



OPEN CALL FOR TENDERS

Tender Specifications *for* **“Graphic Design Services”**

ENISA F-COD-19-T21

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

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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 in Part 2.

Subject of the tender	Maximum budget
Graphic Design Services	A budget of up to €500.000,00 (five hundred thousand euro) over the maximum possible period of 4 years

IMPORTANT INFORMATION:

1. Eligibility to tender:

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.)

2. Provisions relating to BREXIT:


For British candidates or tenderers:

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.

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.

3. ENISA Mandate:

It should be noted that the current Regulation and mandate for ENISA expires on 18 June 2020. No contractual obligations therefore can legally surpass this date, including yearly renewals of framework contracts. Negotiations for a new mandate are currently at their final stage and upon promulgation of a new Regulation, it is anticipated that all existing contractual obligations will be transferred to the new legal entity, including the ability to renew existing contracts.

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

1. 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 e-Tendering first. To subscribe, you will need to login with your an [EU Login](#)¹. 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(a) 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,

¹ Previously called European Commission authentication system (ECAS)

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

- 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.

1(b) 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 they can be uploaded into the system.

In case of a joint tender, the leader must collect all the original declarations signed by hand by the members of the group and keep them on file together with the Tender Report, if the latter was also signed by hand. The Contracting Authority reserves the right to request these hand-signed originals to be sent via postal service/courier to the address shown in point 5 below. The successful tenderer will in any case be formally requested to provide these originals as well as other documentary evidence required before signature of contract.

2. 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 by 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.

3. 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 the section 'section 5. Contact the Contracting Authority' (below), stating the reference to the call for tenders and the Tender ID(s) you wish to withdraw.

4. 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.

5. Contact the Contracting Authority

- When requested, original hand signed documentation must be sent by postal service/courier, 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.

6. 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.

7. 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?CFTUUID=TEST01CFT201706>

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 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 market²

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.

² 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

1. BACKGROUND INFORMATION

This tender procedure is for the provision of 'Graphic Design' services to ENISA. The services will include creating publications and other visual media to meet ENISA's need to communicate with a range of audiences.

The purpose of this tender is the provision of creative services in the field of graphic design for paper and electronic media. The contractor shall be requested to design several types of communication materials and publications and shall also be requested to design logos and visual identity style guides for the communications needs of the Agency.

All text, for publications and other graphic design products will be supplied by ENISA, usually in a Microsoft Word 2016 format. To ensure compliance with printing requirements, design work should use recognized design software, such as, Adobe InDesign, Illustrator and Photoshop.

Services may include the design of reports, posters, newsletters, leaflets, postcards, infographics advertisements (print and online) and stationery, banners (including for social media), as well as any other visual media that may be agreed between ENISA and the contractor. The contractor shall also be requested to design templates using MS Office tools to cover ENISA's needs. Bidders must have the ability to provide high quality hard copy or high-resolution PDF visuals/dummies of printed or electronic work for ENISA's approval. ENISA may provide its own images or ones selected from a photo library.

The graphic design services need to be compliant with the ENISA Corporate Visual Style (CVI) Guide, which will be defined to the winning contractor when the contract is awarded.

ENISA places particular importance on the graphical and artistic presentation of publications and other means of communication. For this reason, tenderers must prove their creativity and capacity of high quality execution within the conditions set out.

2. DESCRIPTION OF TASKS & SERVICES TO BE PROVIDED

Services requested:

- (i) Provision of graphic design services for print-ready artwork or electronic files, and/or web-optimised PDF files.
- (ii) Layout of paper publications and electronic media including provision of photos and redesign of graphs/diagrams.
- (iii) Design of templates using MS Office tools
- (iv) Graphic design of logos and visual style guides

2.1 Provision of graphic design services for print-ready artwork or electronic files, and/or web-optimised PDF files.

Design work will cover ENISA publications, and could also include postcards, posters, leaflets, infographics, advertisements and banners as well as any other visual media that may be agreed between ENISA and the contractor.

