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OPEN CALL FOR TENDERS

Tender Specifications

for the provision of:

“Media database and media monitoring services”

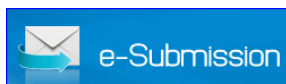
ENISA F-COD-18-T21

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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
Media database and media monitoring services	EUR 200 000 over the maximum possible period of 4 years
<p>ELIGIBILITY to submit TENDER:</p> <p>PLEASE NOTE: 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.)</p> <p>IMPORTANT! Provisions relating to BREXIT For British candidates or tenderers:</p> <p>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.</p> <p>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.</p>	

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

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 II to this document,
- **Exclusion criteria.** If requested in Part 3, 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 3, 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 VIII 'e-SUBMISSION-Quick reference guide for the 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 '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 '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 '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

ENISA, the European Union Agency for Network and Information Security is an EU body of expertise, supporting the European Commission, the Member States and the business community to address, respond and especially to prevent Network and Information Security (NIS) challenges.

As such, the Agency's role includes:

1. Giving independent, expert advice to the EU, as the first step towards the drafting of legislation
2. Responding to requests from Member States and the EU
3. Collecting and analysing data on security incidents and emerging risks
4. Promoting best practices in e.g. risk assessment & risk management, awareness-raising and computer security incident response

ENISA's studies, reports, and recommendations are regularly communicated to journalists and news organisations. This is done to reach across Europe, and the 28 Member States of the European Union.

Indicatively, ENISA produced in 2017, 25 press releases and 59 news items, among other communication products. In 2016, ENISA published 18 press releases and 82 news items.

ENISA typically publishes reports based on its annually defined Work Programme. The subject matter of recent and current studies include:

- Smart homes, smart hospitals, smart transport
- Security of IoT (internet of things)
- mHealth/eHealth
- Critical infrastructures and resilience
- cyber threat landscape and annual incidents report
- data protection, privacy and trust
- cloud computing
- cyber security for SMEs
- standards /certification
- risk assessment/risk management
- pan European cyber exercises (Cyber Europe)
- CSIRTs
- Digital Single Market, NIS directive, data protection themes etc.

ENISA also co-organises conferences, runs workshops, liaises with key decision makers and stakeholders, exercises advocacy work, and publishes "position papers" to increase awareness of NIS in the wider social and political environment.

This call for tenders seeks professional services acting as a tool to increase the Agency's impact and uptake, reputation management, branding and newsworthiness.

The **regular services** required to be provided under the ensuing contract are arranged into **2 areas of Activity**:

- **Activity 1: Media database**
- **Activity 2: Press/media and social media monitoring and media impact report service**

Each of the above 'regular' Activities shall be individually cost-defined in the Financial Offer form and then combined to result in a fixed yearly cost.

2. DETAILED REQUIREMENTS

This tender procedure is structured in such a way as to request two types of services:

- **Regular media database and media monitoring services**
- **Ad hoc services**

2.1) Regular media database and media monitoring services

- For the 'Regular media database and media monitoring services' we ask for a pre-agreed level of services throughout the year which shall consist of the minimum specifications outlined below.
- The expected cost for these regular services shall be between **EUR 30 000 and EUR 45 000 per year**. You are therefore asked to declare a fixed yearly price within this price range, in Part A of the 'Financial Offer' form. Within this declared fixed price, **you are encouraged to assess the possibility of adding extra services, clearly defining cost per (suggested) sub-activity**.
- Minimum requirements to be provided under the fixed yearly contract: The service provider is required to provide the following comprehensive services:
 - Media database
 - Media monitoring, including production of media impact reports and daily news/press digest
- The service must allow for total control of the entire process of global contacts database, selecting media for key messages, distributing press releases and other relevant material (for example, photographs and video clips), monitoring of impact and the production of evaluation reports, analysis tools and top-line insights. The details below are the minimum requirements for each part of the service.

2.1.1) Activity 1 – Media database

- a) ENISA requires a global media database, which allows for the creation, distribution and tracking of journalist profiles and media lists. This database must be fully integrated into a centralised tool, which will help ENISA link the creation of press releases to content. The successful provider will need to demonstrate the quality of their journalist data, and how this flows into the media monitoring.

