practices.

The prospective contractor shall be responsible to confirm that the pre-selected sub-contractors have the necessary experience and capacity to meet the requirements of ENISA. Furthermore, before and during the event the prospective contractor shall check that the infrastructure, the logistics arrangements and the equipment provided complies with ENISA expectations and requirements.

The provision of high-quality services to ENISA is extremely important for the success of any event; In case of non-compliance, the Tenderer shall be responsible for immediate rectification.

Tenderers need to consider the following aspects:

- The provision of conference venues/meeting rooms for: conferences, seminars, workshops, breakfasts, lunches, receptions and dinners will be required at various locations within the European Union.
- The number of events (as indicated indicatively in the above mentioned template under point 1.1 of this section.
- Capacity to provide meeting rooms on the dates requested and in line with service specifications required by ENISA, on a case by case basis following the general guidelines provided in these technical specifications.

- A cancellation policy complete with a refund policy and notice periods applicable, (including the change of travelling plans for participants) must be clearly outlined.

Additionally, flexibility during weekends and holidays is welcomed. In particular the prospective contractor has to be available for urgent queries arising outside normal working hours and stretching at least two hours before normal working hours and three hours after normal working hours. To this end, a specific after-hours phone number (fixed or mobile) shall be notified to designated ENISA staff.

2. DETAILED REQUIREMENTS

While each event may require several types of services that might call for specific negotiation between the prospective contractor and ENISA, the services and provisions listed below are indicative and divided into two categories: 'fixed price' and 'times and means' as explained in more detail on page 24.

2.1) Consultancy services

- Provide guidance and support on events organisation aspects, to the development of event concepts and advise on the most appropriate formats and technical solutions to achieve given objectives.
- Plan and manage protocol arrangements in consultation with ENISA including the liaison with competent authorities at a local, regional, national or EU/international level. Arrangements might cover: seating arrangements at conferences and social events, special decoration, such as flowers, flags to be laid out according to the diplomatic protocol of the European Union, on-site security services as appropriate and requested, invitation to local authorities as applicable. The contractor may be required to prepare briefing documents for hostesses/stewards and/or ENISA's staff in charge of welcoming delegations.

2.2) Coordination and project management activities for each event/meeting

- Support the development of event flows based on briefing by ENISA.
- Plan operations and develop checklists, specifying milestones and deadlines for all parties from first briefing by ENISA to post-event evaluation.
- Identify, brief, coordinate and supervise subcontractors before and during the event to ensure the consistent implementation of event formats.
- Draft briefings for event support staff.
- General administration: budgeting, contract management and invoicing.
- Day-to-day project management from contract signature to delivery.

2.3) Delegate management from invitation to registration

- Manage invitations, including follow-up and reminders.
- Confirm attendance or dispatch any other relevant messages to registrants and specific attendee type
- Manually mark participant status when the event starts and when the event ends
- Upload attendance list following an overall event/meeting or a session level
- Session attendee lists for event staff
- Produce certificates of attendance
- Produce suitable documentation in paper or in electronic format

2.4) Event management list and online registration platform including web portal, events management software and engagement tools in line with the applicable data protection requirements

- Create online registration processes for events/meetings of all sizes and types
- Create dynamic registration paths based on contact category, such as speaker, reimbursed participant or attendee.
- Monitor online registrations and create attendance reports. The prospective contractor is requested to alert ENISA if registration targets are not met and recommend corrective measures to achieve registration goals in case of significant deviations.
- Support registrant upload of documents such as presentations, biographies or other meeting documents.
- Support registrant upload of documents such as presentations, biographies or other meeting documents. Accept registration modifications or cancellations up until specified dates.
- The prospective Contractor is required to carry out the management of a participants' list on behalf of ENISA on the basis of instructions given by ENISA and containing such indicative items as the ones mentioned below:
 - Receipt of registrations and data entry.
 - Registration forms management via a web interface (per participant)
 - Day-to-day management and updating of the list of participants (logistics list).
 - Production of regularly updated lists of participants (for internal use).
 - Production of the final list of participants.
 - Participants list for local administration and printouts.
 - Dispatch information packs for external participants including all relevant details about a meeting or an event. Create and manage the database of participants.
 - Kiosk mode to provide attendees a self-service check-in
 - Registration statistics and overviews.
- An acknowledgement (by e-mail) of the event registration shall be sent to the registered participant within the same working day. Additional practical arrangements, if requested by ENISA, should be communicated at least five days prior to the event.

2.4.1) Contact management

- Store contacts per event in one central database
- Allow import/export of contacts using Excel
- Find invitees quickly with advanced search
- Enable contacts to update their own information
- Create custom contact groups
- Merge duplicate contacts into one contact-record
- Segment contact database based on specific criteria

ENISA reserves its right to organise registration of participants including online registration by means of a web form using its own means. Pursuant to suitable communication and/or instructions, prospective contractor may be asked to carry out in part or whole the tasks described above.

2.5) Preparation of conference material and official correspondence

The prospective contractor may be requested to prepare conference material and handle official correspondence. In particular, the contractor can be asked to provide the following services upon agreement with ENISA to be communicated prior to each perspective event:

- Compile information packs and conference kits using documents and conference material supplied by ENISA. The prospective contractor may be required to supply local information such as maps, directions to the venue, emergency phone numbers etc.
- Welcome packs (to be delivered to participants at the hotel or at the place of the event upon arrival), including social and local information, tourist info, town map.
- Conference kit (to be delivered to participants upon registration on site), including agenda, list of participants, speakers' papers, notepad & pen, social events programme, practical information. In such case all ENISA related material including promotional material shall be supplied by ENISA or specific additional arrangements will be made with the supplier beforehand. The Tenderer may be required to supply local information such as maps, directions to the venue etc. Name badges with lanyards and/or table name stands where upon at least the following information appears: ENISA logo, event information, participant's name, country. In case of spelling errors, the prospective Tenderer shall be responsible for immediate rectification.
- It must be possible to produce professional grade badges before the event; however there should also be printing capability on the spot during the event as appropriate.
- A dispatch service to send remaining material and equipment back to ENISA.

With regard to the exchange of documents in communication of a more formal nature (for high-level events for example): official documents (invitation letter, agenda, and list of participants) will have to bear the ENISA logo. All official communication to be sent to participants must be drafted in English and it has to be approved by ENISA beforehand. Details will be laid down in the individual agreement for such an event.

2.6) Venue booking and management, organisation of technical equipment and assistance, organisation of catering services

2.6.a) Venue booking and management

- Identify, negotiate best rates and conditions and propose venues having the features described in each request for services placed by ENISA. A comparative assessment of proposed venues is requested for ENISA to select the best option based on predefined criteria.
- Continuous liaison with venues to ensure the correct implementation of desired event and meeting formats, including protocol, safety and security plans shall it deems necessary given the format of the meeting/event.

2.6.b) Organisation of technical equipment and assistance

- Organise and supervise web streaming (audio/video), webinars, web- and teleconferences, video/audio recording services, based on briefing by ENISA.
- Identify and recommend the most appropriate technical solution meeting ENISA's requirements. The proposal shall be based on:
 - the requirements brought forward by ENISA in each individual relevant request for services;
 - the meeting venue facilities ;
- Provide the technical equipment (hardware and/or software) necessary to deliver the solution as agreed with ENISA in the previous point. Technical equipment may include, but not limited to, the following:
 - market-leading audio/video/web conferencing software and service;
 - Multi Conference Unit including the software, and providing the service, referred to in previous point;
 - Microphone system;
 - Loud-speaker system;
 - Video camera system;
 - Video output (projectors, TVs)
 - Internet connection
 - Ensure continuous qualified English speaking technical assistance throughout meetings and events.