The Contractor shall support ENISA in the development and production of visuals for its online and offline communication products in accordance with ENISA's CVI guidelines. The range of services includes without being limited to:

- Creating complex visuals (charts, maps, infographics, illustrations)
- Designing new, original products not based on existing templates (e.g. social media or other banners, event visuals, advertisements, etc.)
- Creating drawings
- Designing icons and illustrations
- Experience in designing animations, electronic publications and other interactive products will be considered advantageous

The contractor shall be responsible for the creative process from the initial concept to final delivery of the communication product and should be able to submit at least three substantially different concept proposals when a creative graphic design shall be required. Final illustrations and renders, master files or raw files should be delivered in their native formats (e.g. Adobe InDesign).

2.2 Layout of paper publications and electronic media including provision of photos and redesign of graphs/diagrams.

The Contractor's core task will be to layout provided documents into professional communication products compliant with the ENISA's CVI and the design brief sent by ENISA. The Contractor will receive from ENISA documents (usually in MS Word, Excel, etc.) with images, data sets, maps and photos in order to layout them into professional communication products, ready to be printed and/or delivered electronically. The complexity of the documents might vary from simple small, opinion papers or short documents including mainly text and simple graphics to big comprehensive reports such as ENISA's Corporate documents with large sections of texts, charts, tables, annexes etc.

The Contractor will apply ready - made templates, designs, colours and fonts compliant with the CVI to:

- insert or replace text in a ready-made or designed template (usually but not exclusively provided by ENISA) in line with predefined heading styles, ToC numbering etc.
- create text boxes, pull-out quotes, footnotes, tables etc.
- replace images in ready-made designs and templates, creatively search for imagery or select photos from online stock photo databases
- prepare/adapt a publication for print and digital formats checking technical specifications and preparing files to guarantee top quality of the final product

The final product should always respect ENISA's Corporate Visual Identity manual and pre- approved styles. The proofs shall be delivered in PDF format. In principle, the final deliverables shall be delivered in print-ready and/or web-optimised PDF files and InDesign (or any other source format used). If

necessary and directly stated in the request, they may be delivered in Adobe Illustrator or Adobe Photoshop.

2.3 Design of MS Office Templates

The contractor shall also be requested to deliver templates for MS Office tools mainly MS Word and MS Power Point instead of an Adobe Indesign or other similar templates. The templates will be used internally by ENISA's staff not trained in using graphic design tools but should follow ENISA's CVI in order to ensure the consistent application of ENISA's brand guidelines.

The contractor should be familiar with applying MS office tools as means for graphic communication and ensure the delivery of bug free and easy to use templates.

2.4 Graphic design of logos

This service comprises the creation of a logo for the Agency or one of its core activities and projects.

The logo must be finalised in:

- Four (4)-colour (CMYK);
- Black and white, positive and negative;

The files delivered for each logo must include the following versions:

- Vectorial (e.g. .ai, .eps, .ps);
- PNG in high resolution and high quality;

The price will cover the whole process of creation, including the presentation of minimum three (3) initial proposals and the delivery of final files of the logo chosen by the Agency as well as a manual describing the application of the logo.

2.5 Visual identity style guides

A Visual identity style guide is a set of standards for design and writing of documents, either for general use or for a specific publication or project launched by the Agency. The creation of a Visual identity style guide may include the incorporation of a logo.

The Contractor must create a coherent identity, which will facilitate the identification of the Agency or the Agency's project (e.g. event, programme or other activity.)

In principle, three (3) different types of Visual identity style guides are foreseen:

2.5.1 Simple (*the lists hereby are only indicative, & will not be limited to what described*):

- A series of publications;
- An event for which, for example, an invitation, a stand, and a leaflet are needed;
- A campaign with the supply of a visual for advertisements and banners.

2.5.2 Medium:

- a larger event with roll-ups, invitations, notepads, etc.;
- a promotional campaign with the supply of a visual for advertisements, banners; posters, flyers, PowerPoints, etc.