List creation will need to allow users to select a list of pre-built subjects of interest as well the ability to free search for anything journalists or media have been writing over the previous 60 days. Users should have access to detailed journalists profiles, as well as their Twitter feeds.

- b) The contractor shall provide ENISA staff with the training / manual / webinar needed to use the database whenever necessary. Related expenses shall be included in the offer.
- c) The database must be continuously updated and maintained by the service provider, offering current news contacts for each geographical area and media sector, allowing for efficient distribution and uptake, search engine optimisation and socialisation options. All contact information should be exportable to Excel and Outlook for further use.

2.1.2) Activity 2 – Press/media and social media monitoring and media impact report service

- a) Media monitoring must strike a good balance between human interaction of content and the speed of automation. Global online content is key to our success and so the content provided must be available in all 24 official languages of the EU. The contractor shall provide a system which allows for media monitoring, based on a list of specific keywords. The contractor will need to present monitoring information on a dedicated web portal, with updates notified to ENISA via RSS / XML feeds and/or email notifications.

The ENISA Press Officer and alternate (ex. the Public Affairs Team Leader) will receive these updates, along with a maximum of 5 other ENISA users. The contractor will be working closely with the ENISA Press Officer and alternate (ex. the Public Affairs Team Leader), who are in charge of ENISA's press and media programme. As well as monitoring for media coverage generated by ENISA press releases, the contractor must keep watch for other ENISA-related stories or of interest to the Agency, signified by references to ENISA's specified keywords. The monitoring shall be based on a combination of static and dynamic keywords.

ENISA will specify a minimum of 20 static keywords, which are ENISA's corporate identity terms, in the 24 official languages of the EU, such as *ENISA, the European Union Agency for Network and Information Security, the EU's cyber security Agency, EU cyber Security, Professor Udo Helmbrecht* (Please note; these are examples only. The exact keywords will be defined after the contract has been awarded.)

In addition, ENISA will specify a minimum of 20 dynamic (ad-hoc) keywords, which will be specific terms used for short periods of time to describe the content of a communication campaign. For example, *Cyber Europe, Resilience*.

The provider should supply the translations of these corporate identity terms. However, as part of the contract, the service provider must be available to optimise the keyword search terms to attain the best possible search criteria in each language and country.

The service offered must include a customisable and powerful media monitoring and clipping solution which allows for the extraction of statistics and data on ENISA media activities. Data should be exportable to Excel. As a minimum, the monitoring must cover: newswires, newspapers, specialised magazines, online media, including blogs and other social media outlets³.

The service offered must include the archiving of all monitoring reports and clippings and the ability to search these archives.

- b) The contractor shall provide ENISA staff with the training / manual / webinar needed to use the tool whenever necessary. Related expenses shall be included in the offer.
- c) A "Helpdesk service" must be provided by the tenderer to ensure assistance in case of technical problems with delivery and/or availability of the products and services or in case of updates and upgrades of the tenderer's system to ensure compatibility with EP systems. The exact timing for the weekday (Monday to Friday) helpdesk service should be between 8:00 am and 18:00 pm Eastern European Time (EET).

2.1.2.1) Monitoring reports and impact

The contractor's monitoring reports will be used to assess ENISA's media impact and will be provided on a monthly and quarterly basis. At a minimum, reports should include:

³ The ability to monitor and report on broadcast media (at a minimum, English, French and German [radio and television]) will be regarded favourably as additional bonus feature.

- the headline of the article
- name and type of publication
- country of publication
- circulation numbers (metrics to be agreed with ENISA)
- original link
- negative/positive/neutral ranking (criteria to be agreed with ENISA)
- Journalist's name and email address (if available)
- keywords

The ability to efficiently monitor media, compiling and delivering regular **media impact reports** (mentioning ENISA's studies, reports, activities, findings, and recommendations etc. providing impact evaluation information relative to ENISA's needs). An analysis of value of press/media coverage (AVE) generated and any other reports clearly translating the data collected into communication KPIs. Customized reporting and analysis is essential to help measure the impact of the Agency PR. Media monitoring indicators will feed into ENISA's performance management.