2.6.c) Catering services

Organise catering services, including the hire cutlery for welcome coffees, coffee breaks, lunches and networking/reception cocktails during meetings and events. Attention should be paid to eating habits (e.g. vegetarian and vegan) and special dietary requirements (e.g. gluten/lactose free food) or otherwise (e.g. kosher or halal), as well as social and environmental sustainability (e.g. measures to minimise food waste).

Ensure adequate setup by including direction signs. Continuous liaison with suppliers to update the final

number of confirmed guests.

Indicative example of catering services to be ordered by ENISA as appropriate in the context of the requirements or each event:

Catering (in a venue agreed with ENISA):

- Buffet lunch (3 courses) with non-alcoholic beverages (1 lunch per event-day)
- Catering (in a third-party venue e.g. in a hotel):
- Buffet lunch (3 courses) with non-alcoholic beverages (1 lunch per event-day)
- Coffee/Tea breaks (2 per day or running throughout the day)
- Dinner (1 dinner per event day; upon request; at a restaurant; buffet or served)
- Cocktail receptions

Ensure adequate setup and decoration of catering areas, including direction signs and continuous liaison with suppliers to update the final number of confirmed guests if relevant.

2.7) Badges and nameplates

Design, supply and production of badges and nameplates (also country nameplates per participant) and any other materials (in accordance with the ENISA template) with possibility to print them on the spot during meetings and events. This might include smart badges or other event-tech solutions replacing traditional paper/plastic badges to drive attendee engagement.

2.8) Accommodation booking and management

- Offer suitable quality hotels (five, four or three stars, single/double used as single rooms, including breakfast if requested) in close proximity to the venue and within the maximum ceilings (based on the applicable rules of ENISA concerning external participants/experts that are in force at the time of the signature of the contract in Annex VIII⁴ - As a reference we provide the current reference value for expenses reimbursed). The same quality level and a similar location should be provided for all invitees and as many rooms as possible should be booked in a minimum number of hotels.
- Negotiate accommodation allotments⁵ (either prepaid by ENISA or paid by guests individually) in close proximity with meeting/event venues. As many rooms as possible should be booked in a minimum number of hotels.
- Negotiate room rates, complimentary rooms, cancellation fees and no-show policies. Ensure flexibility on release dates to accommodate planning changes. Reserved rooms have to be guaranteed (no overbooking).
- Collect and manage guest's reservations (e.g. through vouchers) and update rooming lists accordingly. Any updates such as changes, cancellations and late arrivals/early departures must be communicated to hotels in a timely manner to minimise penalties. Dispatch hotel vouchers and hotel confirmations to guests.
- Reservation of hotel rooms (both for participants paid for by ENISA or otherwise. Hotel rooms

⁴ Subject to revision by ENISA

have to be guaranteed (no overbooking should be considered and 100% cancellation fees are to be avoided). In the case that the booking is cancelled within 48 hours of the actual date that the booking applies, no cancellation fees should be applied. In the situation where a cancellation occurs last minute and within a short period of notice (i.e the same day of the reservation), the Tenderer should in principle take into account the minimum applicable cancellation fee.

- Handle early arrivals and late departures as necessary. Inform guests and ENISA as appropriate on changes regarding their bookings. Inform the hotel on changes regarding guests' bookings as appropriate.
- Confirm billed services against ordered ones and confirm to ENISA prior to invoicing.
- As a rule, ENISA offers participants single room accommodation; only in exceptional cases can a double room be used as a single (this must first be authorised by ENISA). Double rooms will be organised only upon request for accompanying persons, with the additional cost being at the participant's expense. Offering a shared room to two invitees is not an acceptable practice by ENISA.
- If the event venue is a hotel, ENISA staff may have to be accommodated therein.

Changes and cancellations

- The contractor shall indicate its ability to provide for a quotation for an alternative hotel of the same or superior standard at the same rate in case of non-availability of hotel accommodation on requested dates.
- In addition, the Tenderer must be flexible with regard to deadlines for last minute changes/cancellations.
- The contractor shall also be able to book accommodation at a hotel which is suggested by ENISA, at a special price that ENISA is entitled to acquire as a participant to an event and to settle the accommodation costs directly with the hotel.
- Information on booking flexibility and related costs regarding possible changes or cancellation should be communicated by the contractor in each quotation for accommodation.

2.9) Travel arrangement services

At the request of ENISA, the prospective contractor shall organise pre-paid travel arrangements for participants. Under this service, the tenderer is not asked to bid for tickets as such but for the cost of organising the logistics of travel arrangements for the participants as follows:

- Organising travel from the participant's usual place of employment (place of origin⁶) to the venue of the event , including organisation and confirmation of pre-paid travel tickets at the best price terms (visas might have to be issued in some rare cases), and organisation and confirmation of accommodation (hotel booking).
- Liaison with airlines/travel agencies. Booking and issuing economy class tickets (business class tickets are generally off limits, but they may be authorised by ENISA on a case by case

⁶ Where the person concerned has no usual place of employment, their usual place of residence may be taken as their place of origin. In all cases, the participants indicate their official address to the ENISA staff responsible for the event.

basis, specifically communicated to the prospective Tenderer).

- In case of travel by railway, booking and issuing (preferably first class) tickets.
- Organise on-site shuttle transportation services (airport to and from venue and hotel).
- Other services may additionally be provided upon request by ENISA.

Changes and cancellation of tickets

- In case of a change of an issued ticket, the prospective contractor must be able to rearrange travel to another date or time providing the best alternative to facilitate the completion of mission objectives or meeting attendance.
- In case of cancellation of an issued ticket (requested by ENISA staff) at short notice, the prospective contractor shall endeavour to minimise any penalties likely to be incurred by ENISA. No penalties by the airlines attributable to the fault of the contractor will be accepted by ENISA. The refund of travel tickets not used and the tax refund for cancellation shall be reimbursed to ENISA following the cancellation request.

Such refund must be offset in the monthly invoice as specified in paragraph 8.3 - Financial arrangements / payments.

- The prospective contractor has a duty to keep ENISA informed at all times on the status and potential changes of an issued ticket for unforeseen reasons including information on such aspects as schedules, prices, extra charges applicable etc.
- ENISA will not accept bookings for services which will result in 100% cancellation fees if the cancellation/change has been requested in a reasonable period before the mission.
- The general cancellation policy must be clearly outlined in the technical proposal.

2.10) Working lunches and dinners

Propose suitable restaurants (other than the venue) and present to ENISA recommendations towards facilitating the final choice.

Coordinate with the selected restaurant and promptly communicate any changes in participation to avoid penalties.

Prepare and dispatch information on logistics (e.g. how to reach the restaurant and any other relevant details) about the restaurant

2.11) Ground transportation of participants

Organise shuttle/coach services (buses, minivans, cars), including staff (hostesses/stewards) as shall be deemed as necessary in order to provide assistance. The contractor is required to present ENISA with a detailed plan of activities, including the recommended type of vehicles, for prior approval.

2.12) On-site assistance to delegates and participants

The prospective contractor may be asked to organise the on-site assistance to delegates and participants. Support staff (hostesses and stewards appropriately dressed) must be fluent in English. Good level of general IT knowledge and command of Microsoft Office tools is required.

The number of staff to be provided and the expected duration of their engagement in hours per event will be specified by ENISA in the individual request submitted for each event. The assignments of the staff to be provided by the Tenderer would be limited to performing administrative tasks only. Their exact scope will be defined in the specific request to be submitted by ENISA.

