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**GR-Heraklion: good practice for CERTs in addressing NIS aspects of cybercrime**

**2011/S 21-032777**

**CONTRACT NOTICE**

**Services**

**SECTION I: CONTRACTING AUTHORITY**

**I.1) NAME, ADDRESSES AND CONTACT POINT(S)**

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

**Internet address(es)**

General address of the contracting authority <http://www.enisa.europa.eu>

**Further information can be obtained at:** As in above-mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at:** As in above-mentioned contact point(s)

**Tenders or requests to participate must be sent to:** As in above-mentioned contact point(s)

**I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES**

European institution/agency or international organisation  
The contracting authority is purchasing on behalf of other contracting authorities No

**SECTION II: OBJECT OF THE CONTRACT**

**II.1) DESCRIPTION**

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

Good practice for CERTs in addressing NIS aspects of cybercrime.

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

Services

Service category: No 8

Main place of performance Mainly at contractor's own premises.

NUTS code GR431

**II.1.3) The notice involves**

A public contract

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

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

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

— do a stocktaking of the good practices, activities and protocols developed by mature CERTs and law enforcement authorities in addressing NIS aspects of cybercrime,

— analyse areas and activities; at least roles and responsibilities, workflows and cooperation with other key players in support of both CERTs and law enforcement in their fight against cybercrime,  
— assemble a comprehensive set of good practices for CERTs in addressing NIS aspects of cybercrime. This good practice collection on the organisational and operational aspects of addressing NIS aspects of cybercrime for CERTs is envisaged by ENISA in order to enhance the operational capabilities of such incident response teams, to motivate broader cooperation among the teams and with other parties (such as law enforcement), and to help with trust building.

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

73000000

II.1.7) **Contract covered by the Government Procurement Agreement (GPA)**

No

II.1.8) **Division into lots**

No

II.1.9) **Variants will be accepted**

No

II.2) **QUANTITY OR SCOPE OF THE CONTRACT**

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

The project is expected to commence in April 2011 with the final deliverable due by the end of September 2011. Excluding VAT 90 000 EUR

II.2.2) **Options**

No

II.3) **DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION**

Starting 18.4.2011. Completion 30.9.2011

**SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION**

III.1) **CONDITIONS RELATING TO THE CONTRACT**

III.1.1) **Deposits and guarantees required**

As stated in the tender documentation.

III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them**

As stated in the tender documentation.

III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded**

As stated in the tender documentation.

III.1.4) **Other particular conditions to which the performance of the contract is subject**

No

III.2) **CONDITIONS FOR PARTICIPATION**

III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers**

Information and formalities necessary for evaluating if requirements are met: as stated in the tender documentation.

III.2.2) **Economic and financial capacity**

Information and formalities necessary for evaluating if requirements are met: as stated in the tender documentation.

III.2.3) **Technical capacity**

Information and formalities necessary for evaluating if requirements are met:  
as stated in the tender documentation.

III.2.4) **Reserved contracts**

No

III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**

III.3.1) **Execution of the service is reserved to a particular profession**

No

III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service**

Yes

**SECTION IV: PROCEDURE**

IV.1) **TYPE OF PROCEDURE**

IV.1.1) **Type of procedure**

Open

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue**

IV.2) **AWARD CRITERIA**

IV.2.1) **Award criteria**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document

IV.2.2) **An electronic auction will be used**

No

IV.3) **ADMINISTRATIVE INFORMATION**

IV.3.1) **File reference number attributed by the contracting authority**

ENISA P/02/11/TCD.

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

No

IV.3.3) **Conditions for obtaining specifications and additional documents**

Time limit for receipt of requests for documents or for accessing documents 5.3.2011

Payable documents No

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

9.3.2011 - 17:00

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates**

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

English.

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

Duration in month(s): 3 (from the date stated for receipt of tender)

IV.3.8) **Conditions for opening tenders**

Date: 18.3.2011

Place

ENISA, Science and Technology Park of Crete, Vassilika Vouton, 700 13 Heraklion, GREECE.

Persons authorised to be present at the opening of tenders Yes

1 representative of each tendering party. Tenderers wishing to attend must send a fax or e-mail at least 2 working days prior to the opening session.

**SECTION VI: COMPLEMENTARY INFORMATION**

**VI.1) THIS IS A RECURRENT PROCUREMENT**

No

**VI.2) CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS**

No

**VI.3) ADDITIONAL INFORMATION**

**VI.4) PROCEDURES FOR APPEAL**

**VI.4.1) Body responsible for appeal procedures**

General Court of the European Union

rue du Fort Niedergrünwald

2925 Luxembourg

LUXEMBOURG

E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)

Tel. +352 4303-1

**Body responsible for mediation procedures**

The European Ombudsman

1 avenue du Président Robert Schuman, PO Box 403

67001 Strasbourg

FRANCE

E-mail: [euro-ombudsman@europarl.europa.eu](mailto:euro-ombudsman@europarl.europa.eu)

Tel. +33 388172313

**VI.4.2) Lodging of appeals**

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

**VI.5) DATE OF DISPATCH OF THIS NOTICE:**

20.1.2011