Monthly and quarterly reporting. These evaluation reports include, for example, information on volume of media coverage, most significant mentions, estimate of potential reach, identification of the most important articles driving traffic to ENISA website and several social media parameters.

Dates and timing of delivery shall be discussed upon award. A sample must be provided of each category with your bid.

Providing reports on **monitoring for specific activities or campaigns**. As a minimum the specific activities for which ENISA may require reports are:

- Annual ENISA Threat landscape
- European Cyber Security exercises
- European Cyber Security Month
- European Cyber Security Challenge
- ENISA annual high level event
- Annual incident report
- Annual Privacy Forum

Receive **real time e-mail alerts** throughout the day (daily until 20.00 pm Eastern European Time (EET)), with results based on your customized keywords and topics – which will be agreed with the Agency.

Evaluation reports should be provided in PDF format. ENISA will also require access to source data used to produce the reports. This must be supplied in updatable working formats and supported by MS Office (e.g. Microsoft Excel).

2.1.2.2) Social media monitoring and evaluation

In particular, the Agency requires:

- a) an online tool to enable the Agency to monitor and analyse social media content from a range of social media platforms including, but not limited to, Twitter, LinkedIn, Facebook, blogs and public forums.
- c) Sentiment
- d) Influential community members
- e) Any other monitoring or evaluation feature you deem appropriate.

The service offered must include a customisable and powerful media monitoring solution which allows for the extraction of statistics and data on ENISA media activities. Data should be exportable to Excel.

Evaluation reports should be provided in PDF format. ENISA will also require access to source data used to produce the reports. This must be supplied in updatable working formats and supported by MS Office (e.g. Microsoft Excel).

The service offered must include the archiving of monitoring reports and ability to search the archives.

The tenderer must submit a sample of this tailored social media reporting and evaluation with their tender, in order to show the relevant impact and effectiveness indicators they can provide.

2.1.2.3) Daily news / press digest

The Agency also wishes to receive a 'daily news/press digest' and real time alerts for a set of specific issues (as per "Activity 2 – Media Monitoring, including production of media impact reports and daily news/ press digest) – by 08:00 EET - providing updates from across all media channels (press, media, internet, social, TV, radio, breaking, blog etc.) on the latest news, policy, sector developments relevant to the environment within which ENISA operates.

Please provide samples of your work for this activity.

Please note that online media should include in all cases, but not be limited to:

- online publications such as web news sources, news wires, and syndicated services
- Internet forums
- Blogs, including both citizen and mainstream journalists
- Social networks, like Twitter and LinkedIn
- Video sharing sites such as YouTube

In all cases print media should include but not be limited to:

- Daily and non-daily newspapers
- Regional publications
- magazines /Industry magazines /journals
- Top-tier print publications

2.2) Ad hoc services

In addition to the core service requirements, "regular services" as specified in the section above, ENISA may on occasion require additional specific individual elements of the overall services offered. These will be "ad hoc" services supplied under this framework contract, which will be ordered via Purchase Orders as the services are required.

Tenderers should therefore provide individual costs for the following service(s):

- **media mapping**
- **any other services** for which you may wish to offer unit pricing that is of relevance to the scope of this tender.

Provision has been made in the "Financial Offer form" for the tenderer to provide its prices for the above-mentioned ad hoc services. The tenderer may additionally provide its own list of services with pricing for those other services they may wish to add that is of relevance to the scope of this tender.

Please note that the formula used for price evaluation of each tender received DOES NOT take into account the prices provided in Part B of the Financial Offer form. Only the prices provided in Part – '*Regular media database and media monitoring services*' are included in the price evaluation.

3. REQUIREMENTS ON DATA PROCESSING

- 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 legal framework.
- The 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 and in accordance with the forthcoming revision of the aforementioned Regulation (please see more information on the proposed Regulation: https://eur-lex.europa.eu/procedure/EN/2017_2)
- As of 25th May 2018, Regulation (EU) 2016/679 the General Data Protection Regulation (GDPR), is applicable and has replaced the Directive 95/46/EC in all EU Member States. The successful tenderer must agree and declare that they will comply with the legislation requirements of GDPR.
- 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; Especially with regard to the media database, the collection and further processing of relevant personal data should be based on one or more appropriate legal bases, as stipulated in Regulation 45/2001/EC (and its forthcoming revision), as well as any relevant applicable national legislation.
- 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.