Specific tasks include:

- Check-in of participants during meetings/events and general information service. The service should be organised in a way that waiting time at the registration desk is as short as possible (2 minutes max during peak times). Tracking of attendance might be electronic (i.e via barcode readers).
- Organisation and distribution of badges, conference materials, conference kits and any other event materials.
- Management and supervision of cloakroom and luggage room.
- Assistance in meeting rooms (e.g. assistance to presenters with their electronic formatting presentations, distribution of documents to interpreters, verification/change of nameplates after each session, smooth management of Q&A sessions with microphones).
- Support to attendees requiring special assistance.

2.13) Cultural/social programme

At the request of ENISA and in agreement with ENISA, to develop and to organise a social and/or cultural programme for event participants. In this case the Agency should make information available on the format and concept of the cultural/social programme required.

Based on this information, the prospective contractor shall offer ENISA several alternatives. The contractor shall be fully responsible for the preparation of the cultural/social programme and for managing any related administrative aspects during the event. These might include music entertainment, cultural visits, guided and sightseeing tours, programmes for spouses and/or partners etc.

If the social/cultural programme also includes restaurant booking and/or provision of catering services, these services must be covered by the fee for consultation, preparation and administration of the social/cultural programme. No other fees shall be applicable, apart from those for the organisation of the social/cultural programme as per the financial offer. If the ENISA event is organised back-to-back with another event, for example organisation of an expert group back-to-back with a Management Board meeting, and if the contractor is requested to organise a social/cultural programme for participants in each event, then a separate fee shall be payable for each social/cultural event.

2.14) Interpretation services

Interpretation services (i.e. simultaneous and consecutive interpretation) and/or the transcription speeches may be requested on a case by case basis, in which case a policy will describe the conditions to deliver the service to ENISA. In that case the provision of the following services are foreseen:

- Organise interpretation services (i.e. simultaneous and consecutive interpretation) and provide the relevant technical facilities and equipment.
- Interpreters' booths and technical equipment for simultaneous interpreting (amplifiers, microphones etc.)

- Interpretation services per sets of two interpreters (e.g. English to French) per person per day rates.
- Compile and dispatch preparatory background documents to interpreters.

2.15) Post-event and reporting services

- Develop and process feedback surveys after meetings and events for attendees and speakers.
- Automated emailing of surveys to attendees, including automated reminders to those who have not responded up to the survey closing date
- Post-event reporting. Preferred formats are infographics for flash reports (max 2 pages with key facts and figures, to be submitted within 5 days after the last event day) or a traditional Word document for more detailed reports with in depth analysis of an event's outcome (expected document length shall be between 5 and 10 pages excluding annexes, to be submitted within 30 days after the event).
- The report should contain: (1) a critical description of the work carried out by the Tenderer and its subcontractors and a comparison between planned and actual work in case of discrepancies; (2) a detailed analysis of Key Performance Indicators (KPIs), costs and (3) an analysis of criticalities and room for improvement as well as success factors; (4) a list of lessons learned and recommendations.
- Transcription of meeting debates. Final report to be submitted in editable format (i.e. Word) in English within 2 working days after the last meeting/event day.
- Editing of video/audio recordings.

2.16) Other services

Other services, depending on the specific features of the event might include (non-exhaustive list):

- Organise photo shootings during events and official visits. Photographers shall be able to select best shots on the spot for immediate dissemination via social media. Other pictures shall be transferred electronically within 2 days from the event.
- Provide technical/specialised staff (e.g. minute takers).
- Prepare press clippings and media coverage reports.
- VIP transportation and/or services as appropriate merely for high level meetings/ delegates.

2.17) *Extra-muros* assignments of Tenderer's staff

The Contractor's staff may be required to attend preparatory/briefing meetings at ENISA, participate to inspection visits to qualify suitable event venues or supervise events in any venue they may take place.

ENISA may also request the contractor to provide continuous support to long-lasting projects. In this instance, the Contractor's staff shall be seconded to ENISA premises or to the place that a long-lasting event is taking place for a continuous period of time depending on the scope and complexity of assigned tasks.

Any tasks carried out by the contractor's staff outside its premises will be considered as *extra-muros* activities. ENISA may request *extra-muros* support from the following profiles⁷:

- **Senior profile:** Account Director
- **Technical profile:** Event Manager
- **Junior profile:** Event/Meeting Assistant, Media Assistant

Extra-muros rates are intended as daily rates, where 1 working day corresponds to 8 hours. The contractor's staff shall track the time worked in a timesheet (the template to be provided by the contractor). At the end of each assignment, the contractor's staff shall submit a timesheet to ENISA's project manager for prior approval before invoicing. On exceptional cases and given the complexity of the event, over-time can be justified given that it has been notified and agreed with the responsible ENISA manager; a clear indication of the overtime linked to the deliverables/ services should be the case on the timesheet. ENISA will only pay for the time actually worked and tracked by the contractor to carry out an assignment. Travelling time to reach the place of work or the venue or the meeting/event place will not be eligible.

Extra-muros rates shall **include** subsistence costs incurred by staff (e.g. meals, accommodation, local transport etc.) and **exclude** return trip travel costs, as these will be paid as lump sums based on the shortest itinerary⁸ between the contractor's headquarters and the place where *extra-muros* assignments are carried out:

Distance	Lump sum (per return trip)
0 to 100 km	€ 0
101 to 200 Km	€ 50
201 to 500 km	€ 150
501 to 1000 km	€ 250
1001 to 2000 km	€ 350
2001 to 3000 km	€ 450
Over 3000 km	€ 500

One only travel lump sum (inbound and outbound) per staff member will be paid in conjunction with *extra-muros* activities, independently from the length of the assignment.

3. TASKS, DELIVERABLES, TIMELINE AND PAYMENTS

#	Tasks	Can task be subcontracted? ⁹	Deadline for finalisation
1	Consultancy services	Yes	to be defined in each purchase order
2	Coordination activities and Project management services	Yes	to be defined in each purchase order

⁷ Please refer to Annex IX for a detailed description of tasks per profile.

⁸ Route to be calculated with online maps to be determined at tender execution.

⁹ If a subcontractor provides the whole or a very large part of the financial capacity OR executes the whole or a very large part of the tasks, ENISA may demand that the subcontractor signs the contract.

#	Tasks	Can task be subcontracted? ⁹	Deadline for finalisation
3	Delegate management from invitation to registration	Yes	to be defined in each purchase order
4	Event management list and online platform including web portal, events management software and engagement tools	Yes	to be defined in each purchase order
5	Preparation of conference material and official correspondence	Yes	to be defined in each purchase order
6	Venue booking and management, organisation of technical equipment and assistance, organisation of catering services	Yes	to be defined in each purchase order
7	Badges and nameplates	Yes	to be defined in each purchase order
8	Accommodation booking and management	Yes	to be defined in each purchase order
9	Travel arrangement services	Yes	to be defined in each purchase order
10	Working lunches and dinners	Yes	to be defined in each purchase order
11	Ground transportation of participants	Yes	to be defined in each purchase order
12	On-site assistance to delegates and participants	Yes	to be defined in each purchase order
13	Cultural/social programme	Yes	to be defined in each purchase order
14	Interpretation services	Yes	to be defined in each purchase order
15	Post-event and reporting services	Yes	to be defined in each purchase order
16	Other services	Yes	to be defined in each purchase order
17	Extra-muros assignments of Tenderer's staff	Yes	to be defined in each purchase order

Purchase Orders shall be drafted using the methods below, which are reflected in the financial offer template (Annex III) that **will serve as price list during contract implementation**. If not stated otherwise, service fees will be intended as a **lump sum** for the provision of a service package.

In the event of services being required that are outside of scope, the prices will be negotiated on a case-by-case basis between ENISA and the successful Tenderer.