2.5.3 Complex: *the whole rebranding for the Agency when and if requested:*

- Reports (in A4 format cover and text);
- Brochures (in A4 and A5 formats cover and text);
- Leaflets;
- Flyers;
- Posters;
- Folders;
- Newsletters;
- Internet banners;
- Internet homepages;
- Exhibition stand;
- Gadgets
- Letterheads;
- Envelopes;
- Business cards;
- Electronic signatures for e-mail;
- Press releases;
- Advertising;
- PowerPoint or similar presentations;
- Etc.

A detailed set of requirements for each Visual identity style guide as well as its level of complexity will be described in the briefing note.

The price provided shall cover the whole process of creation, including the presentation of at least two (2) initial proposals and the final files of the Visual identity style guides. The manual should include examples of how it is to be applied.

2.6 Multi-platform support

The Contractor(s) may be requested to produce versions of the communication product using electronic distribution platforms (for example E-pub or interactive PDF). It may be required to modify/insert interactive elements such as video hyperlinks, rollover images and document navigation, prepare digital print files of publications and/or adapt them for online and electronic distribution. The files should be prepared in such a way that they can open properly on tablets, smartphones etc.

2.7 Quality control

- The Contractor will provide constant quality monitoring to ensure that:
- there are no errors in ordered communication product's format, structure, and /or layout

- style and aesthetic quality of the delivered product meets requirements related to the target
- audience and technical specifications
- final product is compliant with the current ENISA CVI, the EU Interinstitutional StyleGuide,
- and/or other guidelines provided by ENISA

ENISA reserves the right to reject the product and apply contractual measures in case of repeated mistakes, omissions or poor quality on the Contractor's side.

2.8 Advice and guidance

The Contractor is expected to continuously provide ENISA with technical and creative advice as well as guidance to ensure ENISA's communication products are executed to the highest possible standard.

2.9 Project management

The execution of this contract requires the capacity to manage several orders simultaneously and to ensure coordination between all parties involved. The contractor shall ensure the necessary management systems to ensure the quality control in the relevant production phases of the process and the quality check of the final product as well as the proper follow up and coordination at the pre-production, production and post-production stages.

Required model of work (sequence) in case of complex projects and tasks:

- ENISA submits a Request for Services, materials (text, presentation slides, photographs, etc.) and brief to the Contractor(s), asking for an estimated time and workload to carry out tasks indicated in the request.
- The Contractor(s) has three working days to respond to the request by expressing the willingness to engage in the project and sending a preliminary time/workload estimate.
- Once ENISA accepts the Contractor's reply to the request, a briefing is organised to clarify the project's needs and constraints and ENISA will prepare the relevant administrative documents (POs)
- On receiving the signed Order from ENISA, the Contractor co-signs it and sends it back to ENISA within three working days.
- Proposal(s) or first drafts of the requested deliverables are sent to ENISA electronically for assessment.
- ENISA submits its comments and requested changes, usually directly inserted in the PDF files
- The Contractor acknowledges the receipt of written instructions and implements the requested changes; depending on the complexity and size of the project, five cycles of corrections in the layout development are considered standard and should be taken into account when an offer is submitted
- The Contractor implements the requested changes and corrections in compliance with the CVI and ensures proper quality control; corrected files are sent back to ENISA.

- i) Following approval by internal stakeholders, ENISA accepts the project.
- j) The Contractor sends the final deliverables as agreed in the Order and the relevant source files for archiving.
- k) ENISA can interrupt the review cycle when there is evidence that the objective of the requested task is missed or the quality of the deliverable is unsatisfactory.

2.10 Prices

In addition to the required pricing as specified in Annex III, “Financial Offer Form”, bidders are encouraged to provide, details of any other relevant complementary or ancillary services they are able to provide (e.g. animations), together with their itemised pricing. If your offer is successful, these extra services and their costs shall form part of the ensuing contract.

Services should outline how client briefings, proposals, presentation of visuals and client approval will be managed.