4. APPLICABLE CONDITIONS

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

- For each project, the contractor shall nominate one Account 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 Account Manager, who is the single point of contact, becomes unavailable during the execution phase of a project, the contractor is required to promptly inform ENISA and take immediate action, in order 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.

5. 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.

6. 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.

7. TENDER RESULT AND ESTIMATED CONTRACT VALUE

The estimated overall maximum contract value without this being binding for ENISA cannot exceed **two hundred thousand Euros (EUR 200 000)** over a maximum possible period of 4 years. The result of the evaluation of tenders will be the awarding of a Framework Service Contract.

The “Regular Services” will be ordered via a yearly Specific Contract, while any “Ad Hoc services” will be ordered via Purchase Orders as the need arises.

For the ‘Regular media database and media monitoring services’, offers MUST be within the range EUR 30 000 (thirty thousand Euro) to a maximum of EUR 45 000 (forty-five thousand Euro) per year.

For the ‘Ad Hoc Services’, the maximum amount available will be the difference between the price offered for ‘Regular media database and media monitoring services’ (see above) and the maximum total amount of EUR 50 000 (fifty thousand Euro) per year.

Therefore the overall budget for both regular and ad hoc services is EUR 50 000 (fifty thousand euro) per year, including all costs.

(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)).

8. DATA PROTECTION AND TRANSPARENCY

While personal data mainly includes contact data, other types of data may also qualify as personal data depending on the context and the type of data collected.

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

- 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 – currently under revision.

- Regulation (EU) 2016/679, the General Data Protection Regulation (GDPR) is applicable to all Member States.

Particular attention needs to be paid to public access to documents 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.

9. ASSIGNMENT OF OWNERSHIP

The Contractor shall adapt the provision of media database and media monitoring services, as far as possible for ENISA's use, and assigns sole, as far as held by the Contractor, ownership of any intellectual property rights related to such deliverables to ENISA, including, but not limited to trademark and copyright and in accordance with the awarded Framework Service Contract.

10. 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.

11. 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..

12. 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.

13. 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.

14. 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.

15. PAYMENT ARRANGEMENTS

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

For the '**regular services**' ordered under a yearly Specific Contract, it is anticipated that an invoice will be issued by the contractor on a quarterly basis in arrears and in 4 equal instalments.

In other words, the first invoice, for a quarter of the total yearly amount for 'regular services', will be due 3 months following the countersignature of the Specific Contract (under the Framework Service contract) by both parties.

While there is the possibility for negotiation on the above-mentioned terms of payment, the Agency would prefer adherence to the stated terms.

16. 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 Specific contract (for the '**regular services**'), renewable annually for a total maximum of four years, on the same date of the signature of the contract subject to the written approval by both parties⁴.

The "**ad hoc services**" supplied under this framework contract will be ordered via Purchase Orders as the services are required.

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.

⁴ 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.

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.

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 responsible⁵ 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 Draft Framework Service 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.

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

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.

⁵ 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 Part 3, Section 3.1)

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 financial and economic capacity (see Part 3, Section 3.2.2)

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 Part 3, Section 3.2.3)

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:

"Tender" □ "[name of Call for Tender]" in the e-Submission application.

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.

Please make sure that all documentation requested in Annex VII (Checklist of documents to be submitted in the e-Submission application) is provided. Failure to provide all documentation may lead to your offer being declared as non-compliant and therefore not eligible for further evaluation.

b. FINANCIAL PROPOSAL

All tenders must contain a **Financial Offer**, to be submitted **using the form attached (as Annex III)**.

Part A - Regular media database and media monitoring services:

The total price quoted should be broken down into the cost per year per activity, that is:

- **Media database ;**
- **Press/media and social media monitoring and media impact report service.**

Part B - Ad Hoc Services:

The optional additional services listed should be clearly priced and quantified by the tenderer. (The tenderer may choose to provide their own additional services price list.

Please note that providing prices for any “ad hoc services” is optional and is **not** taken into account for the purposes of the price evaluation of this tender.