Group 1: fixed price (FP)

Purchase Orders shall correspond to pre-defined **fixed unit prices per service multiplied by the number of requested units**. This model applies to the following services:

- Coordination activities and Project management services (2)
- Delegate management from invitation to registration (3)
- Venue booking and management, organisation of technical equipment and assistance, organisation of catering services¹⁰ (6)
- Accommodation booking and management¹¹ (8)
- Travel arrangement services (9)
- Badges and nameplates (7)
- Working lunches and dinners¹² (10)
- Ground transportation of participants¹³ (11)
- On-site assistance to delegates and participants¹⁴ (12)
- Interpretation services¹⁵ (14)

Group 2: time and means (TM)

Purchase Orders shall correspond to a number of hours/person-days to carry out defined tasks. ENISA will specify the tasks to be executed and negotiate with the Contractor a total number of man-days/hours to complete them. Unless otherwise stated, the tasks below are considered as *intra-muros*¹⁶ activities. This model applies to the following services:

- Consultancy services (1)
- Event management list and online platform including web portal, events management software and engagement tools (4)
- Preparation of conference material and official correspondence (5)
- Cultural/ Social programme¹⁷ (13)
- Post-event and reporting services (15)
- Other services (16)
- *Extra-muros* assignments of Tenderer's staff (17)

4. CUSTOMER SUPPORT

- User-friendly interface to create events/meetings quickly and easily
- Customer support available within short notice (24 hours max)
- User guidelines for customer support

In addition, during contract implementation ENISA may consider requesting the contractor to implement additional features. The list below (not exhaustive) only provides an indication of possible areas of further development that may be explored during contract implementation:

¹⁰ Venue-related costs will be reimbursed upon presentation of supporting payments. Catering costs will be reimbursed upon presentation of supporting invoices.

¹¹ Room rates, when prepaid by ENISA, will be reimbursed upon presentation of supporting invoices.

¹² Restaurant costs will be reimbursed upon presentation of supporting invoices.

¹³ Transportation costs (e.g. coach buses) will be reimbursed upon presentation of supporting invoices.

¹⁴ Fees shall include the daily rates of hostesses and stewards (lump sum per participant).

¹⁵ Fees shall include the daily rates of interpreters (turn-key cost per language per day). Technical costs (e.g. hire of booths and headphones) will be reimbursed upon presentation of supporting invoices.

¹⁶ Activities carried out by Contractor's staff at its headquarters.

¹⁷ Subcontracted services will be reimbursed upon presentation of supporting invoices.

- Create customised dashboard views of registration, event marketing and customer satisfaction data for real-time consultation
- Create unlimited custom reports using charts and infographics to make presentation-ready flash reports
- Measure and aggregate metrics with cross-event reports
- Export reports in Excel and PDF
- Backend and workflow tools:
- Assign event launch approval rights to specific users only
- Delegate tasks and projects to staff and manage those with automated reminders
- Track completion of tasks
- Organise and manage speaker profiles and schedules with a speakers library
- Utilise filters to configure tailored calendar views for planners
- Budget management:
- Build event budgets based on fixed costs, variable costs or a combination
- Monitor budget by categories and sub-categories
- Design customised budget templates
- Analyse average cost per attendee
- Calculate total meetings spend per business unit or cost centre
- Generate reports, export to Excel, manipulate and import back in
- Create customised dashboard views of budget data
- Integrate other database/systems with the software using API
- Create and associate resources (e.g. meeting rooms) to be used for a specific session/ meeting/ event and book them in Outlook calendars
- Design and host calendar view of multiple upcoming event
- Travel and accommodation management:
- Collect hotel and departure/arrival flight and train requests
- View registrants travel request history
- Grant hotels or travel agents access to relevant reports to process travel/accommodation requests
- Import registrants flight details
- Ask custom questions on travel request forms
- Automate email notification for travel requests and modifications
- Gather additional information such as seating preference
- Block off rooms for attendees based on negotiated room blocks
- Set shoulder dates to enable registrants to request pre and post event rooms
- Monitor room blocks across all properties in real-time
- Track and manage roommate requests

5. REQUIREMENTS ON DATA PROCESSING

At the request of ENISA, the prospective Tenderer shall be fully responsible for organising an online registration system for the event and managing the participants list, including all relevant information such as date and time of arrival/date and time of departure/special meal requirements, etc.

Additionally, the Tenderer may be asked to create and manage the database of participants. In this regard, the web form for registration should be accessed via an online registration system. The web form should be clear, user friendly and contain all information needed. Confirmation of registration should be sent to each participant within a time frame as specified below. Registration formatting must be agreed upon with ENISA and includes the production of badges.

In delivering its services, the Tenderer may be requested to use specific software adopted by ENISA, as part of its IT landscape or to propose an own solution. Any software proposed by the Tenderer to deliver its services shall be agreed-upon by ENISA, prior to implementation and to comply with the related data protection requirements applied in the EU:

- Respect of data quality principles: Personal data can be processed for a specified, explicit and legitimate purpose. The personal data processed must be adequate, relevant and not excessive in relation to the purpose for which they are collected. They also must be accurate, kept up to date in a form which permits for the identification of the data subjects for no longer than necessary for the purpose for which these were collected and further processed;
- The legal framework of collecting and processing personal data should be clearly stated on this form. It should indicate that submitting personal information and processing of personal data shall be treated in accordance with Regulation [Data Protection Regulation \(EC\) No 45/2001](#) 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.

As of 25th May 2018, Regulation (EU) 2016/679 the General Data Protection Regulation (GDPR), will apply and will replace the Directive 95/46/EC. The successful tenderer must agree and declare that they will comply with the GDPR.

- Access by law enforcement bodies: ENISA's data is protected by Data Protection Regulation (EC) No 45/2001, (which means that they are inviolable and shall be exempt from search, requisition, confiscation or expropriation). The property and assets of the Union shall not be the subject of any administrative or legal measure of constraint without the authorisation of the European Court of Justice. In its capacity of controller, ENISA must be notified of any request to access the data without undue delay and in any event before the request is granted;
- Data portability and erasure: After the termination of the service provision the parties shall jointly agree in writing on the way the ENISA data will be handled, which may include the transfer of the data at no cost and in a commonly agreed format to a newly contracted service provider ("data portability"). After such transfer has been made and upon termination of the service order/contract, all ENISA data shall be deleted in a secure and irreversible way from the storage media and data centres, including back-ups.

6. APPLICABLE CONDITIONS

The following provisions will be deemed applicable on all orders by ENISA:

- For each project, the contractor shall nominate one Event Manager acting as a single point of contact vis-à-vis ENISA for the whole duration of the assignment despite the number of team members, subcontractors and suppliers he/she will coordinate.
- In case the Event Manager acting as single point of contact or staff delivering long-term extra-muros services become unavailable during the execution phase of a project, the contractor is required to promptly inform ENISA and take immediate action to ensure business continuity

through the appointment of another staff member who could act as a backup and take over the assignment on a temporary or permanent basis with minimal impact on the project.

- The contractor shall acknowledge the receipt of messages from ENISA within 1 working day from reception and address queries in a timely manner.¹⁸
- Depending on the complexity of an event, the contractor will be given a predefined deadline to submit a technical and financial offer to fulfil a mandate:
 - For events of basic complexity (events with a total cost which is less than or equal to €3,000 and no more than 20 participants): within 5 working days from reception of ENISA's request for an offer;
 - For events of medium (with a total cost that is between €3,001 and €15,000 and from 21 to 60 participants): within 10 working days from reception of ENISA's request for an offer;
 - For events of high complexity (events with a total cost that is greater than or equal to €15,000 and over 61 participants): within 15 working days from reception of ENISA's request for an offer;
 - If deadlines cannot be met, the Tenderer shall promptly inform ENISA about the state of play of negotiations with subcontractors and renegotiate a different deadline.