Proposals should include the provision of high quality hard copy or high-resolution PDF visuals/dummies of printed matter for client’s approval.

All of the design work must follow ENISA’s Corporate Visual Identity manual and logo requirements.

As the needs per individual project are expected to be different and are defined on a case-by-case basis, we also require that you provide a ‘general consultancy’ and ‘graphic design’ hourly rate in your price offer (using Annex III - Financial Offer form.)

2.11 Copyright

The successful bidder will be required to note and acknowledge the following:

- ENISA owns the copyright to all work produced under any contract that may result from this Invitation to Tender.
- Any artwork, photographs, film, electronic files or other physical or electronic media (including preparatory, intermediate and final work) produced under any contract that may result from this Invitation to Tender shall be the property of ENISA, and must be surrendered to the Agency upon request.
- In case that it is necessary or requested to use third party-materials (e.g. footage or stock photos) the contractor should have or obtain the necessary licences to use them for ENISA’s needs.

2.12 Technical capacity

Bidders are required to provide:

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

Please include details of the availability of the client manager (or similar position) and the procedure and timing of preparing quotes. Information on work management processes, liaison, client

approval/sign off, etc. should also be given. (Please also refer to Part 3 Article 3.2.3 – ‘Technical and professional capacity’)

3. CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer should submit a **Technical Offer** containing relevant documents and information which enables ENISA to assess its quality and compliance with the specifications above (the technical description).

The Technical Offer shall include the following:

- Presentation of tender proposal;
- Evidence demonstrating expertise in the fields covered by this call for tender;
- Management practices, planning and resource allocation to tasks;
- Project management method that will be used for projects under this framework contract, explaining how possible projects would be carried out efficiently and effectively;
- In the case of a tender being submitted by a consortium, a description of the input from each of the consortium members and the distribution and interaction of tasks and responsibilities between them;
- A description of sub-contracting arrangements foreseen, if any, with a clear indication of the tasks that will be entrusted to a sub-contractor and the quality assurance methods to be used in relation to these tasks. A statement by the tenderer guaranteeing the eligibility of any sub-contractor shall be included as well, in case the subcontractor/s are not known at the moment of the tender submission.

In addition to the above the tenderer must provide the information concerning subcontracting as requested in Part 3; section 1.4.

4. 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. These prices must be a flat rate and include all administrative costs.

5. TENDER RESULT AND ESTIMATED CONTRACT VALUE

The estimated overall maximum contract value without this being binding for ENISA cannot exceed **five hundred thousand Euros (€ 500,000.00)** 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 contractor(s) in order to increase the maximum amount stated above by up to 50%. This procedure being fully in accordance with Article 164(4) and Annex I - point 11.1(e) of the EU Financial Regulation (FR)).

6. DATA PROTECTION AND TRANSPARENCY

While personal data mainly includes professional 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 Contractors includes the following instruments:

- Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data, and repealing Regulation (EC) No 45/2001.

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.

7. 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.

8. 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.

9. 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, where such revision is requested by one of the contracting parties by written 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.

10.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.

11.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.

12.PROTOCOL ON PRIVILEGES & IMMUNITIES OF THE EUROPEAN UNION

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 Union. Tenderers must therefore give prices, which are exclusive of any taxes and duties and must indicate the amount of VAT separately.

13.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 60 days of submission of an invoice accompanying the final report or deliverable based on the conditions set out in the draft contract.

14.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 Contractor during its period of validity.

The tender will conclude, valid as of the date of the last signature, with a one-year Framework Service contract, renewable yearly for a maximum of four years.

The services to be provided will be ordered **via purchase orders** sent to the contractor. ENISA on each occasion will request a written quotation from the contractor via email. The contractor will be obliged to provide their written offer, fully based on the contracted prices, via return email within 3 working days.

The Agency reserves the right to end the contract at any time, without any obligation to invoke the reason for it, at one months' notice. The 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 contractor implies acceptance of this contract and all of the terms and conditions contained therein. It is strongly recommended that you have this draft contract checked and passed by your legal section before committing to submitting an offer.