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.**
- **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:

"Tender" □ "[name of Call for Tender]"

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 **65,000 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 65,000 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 experience, reliability and similar circumstances. Tenderers should show their degree of technical and professional capacity to carry out the requested tasks by providing information and relevant documentation on the criteria described below. If several service providers/subcontractors are involved in the bid, each of them must have and show that they have the professional and technical capacity to perform the tasks assigned to them.

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

Tenderers must provide the following documents:

- List of main clients and services provided during the last three years indicating the value, date, and recipient of the services/products.
- CVs (Curriculum Vita) of the staff designated to perform the work, preferably using the European CV template available on <http://europass.cedefop.europa.eu>.

- Examples of work done during the last three years in the relevant field:
 - If a part of this work was delivered by subcontractors, tenderers must clearly indicate their own role and contribution.
- Samples of media monitoring reports (daily, weekly, monthly, quarterly) and lists of journalists

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

Tenderers must provide the following documents:

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

3.3 AWARD CRITERIA

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.	The size and quality of the global media database as referred to in Part 2, Section 2.1.1 - Activity 1, providing access to distribution lists relevant to ENISA demonstrating effective management, customization, and know-how.	40/100
2.	The number and quality of reporting, monitoring and evaluation systems as referred to in Part 2, Section 2.1.2 - Activity 2. This includes layout, the usability in extracting information, the relevance and effectiveness of indicators, features offered, customization possibilities and quality of additional press, media and social features.	40/100
3.	The level and quality of know-how and experience demonstrated by bidder in tailoring their proposal to ENISA's needs; efficiency of working processes - systems support; quality of previous work and samples; the format and structure of the products and delivery of services(presentation, readability, coherence, metadata, accuracy, clarity, focus on essential findings etc.); team composition and efficiency of a management system.	20/100
Total Qualitative Points (QP)		100

Minimum attainment per criterion

Offers scoring less than 50% for any criterion will be deemed to be of insufficient quality and eliminated from further consideration.

Minimum attainment overall

Offers scoring less than 60% after the evaluation process will be considered to be of insufficient quality and eliminated from the following phase.

The sum of all criteria gives a total of 100 points. The respective weighting between the different awards criteria depends on the nature of the services required and is consequently closely related to the terms of reference. The award criteria are thus quantified parameters that the offer should comply with. The **qualitative award criteria** points will be weighted at **70%** in relation to the price.

Price of the Offer

Tenders must state a total fixed price in Euro. Prices quoted should be exclusive of all charges, taxes, dues including value added tax in accordance with Article 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities. Such charges may not therefore be included in the calculation of the price quoted.

ENISA, in conformity with the Protocol on the Privileges and Immunities of the European Community annexed to the Treaty of April 8th, 1965, is exempt from all VAT.

Offers exceeding the maximum price set in Part 2, Article 7 (Tender result and estimated contract value) will be excluded.

For the purposes of evaluation of price, the yearly costs provided in Annex III (Financial Offer) for the two major activities will be added together giving a total price (**PB**).

$$PB = P1 + P2$$

The cheapest offer will receive the maximum points, and the rest of the candidates' offers will be awarded points in relation to the best offer as follows:

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

where;

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

Award of the contract

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

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

where;

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

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

4. TENDER OPENING

The public opening of received tenders will take place on **11th September 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 - TIMETABLE

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

Title: “**Media database and media monitoring services**”

ENISA F-COD-18-T21

Summary timetable comments

Launch of tender:		
Contract notice to the Official Journal of the European Union (OJEU)	24 July 2018	
Uploaded to e-Tendering website		
Uploaded to ENISA website		
Deadline for request of information to ENISA	13 August 2018	
Last date on which clarifications are issued by ENISA	17 August 2018	
Deadline for electronic reception of offers via e-Submission	07 September 2018	23:59 EEST Eastern European Summer time
Opening of offers	11 September 2018	11:00 Greek local time
Date for evaluation of offers	TBA	
Notification of award to the selected candidate + 10 day standstill period commences	Late September 2018	Estimated
Contract signature	Early October 2018	Estimated
Commencement date of activities	As per tender	
Completion date of activities	As per tender	