Failure to comply with set deadlines shall be justified in writing no later than 5 working days before the target date for events of medium complexity and 10 working days for complex assignments.

ENISA will proceed with the signature of purchase orders within 10 working days from the receipt of a complete and correct proposal from the contractor. The activities cannot start before the signature of the purchase orders by both parties.

The Tenderer shall ensure full compliance with the terms and conditions of the framework contract as well as with the purchase orders.

To avoid rework and unnecessary administrative burden the contractor is required to ensure that all financial quotes/offers and final balances for pre-invoicing check shall be arithmetically correct before being communicated to ENISA.

ID	SLA	Maximum # of deviations	Penalty scheme ¹⁹
SLA01	Business disruption due to lack of business continuity plan	No deviation	Penalty of 15%
SLA02	Submission of offer within 5 working days for events of basic complexity, 10 working days for events of medium complexity and 15 working days for events of high complexity Timely communication of failure to comply with predefined deadlines	2 per year of contract implementation	Written acknowledgement of deviation by the Agency.
SLA03	100% arithmetical correctness of financial files	1 per quote 1 per final balance	Penalty of 10% for the affected assignments if more than 1 mistake per document is reported

¹⁸ ENISA acknowledges that the time to address each query might vary based on the complexity of the request.

¹⁹ Penalties will be deducted from the Contractor's service fees of the relevant assignment upon payment of the final balance invoice.

ENISA's designated project manager will be in charge of monitoring and documenting deviations from the Service Level Agreements.

No penalty scheme will be implemented during Q1 of contract implementation to facilitate the contractor's on boarding and familiarisation with the framework contract. After this period, failure to comply with Service Level Agreements shall result in the immediate implementation of the penalties listed in the table above and in the definition of agreed-upon corrective measures to address underperformance.

At ENISA's request, the contractor must replace personnel that have proven to be incapable of carrying out the specified tasks and/or do not comply with the predefined performance criteria.

ENISA may terminate the framework contract if the following conditions apply:

- the number of incidents reported by ENISA in written procedure (registered letter) during contract implementation exceeds five over the whole period, and/or:
- if recurring issues are not properly addressed, and/or:
- in case of serious breach of contractual terms and conditions.

7. CANCELLATION OF CONFIRMED ASSIGNMENTS

Each request by ENISA will lead to the signature of a dedicated purchase order serving as the legal confirmation of an assignment. In case an assignment is cancelled by ENISA after the signature of a purchase order, liquidated damages will be applied to the contractor as described in the paragraphs below:

Reimbursable costs

Before reimbursing 100% of costs already incurred by the contractor (i.e. subcontracted services not covered by the price list), the cancellation policies of the sub-contractors must be provided together with supporting documents (i.e. invoices, proof of payment of ENISA contractor) serving as evidence of a completed payment to third parties.

Price list items

For price list items, the following terms will apply:

Item	Applicable terms
Group 1 (fixed price items)	Cancellation made less than 5 calendar days before the delivery/completion date of a service as indicated in the purchase order: 80% of the amount due for the service.
	Cancellation between 30 and 5 calendar days before the delivery/completion date of a service as indicated in the purchase order: 70% of the amount due for the service.
	Cancellation between 60 and 30 calendar days before the delivery/completion date of a service as indicated in the purchase order: 40% of the amount due for the service.
	Cancellation between 90 and 60 calendar days before the delivery/completion date of a service as indicated in the purchase order: 25% of the amount due for the service.

Item	Applicable terms
Group 2 (time and means items)	Payment subject to ENISA's approval of a time sheet indicating the worked hours of contractor's staff until the cancellation date of the assignment.

8. ORGANISATIONAL ASPECTS

8.1 Request for services

As specified under Section 6 "Applicable conditions" for each event to be organised ENISA will issue a detailed 'request for services'.

By respecting the deadlines to submit a technical and financial offer the Tenderer should submit a quotation for all services including prices and minimum two or three options for main requirements (please see *Part 2 - Section 1 "Overall description of tasks"*) for more details. Once all details of the event are mutually agreed upon in written following the request for a quotation, ENISA will issue an official purchase order which will contractually bind the Tenderer and ENISA for the particular event.

PLEASE NOTE:

- In exceptional circumstances, any items or categories of services which have not been included in the Financial Offer form (Annex III) but are identified later as being necessary for the proper provision of offers, shall be negotiated with the successful Tenderer at the time of signature of contract, or by way of amendment to the already signed contract.

-No services are to be pre-paid by the contractor UNTIL the purchase order has been signed by both parties. Any breach of this condition may leave the contractor fully liable for the costs in the event of a change of plans.

8.2 Transparency of third party suppliers costs – random audits.

The Agency reserves the right at any time to request a copy of the financial arrangement or invoice between the third party provider of services and the contractor.

Following such a request by ENISA, if it can be ascertained that an extra cost has been added by the contractor to the third party provider's quoted cost, then ENISA reserves the right to reduce the amount of the invoice for that event by the total amount of the extra cost identified for each particular service provided by the third party.

8.3 Financial arrangements / payments

The contractor shall issue one separate invoice per event organised for all corresponding services rendered (fully based on the signature purchase order), after the conclusion of each event. Each invoice must be accompanied by a report providing details of:

- Amounts paid to suppliers; Copies of third party invoices will be requested on a case by case basis for audit purposes.
- Any applicable discounts by third party supplier to the contractor, as appropriate.

- Any additional fees and charges etc.
- Amounts comprising the contractor's price-list per service type, as listed in Annex III Financial Offer form.

ENISA approves or reject the invoice within (20) twenty days from receipt of the documents by ENISA. Thereafter, payment will be made within (30) thirty days from the date of approval of the report and the invoice.

The contractor may be asked to issue separate invoices for different Departments/Units of ENISA being the recipients of services; additionally, issuing pro-forma invoices and electronic invoices may be required.

ENISA requires the cancellation policy of the contractor to be clearly stated in their offer in case arrangements towards an event have been ordered but they cannot be delivered due to unforeseen reasons; in this case a cancelled or deferred event against which preparatory actions have been made, may have to be invoiced in part.

Invoices will not be accepted after (6) six months from the day services have been rendered.

Pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, ENISA is exempted from all taxes and duties, including Value Added Tax (VAT).

8.4 Meeting expenses

The contractor may be requested to attend a coordination meeting(s) at the premises of ENISA in Athens or possibly in Heraklion, Greece. In this case the representatives of the contractor are eligible to be reimbursed on return airfares (economy) and if necessary, accommodation (up to 140 Euros per day for a maximum of two overnight stays depending on meeting and travel schedule) and subsistence at a rate of 82 Euros per day.

Alternatively, meetings may be organised with the use of available technology (e.g. tele/video conference facilities) if necessary, in which case fees (conference fees, equipment cost, telecommunication expenses) are not eligible for reimbursement.

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 Terms of Reference.

10. CONTENT AND PRESENTATION OF THE FINANCIAL OFFER

The Financial offer must be drawn up using the **Financial Offer form (see Annex III)**. Prices must be quoted in **EURO** and include all expenses necessary to perform the contract.

In order to be valid, it must be duly filled in, dated, stamped, and signed by the authorized person. Please take special care to enter data **in all boxes** as described. Failure to provide a fully completed form may result in your offer being declared invalid and not being further evaluated.

11. TENDER RESULT AND ESTIMATED CONTRACT VALUE

The estimated overall maximum contract value without this being binding for ENISA cannot exceed **three million Euros (€ 3.000.000,00)** over a maximum possible period of 4 years.