PART 3 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 contractor 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.

Before the contract is signed, the Agency may decide to 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 responsible³ 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, because they do not comply with the tendering specifications.

1.4 Subcontracting

Subcontracting is permitted in the tender but the contractor 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.

³ 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)

(iv) Lots interested in (only in case the tender has multiple lots)

The tenderer must indicate for which lots the tender is applicable, by ticking the relevant boxes in the section: **"Interested in the following lots"**.

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.

If any of the above documents are associated with a specific Lot, please indicate for which Lot it is applicable inside the document AND in the Description field of the attachment (*only in case the tender has multiple lots*).

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 based on 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.5 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.
- Prices shall be fixed and not subject to revision during the performance of the contract.

The total price needs to be encoded in the e-Submission application. The completed Financial Offer form, **MUST ALSO** 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.

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 **50.000.00 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 50.000.00 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, s/he may prove his economic and financial capacity by any other means which the Contracting Authority considers appropriate, but only following a formal 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 per selection criterion.

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

Tenderers must provide the following documents:

- List of main clients and services provided during the last three years indicating the value, date, and recipient of the services/products.
 - Examples of graphic design work done during the last three years:
 - If a part of this work was delivered by subcontractors, tenderers must clearly indicate their own role and contribution.
 - Examples should include products from several areas including publications, brochures, ads, banners, infographics, posters, MS office templates, CVI proposals (including logo proposals). Web links to examples of animations or interactive products and publications will be considered as an advantage.
 - CVs (Curriculum Vita) of the staff designated to perform the work:
 - For the execution of the tasks envisaged under the prospective contract, the contractor shall assign a team of graphic designers - at least two at a senior level with more than five years of experience in a relevant position.
 - The contractor shall also assign a project manager with at least three years of experience in a relevant field. The project manager will be responsible for managing ENISA's requests, keeping deadlines, implementing ENISA's feedback etc.
 - At least one member of the team should be proficient in the MS Office templates, styles and theme's creation.
 - The team should have proven experience in layout and graphic design and be highly proficient with the Adobe Creative suite software.

Selection Criterion 2: Technical skills necessary to deliver the requested services

Tenderers must provide the following documents:

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

Scenarios – Graphic design

Tenderers must provide at least one proposal for each scenario including an estimation in person days for the time needed for the finalisation of the task⁴ (in person days = 8 hrs) and a cost estimation. Both of the latter shall be included in the financial proposal.

(i) Scenario 1: Design of a poster for the promotion of ENISA's NIS Summer School 2019

ENISA's Network and Information Security Summer School is co-organised with FORTH Hellas and will take place from 16 to 20 September 2019 in Heraklion Crete. ENISA would like to design a poster to be printed (primary purpose) and used online to promote the event. The dimensions of the poster are expected to be A2.

The theme for this year is "Security Challenges of Emerging Technologies". The theme refers to the security challenges and opportunities posed by new technologies. Examples hereto are Artificial Intelligence, Modern Network Infrastructures (i.e. 5G), IoT applications, Machine Learning, etc.

The poster should include the event logo, important dates, location and should also highlight this year's theme. ENISA's guidelines for posters for co-organised events should be followed (see Annex VII).

The poster will be printed and shared with ENISA's communities (i.e. mostly IT and cyber security professionals). It will also be sent to universities (e.g. the University of Crete) to attract to the event students interested in cybersecurity and new technologies.

The Twitter hashtag for the event is #NISschool and the website url is:

<https://nis-summer-school.enisa.europa.eu>

(ii) Scenario 2: Design of a logo for ENISA's cybersecurity certification programme

In September 2017 the European Commission presented a proposal for a Regulation, dubbed the Cybersecurity Act (hereinafter CSA), with a view to harmonise the current cybersecurity certification activities and policies across the Member States. The CSA is a multi-layered Regulation that on one hand addresses the updated ENISA mandate and on the other it lays

⁴ 1 person day = 8 hours

out the EU cybersecurity certification framework. With regard to the latter, ENISA has been tasked with a new competence, being to prepare candidate cybersecurity certification schemes.