(Please note that in the case where unforeseen circumstances result in this contract being consumed faster than originally planned, the Agency reserves the right to consider conducting a 'Negotiated procedure without prior publication of a contract notice' with the existing Tenderer in order to increase the maximum amount stated above by up to 50%. This procedure being fully in accordance with Article 134(e) of the Rules of Application (RAP) implementing the EU Financial Regulation (FR)).

12. DATA PROTECTION AND TRANSPARENCY

While personal data mainly includes contact data, specific conditions may apply depending on the context and the type of personal data collected.

Regarding personal data, the EU data protection applicable on the Agency and its Tenderers includes the following instruments:

- 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.

As of 25th May 2018, Regulation (EU) 2016/679, the General Data Protection Regulation (GDPR) will apply and will replace the Directive 95/46/EC.

- 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.

Particular attention needs to be paid to transparency conditions that are applicable in the Agency, as they emanate from the following instrument:

- 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.

13. MARKING OF SUBMITTED DOCUMENTS

The tenderer **SHOULD NOT** mark tender documents (for e.g. the header or footer) with any of the following words: RESTRICTED, CONFIDENTIAL, SECRET or TOP SECRET. If the tenderer considers that such markings are required, a prior approval from the ENISA Procurement Coordinator should be attained **BEFORE** sending the tender documents. The tenderer should be aware that the information sent to ENISA for procurement purposes is handled in accordance with the governing rules for EU Public Procurement and the EU Financial Regulation framework.

14. 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.

15. PRICE REVISION

Prices submitted in response to this Tender shall be fixed and not subject to revision for the first year of performance of the Contract. Prices may be revised after one year.

From the beginning of the second year of performance of the Contract, prices may be revised upwards or downwards each year by an amount no greater than Consumer Price Index (CPI), where such revision is requested by one of the contracting parties by notice served no later than three months before the anniversary of the date on which the Contract became effective. Orders shall be concluded on the basis of the prices in force on the date on which the appointments are made. Such prices shall not be subject to revision.

This revision shall be determined by the trend in the Consumer Price Index (CPI) covering Greece. Revision shall be calculated in accordance with the following formula:

$$Ar = Ao \frac{Ir}{Io}$$

where

Ar = revised total amount;

Ao = total amount in the original tender;

Io = index for the month in which the validity of the tender expires;

Ir = index for the month corresponding to the date of receipt of the letter requesting a revision of prices..

16. 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.

17. 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.

18. PROTOCOL ON PRIVILEGES AND IMMUNITIES OF THE EU 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.

19. PAYMENT ARRANGEMENTS

Payments under the Contract shall be carried out subject to prior approval of the report accompanying the invoices, listing the services rendered, within 20 days after the report is submitted. The payment will be made within (30) thirty days from the date of approval of the report and the invoice. In order to be eligible, an invoice has to comply with the requirements mentioned in Article 8.3 above.

20. CONTRACTUAL DETAILS

A Framework Service Contract will be proposed to the successful candidate. Selection of a candidate and / or signature of the Framework Service Contract imposes no obligation on ENISA to order services.

The contract and its annexes draw up the legal, financial, technical and administrative provisions governing the relations between the Agency and the Tenderer during its period of validity.

It is proposed that the successful tenderer will enter into a one-year Framework Service contract, renewable annually for a maximum of four years, on the same date of the signature of the contract subject to the written approval by both parties²⁰. The services to be provided will be ordered on each occasion via a written request for quotation sent to the Tenderer by email. A purchase order shall then be sent to the Tenderer upon satisfactory negotiation of the services for each particular event.

The Agency reserves the right to end the contract at any time, without any obligation to invoke the reason for it, providing three months' notice.

A Tenderer's offer must be drafted taking fully into account the provisions of the draft Framework Service contract annexed to this call for tenders (See draft contract, in Annex IV).

Please note that the general conditions of our standard framework service contract cannot be modified. Submission of a tender by a potential tenderer 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.

²⁰ Please note that the current mandate of the Agency runs until 19th June 2020, however a new mandate extending the duration of the mandate is currently under negotiations in the European Parliament and in the Council of the EU. ENISA is currently not in a position to enter into legal obligations beyond the current ending date of the mandate.

PART 3 TENDER SPECIFICATIONS

1. INFORMATION ON TENDERING

1.1 Contractual conditions

In drawing up their offer, the tenderer should bear in mind the provisions of the draft contract (Annex IV) attached to this invitation to tender particularly those on payments, performance of the contract, confidentiality, and checks and audits. Submission of a tender by a potential Tenderer implies acceptance of this contract and all of the terms and conditions contained therein. Any limitation, amendment or denial of the terms of contract will lead to automatic exclusion from the procurement procedure.

It is strongly recommended that you have this draft contract checked and passed by your legal representative before committing to submitting an offer.

The Agency may, before the contract is signed, either abandon the procurement procedure or cancel the award procedure without the tenderers being entitled to claim any compensation.

1.2 Joint Tenders (if applicable)

A joint tender is a situation where a tender is submitted by a 'group' of economic operators (consortium). Joint tenders may include subcontractors in addition to the joint tenderers.

Tenders can be submitted by groupings of service providers/suppliers who will not be required to adopt a particular legal form prior to the contract being awarded. However, the Agency will require the grouping:

- Either to have the contract signed by all members (partners) of the grouping. In this case, one of them, as 'Lead Partner', will be responsible for the receipt and processing of payments for members of the grouping, for managing the service administration and for coordination of the contract;
- Or to have the contract signed by the 'Lead Partner' only, who has been duly authorised by the other members to bind each of them (a fully completed 'power of attorney' form for each member of the Group will be attached to the contract according to the template provided by the Agency).

In addition, the composition and constitution of the grouping, and the allocation of the scope of tasks amongst the members, shall not be altered without the prior written consent of the Agency, which can be withheld at its discretion.

In case of a joint offer, each member of the grouping shall provide the following:

- a **Legal Entities form** and a **Power of Attorney of each consortium partner**, must be filled in, signed by (an) authorised representative(s), scanned and uploaded in the corresponding section.
- a **Declaration of honour with respect to the Exclusion Criteria and absence of conflict of interest** must be filled in, signed by (an) authorised representative(s), scanned and uploaded in the corresponding section.

Hand written or electronic signature of the consortium leader who submits the tender is not required, since the signature of the **e-Submission ‘Tender Preparation Report’** implies that all included documents are signed by this party.

1.3 Liability of members of a group

Partners in a joint offer assume **joint and several liability** towards the Agency for the performance of the contract as a whole.

Statements, saying for instance:

- That one of the partners of the joint offer will be responsible²¹ for only one part of the contract and another one for the rest, or
- That more than one contract should be signed if the joint offer is successful

are thus incompatible with the principle of joint and several liability. The Agency will disregard any such statement contained in a joint offer, and reserves the right to reject such offers without further evaluation, on the grounds that they do not comply with the tendering specifications.

1.4 Subcontracting

Subcontracting is permitted in the tender but the Tenderer will retain full liability towards the Contracting Authority for performance of the contract as a whole.

If the tenderer intends to subcontract part of the service, they shall indicate in their offer which part will be subcontracted and to what extent (% of the total contract value).

Tenderers must ensure that Article II.7 of the contract (Annex IV) can be applied to subcontractors.

Tenderers must give an indication of the proportion of the contract that they intend to subcontract.

Tenderers are required to identify all subcontractors.

During contract execution, any change of a subcontractor identified in the tender will be subject to prior written approval of the Contracting Authority.

2. STRUCTURE AND CONTENT OF THE TENDER

2.1 General

Tenders must be written in **one of the official languages** of the European Union. The working language of ENISA is English.

Tenders must be written in a clear and concise manner, with continuous page numbering. Since tenderers will be judged on the content of their written bids, they must make it clear that they are able to meet the requirements of the specifications/terms of reference.

²¹ not to be confused with distribution of tasks among the members of the grouping

2.2 Structure of the tender

Based on the **e-Submission** environment, all tenders must provide information and supporting documentation in three sections:

- 1) Company identification - data and documentation
- 2) Qualification - data and documentation;
- 3) Tender offer - data and documentation.

2.3 Qualification data

a) Identification of the Tenderer

The tenderer must fill in all required fields in the qualification section. In case of a joint tender the consortium name has to be provided and an identification of every party in the consortium needs to be added.

The following information should also be provided:

(i) Legal Entities

In order to prove their legal capacity and their status, all tenderers and identified subcontractors must provide a Legal Entity Form with its supporting evidence. The Legal Entity Form needs to be signed by participating parties that are not signing the '**Tender Preparation Report**'.

However, the subcontractor(s) shall not be required to fill in or provide those documents when the services represent less than 20% of the overall contract value.

The Legal Entity Form can be generated via the e-Submission application. Alternatively a standard template in each EU language is available at:

http://ec.europa.eu/budget/contracts_grants/info_contracts/legal_entities/legal_entities_en.cfm

Tenderers must provide the following information if it has not been included with the Legal Entity Form:

- For **legal persons**, 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. Any delegation of this authorisation to another representative not indicated in the official appointment must be evidenced.
- For **natural persons**, where applicable, a proof of registration on a professional or trade register or any other official document showing the registration number.

(ii) Financial identification

The tenderer (or the single point of contact in case of joint tender) must provide a Financial Identification Form and supporting documents. Only one form per offer should be submitted (no form is needed for subcontractors and other joint tenderers). The form is available at:

http://ec.europa.eu/budget/contracts_grants/info_contracts/financial_id/financial_id_en.cfm

Remark: Tenderers that are already registered in the Agency's accounting system (i.e. they have already been direct contractors in the past) must provide the filled in form but are not obliged to provide the supporting evidence.

The form needs to be printed, filled in and then scanned and uploaded in the Qualification section. In case of a joint tender, it has to be uploaded in the "**Documents**" section of the Consortium Leader.

(iii) Power of Attorney

In case of a joint tender, an Agreement / Power of Attorney for each partner must be filled in, signed by (an) authorised representative(s), scanned and uploaded. Please choose 'Model A' for an ad hoc grouping or 'Model B' for a legally constituted consortium - see templates in Annex V (a) and (b)

b) Information regarding exclusion and selection criteria:

The tenderer is requested to submit the following documents:

1. Declaration by the Tenderer relating to the exclusion criteria (see 3.1 below)

The filled-in Declaration form.

In case of a joint tender, each member of the consortium has to submit a declaration under the respective party name (see template in Annex II)

2. Documents certifying economic and financial capacity (see 3.2.2 below)

In case of a joint tender, each member of the consortium has to submit the documents under the respective party name.

3. Proof of technical and professional capacity (see 3.2.3 below)

In case of a joint tender, each member of the consortium has to submit the documents under the respective party name.

2.4 Tender data

a) Technical proposal

The technical section is of great importance in the assessment of the bids, the award of the contract and the future execution of any resulting contract.

The technical offer must cover all aspects and tasks required in the technical specification and provide all the information needed to apply the award criteria. Offers deviating from the requirements or not covering all requirements may be excluded on the basis of non-conformity with the tender specifications and will not be evaluated.

The technical tender needs to be uploaded in the relevant section:

The tenderer selects the "Technical Tender" document from the dropdown box ("Financial Tender or Technical Tender"). The e-Submission application allows attachment of as many documents as necessary.

b) Financial proposal

All tenders must contain a financial proposal, to be submitted **using the form attached as Annex III.**

The tenderer's attention is drawn to the following points:

- Prices must be quoted in **euros**, including the countries that are not in the euro-zone. As far as the tenderers of those countries are concerned, they cannot change the amount of the bid because of

the evolution of the exchange rate. The tenderers choose the exchange rate and assume all risks or opportunities relating to the rate fluctuation.

- **Prices must be fixed amounts.**
- **Estimated travel and daily subsistence allowance expenses must be indicated separately.**
(only if applicable to this procedure)

This estimate should be based on Articles I.6 and II.22 of the draft framework contract (Annex IV). This estimate will comprise all foreseen travel and will constitute the maximum amount of travel and daily subsistence allowance expenses to be paid for all tasks.

- **Prices must be quoted free of all duties,** taxes and other charges, including VAT, as the European Union is exempt from such charges under Articles 3 and 4 of the Protocol on the privileges and immunities of the European Union. The amount of VAT may be shown separately.

The total price needs to be encoded in the e-Submission application. The completed Financial Offer form, ALSO needs to be uploaded in the relevant section:

The tenderer selects the "Financial Tender" document from the dropdown box ("Financial Tender or Technical Tender"). The e-Submission application allows attachment of as many documents as necessary.

3. ASSESSMENT AND AWARD OF THE CONTRACT

The assessment will be based on each tenderer's bid. All the information will be assessed in the light of the criteria set out in these specifications. The procedure for the award of the contract, which will concern only admissible bids, will be carried out in three successive stages.

The aim of each of these stages is:

- 1) to check on the basis of the **exclusion criteria**, whether tenderers can take part in the tendering procedure;
- 2) to check on the basis of the **selection criteria**, the technical and professional capacity and economic and financial capacity of each tenderer;
- 3) to assess on the basis of the **award criteria** each bid which has passed the exclusion and selection stages.

Only tenders meeting the requirements of one step will pass on to the next step

3.1 EXCLUSION CRITERIA

All tenderers shall provide a 'declaration on their honour' (see Annex II), stating that they are not in one of the situations of exclusion listed in Annex II.

The 'declaration on honour' is also required for identified subcontractors whose intended share of the contract is above 20%.

The 'declaration on honour' has to be duly signed by parties that are not signing the Tender Preparation Report in *e-Submission*.

The successful tenderer shall be asked to provide the actual documents mentioned as supporting evidence in Annex II before signature of the contract and within a deadline given by the contracting authority. This requirement applies to all members of the consortium in case of joint tender

Remark:

A tenderer may be waived of the obligation to submit the documentary evidence mentioned above if such evidence has already been submitted for the purposes of another procurement procedure launched by ENISA, provided that the documents are not more than one-year-old starting from their issuing date and that they are still valid. In such a case, the tenderer shall declare on his honour that the documentary evidence has already been provided in a previous procurement procedure, specifying the reference of the call for tender for which the documents have been provided, and confirm that no changes in their situation has occurred.

3.2 SELECTION CRITERIA

The following criteria will be used to select the Tenderers for further evaluation. If the Tender is proposed by a consortium these criteria must be fulfilled by each partner (unless otherwise stated).

Documentary evidence of the Tenderers' claims in respect of the below-mentioned criteria is required.

3.2.1 Professional Information

The Tenderer must provide evidence of enrolment (declaration or certificates) in one of the professional or trade registers related to the subject of this tender, in the country of its establishment.

3.2.2 Financial and Economic Capacity

Proof of financial and economic standing shall be furnished by the following documents and minimum requirements:

- (a) Copy of the financial statements (balance sheets and profit and loss accounts) for the last two (2) financial years for which accounts have been closed, where publication of the accounts is required under the company law of the country in which the economic operator is established. In case of a consortium, each consortium member shall present their financial statements.