ENISA would like to design a logo to be published together with the ENISA logo on all the materials related to the EU cybersecurity certification framework.

The logo shall be placed on the dedicated website (to be developed) providing information on, and publicity of, European cybersecurity certification schemes, certificates and EU statements of conformity including with regard to withdrawn and expired cybersecurity certification schemes and certificates. The logo shall also be placed on relevant ENISA studies, certificates, and promotional material such as posters, leaflets etc.

All the materials that will be prepared to cover the needs of the Agency regarding the EU cybersecurity certification framework will follow ENISA's CVI guidelines but will also be accompanied by the dedicated logo.

More information about the EU Cybersecurity certification framework and ENISA's role can be found here: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:52017PC0477>

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 based on the award criteria.

No	Qualitative award criteria		Weighting (max. points)
1.	Quality and relevance of the proposal	<ul style="list-style-type: none"> -Quality of the proposal and accuracy of the description to provide the requested services, including turnaround times offered. -Project management methodology including parallel management of different projects -Quality assurance and quality control and compliance monitoring 	30/100
2.	Expertise	<ul style="list-style-type: none"> -Quality and relevance of the portfolio -Innovative use of and treatment of illustrations, photos etc. -Proven experience in creating MS Office Templates -Proven experience in designing high quality infographics -Proven experience in creative application of Corporate visual identities -Advantages: proven experience with interactive products and animations 	40/100
3.	Scenario proposals	<ul style="list-style-type: none"> -Understanding of ENISA's requirements -Understanding and application of ENISA's CVI guidelines -Proposed working methods -Innovative use of photos, illustrations 	30/100
Total Qualitative Points (QP)			100

Tenderers shall elaborate in the technical offer on all points addressed in the Terms of Reference (ToR), 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 ToR, without going into detail or without giving any benefit 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 60% 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 **70%** in relation to the price.

3.3.2 Price of the Offer

The Financial Offer form (Annex III) contains six (6) price boxes in Parts 1 and 2, which shall be completed with a monetary amount by the tenderer. Part 3 contains 2 price boxes in which the cost of the two scenarios shall be entered.

Please note: If any price box is left blank by the tenderer then the Financial Offer will be considered to be invalid and will be eliminated from further evaluation.

For the purposes of evaluation of price, a **'price calculation'** will be used in which the prices offered in Annex IV, are applied to the price formula as shown below.

$$PB = [(A1.1 + A1.2 + A1.3)/3 \times 50] + (A2 \times 10) + A3 + A4 + (A5 \times 25) + (A6 \times 25)$$

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

Where:

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

3.3.3 Award of the contract

The contract will be awarded to the offer that is the most cost effective (offers the best value for money) which obtains the highest number of points after the final evaluation, based on the ratio between the **quality criteria (70%) and the price (30%)**. The following formula will be used:

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

Where:

QP =	Qualitative points
PP =	Price points
TWP =	Total weighted points score

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 **5th July 2019 at 11:00 EEST Eastern European Summer Time (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 Lots

This Tender is not divided into Lots.

5.3 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.

5.4 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: “**Graphic Design Services**”

ENISA F-COD-19-T21

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	28 th May 2019	
Deadline for request of information to ENISA	25 th June 2019	
Last date on which clarifications are issued by ENISA	26 th June 2019	
Deadline for electronic reception of offers via e-Submission	4th July 2019	18:00 CEST Central European Summer time
Opening of offers	5 th July 2019	11:00 EEST Eastern European Summer (Greek local) Time
Date for evaluation of offers	TBA	TBA
Notification of award to the selected candidate + 10 day standstill period commences	late-July 2019	Estimated
Contract signature	August 2019	Estimated
Registration of each contractor to the e-Request platform	TBA	Estimated