If the tenderer is not obliged to publish its accounts under the law of the state in which it is established, a copy of audited accounts for the last two (2) financial years should be presented. In case of a consortium/grouping, audited accounts for each consortium partner shall be presented.

- (b) A statement of the average turnover of the last two (2) financial years for which accounts have been closed. The **minimum annual average turnover** of the tenderer shall be of **750,000.00 EUR**. In case of a consortium/grouping, the annual average turnover for each of the partners shall be presented. The sum of the annual average turnovers of each partner will be taken into account to reach the annual average turnover of 750,000.00 EUR.
- (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 some exceptional reason which the Contracting Authority considers justified, the tenderer is unable to provide the documentary evidence requested above, he may prove his economic and financial capacity by any other means which the Contracting Authority considers appropriate, but only following a request for clarification before the tender expiry date.

3.2.3 Technical and professional capacity criteria and evidence

These criteria relate to the Tenderer's (and if applicable) partner's/subcontractor's skill, efficiency, experience, reliability and similar circumstances. Tenderers are required to prove that they have sufficient technical and professional capacity to perform the contract by providing the following documentation:

a) Criteria relating to tenderers

Tenderers (in case of a joint tender the combined capacity of all tenderers and identified subcontractors) must comply with the following criteria:

The tenderer must have the following **minimum professional capacity** to perform the contract:

- A. have an extensive and proven experience (at least 5 years) in delivering a full package of professional conference organisation services at a European Union level;
- B. be able to provide a team of experts²² compliant with these minimum expertise requirements:

²² Please refer to **Annex IX** for the list of requested profiles and competencies.

- **Senior profile:** at least 8 years of relevant professional experience;
- **Technical profile:** at least 3 years of relevant professional experience;
- **Junior profile:** at least 1 year of relevant professional experience

C. the Account Director and each Event Manager must have an excellent²³ level of spoken and written English. In addition, at least one Event Manager should also have a good²⁴ level of spoken and written Greek.

The overall Account Director will act as an entry point for all service requests and for general issues concerning the framework contract. The Account Director shall come from the Tenderer or consortia lead partner in case of a consortium. He/she will be supported by a team of Event Managers who will be assigned to single projects.

The main responsibility of Event Managers will be the day-to-day project management, for which they shall be available during working days (or weekends if events take place on the weekend) for the whole duration of their projects. Depending on the kind and complexity of an event, the project team shall also include other profiles to be decided on a case-by-case basis.

The Tenderer's staff shall be available for meetings at ENISA'S premises and/or tele/videoconferences maximum 2 working days after a request from ENISA.

b) Specific Evidence requested for professional and technical capacity:

The following evidence should be provided to fulfil the above criteria:

- Details of the structure of the organisation
- The educational and professional qualifications (CVs), of the team members per profile, who will provide the services for this tender (including the management staff). Each CV provided should indicate their intended function in the delivery of the service.

²³ Level C1 according to the Common European Framework of Reference for Languages ([CEFR](#)).

²⁴ See previous note.

<u>For requirement A:</u>	<ul style="list-style-type: none"> • A list of 15 events (out of which a minimum of 6 in Greece and 9 in any European Union Member State in the course of the past 3 years, for which the tenderer has supplied at least 80% of the services listed in Part 1. For each project, the following details must be outlined: (1) Event objectives, format, duration and target audience (including number of participants); (2) Location; (3) List of services provided indicating which services were subcontracted to third parties; (4) Overall budget and budget spent per service. • A list of references (including contact details) of between 5 and 8 current/past clients to whom the tenderer has supplied the services listed in Part 1 over the past 3 years.
<u>For requirements B:</u>	<ul style="list-style-type: none"> • A signed declaration confirming that the team proposed for contract implementation meets the minimum expertise requirements. The statement should be accompanied by the table in Annex IX “detailed description of tasks per profile” • Organisation chart highlighting the proposed team’s structure and staff names.
<u>For requirement C:</u>	<ul style="list-style-type: none"> • A signed declaration confirming that the linguistic competencies of proposed team members comply with the minimum requirements.

3.3 AWARD CRITERIA

3.3.1 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.	Prior experience in the services requested; infrastructure and internal organisation of the tenderer	<ul style="list-style-type: none"> Prior experience of a minimum of five years in the field of services requested (i.e events management) in a multinational and EU environment. How and which infrastructures and resources will be used in order to service the needs of ENISA, how the staff will be organised in order to guarantee efficiency towards the needs of ENISA in response to the requirements listed in: Article 2 "Detailed Requirements" 	15/100
2.	Team organisation and business partnering approach	<ul style="list-style-type: none"> Capacity to manage the services listed in Part 2.1 and capacity to manage multiple concurring assignments (<i>15 points</i>) Service orientation and business partner (<i>10 points</i>) Continuity and consistency of project management from planning to reporting (<i>10 points</i>) 	35/100
3.	Quality and appropriateness of technical proposal	<ul style="list-style-type: none"> Demonstrated understanding of the requirements as outlined in Article 2 "Detailed Requirements", Further, accuracy and quality in relation to detail. (<i>20 points</i>) Creative potential and innovative approach in recommending solutions (<i>15 points</i>) Continuity and consistency of project management from planning to reporting (<i>15 points</i>) 	50/100
Total Qualitative Points (QP)			100

The sum of all quality award criteria gives a maximum possible total of 100 points.

Tenderers shall elaborate in the technical offer on all points addressed in the technical specifications, bearing also in mind the above indicated award criteria, in order to score as many points against the

quality award criteria as possible. The mere repetition of mandatory requirements set out in the technical specifications, without going into detail or without giving any added value in the technical offer, will only result in a very low score.

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 70% after the quality award criteria 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 award 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 **60%** in relation to the price.

3.3.2 Price of the Offer

Tenderers must provide prices (in Euro) in each blank box as shown in Annex III – Financial Offer form – failure to provide a price in each box may lead to exclusion of your offer.

3.3.3 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 (60%)** and the **price (40%)**. The following formula will be used:

TOTAL SCORE OF THE EVALUATED OFFER (C) =

40 * Cheapest price offer/price of tenderer 'X'

+

60 * Total quality award criteria score (out of 100) for Tenderer X/100

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

4. TENDER OPENING

The public opening of received tenders will take place on **18th June 2018 at 11:00 a.m. Greek local time** at ENISA Athens office, 1 Vasilissis Sofias Street, Maroussi 151 24 Attiki, 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 by email to procurement@enisa.europa.eu **at least 3 working days** prior to the opening session.

5. OTHER CONDITIONS

5.1 Validity

Period of validity of the Tender: 90 days from the closing date stated in Invitation to Tender. The successful Tenderer must maintain its Offer for a further 120 days from the notification of the award.

5.2 Additional Provisions

- Changes to tenders will be accepted only if they are received on or before the final date and time 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 the property of ENISA and will be regarded as confidential.

5.3 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.

6. SPECIFIC INFORMATION

6.1 Timetable

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

Title: “Events Organisation and Meeting Management Services”

ENISA F-RED-18-T13

Summary timetable comments

Launch of tender: Contract notice to the Official Journal of the European Union (OJEU) Uploaded to e-Tendering website Uploaded to ENISA website	7 th May 2018	
Deadline for request of information to ENISA	6 th June 2018	
Last date on which clarifications are issued by ENISA	08 th June 2018	
Deadline for electronic reception of offers via e-Submission	15th June 2018	23:59 CEST Central European Summer time
Opening of offers	18 th June 2018	11:00 EEST Eastern European (Greek) Summer time
Date for evaluation of offers	TBA	
Notification of award to the selected candidate + 10 day standstill period commences	end June 2018	Estimated
Contract signature	early July 2018	Estimated
Commencement date of activities	As per tender	
Completion date of activities	As per tender	