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## OPEN CALL FOR TENDERS

# “Media Outreach and Monitoring Services”

ENISA F-DIR-16-T15

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Offers via e-Submission portal **ONLY**

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# PART 1 INTRODUCTION TO ENISA

## 1.1 Background on ENISA

Protecting digital information and networks is crucial, for society and the European economy.

In order to achieve this goal, ENISA acts as a centre of expertise in network and information security and facilitates cooperation between the public and private sectors.

The Agency's mission is to support a high and effective level of Network and Information Security within the EU. Together with the EU-institutions and the Member States, ENISA seeks to develop a culture of Network and Information Security for the benefit of citizens; consumers; business and public sector organisations in the European Union.

The European Union Agency for Network and Information Security (ENISA) is a centre of expertise for cyber security in Europe. ENISA supports the EU 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 works closely together with members of both the public and private sector, to deliver advice and solutions that are based on experience. This includes, the pan-European Cyber Security Exercises, the development of National Cyber Security Strategies, CERTs cooperation and capacity building, but also studies on secure Cloud adoption, addressing data protection issues, privacy enhancing technologies and privacy on emerging technologies, eIDs and trust services, and identifying the cyber threat landscape. ENISA also supports the development of the European Union (EU) policy and law on matters relating to network and information security (NIS), thereby contributing to economic growth in Europe's internal market.

## 1.2 ENISA's strategic objectives

ENISA can influence the growth of the cyber security market in Europe. In cooperation and in support to the Member States and the Union institutions, ENISA will in priority seek to achieve:

**#Expertise Anticipate and support Europe in facing emerging network and information security challenges**, by collating, analyzing and making available information and expertise on key NIS issues potentially impacting the EU, taking into account the evolutions of the digital environment.

**#Policy Make network and information security an EU policy priority**, by assisting the Member States and the Union institutions in developing and implementing EU policies and regulations related to NIS.

**#Capacity Support Europe in setting up state-of-the-art network and information security capacities**, by assisting the Member States and Union institutions in reinforcing their NIS capacities.

**#Community Make the European network and information security community a reality**, by enhancing cooperation at EU level among Member States, Union institutions and related NIS stakeholders, including private sector.

**#Enabling Reinforce ENISA's impact**

In 2016 will continue its work on established priorities while broadening its scope in areas including, smart cars, smart airports and smart hospitals, with new studies in mHealth and security of IoT.

ENISA's [Work Programme](#) for 2016, ENISA's [Annual Activity report](#) 2014 as well as further information, news and press releases can be obtained on ENISA website: [www.enisa.europa.eu](http://www.enisa.europa.eu) and <https://www.enisa.europa.eu/media>

## 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 contractor to provide the services as stipulated in the Terms of Reference outlined below.

Subject of the tender	Maximum budget
<b>Media Outreach and Monitoring Services</b>	<b>€200,000.00</b> over the maximum possible period of <b>4 years</b>
<b>PLEASE NOTE:</b> 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.)	

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

## II. ELECTRONIC SUBMISSION OF OFFERS

Please see **ANNEX VIII** of this Tender for a quick description of the e-Submission application.

### **Access to the e-Submission application**

If you are accessing a tender procedure linked to e-Submission via the e-Tendering platform *for the first time*, you will need to create a user account in the Commission system (**European Commission Authentication Service - ECAS**): <https://webgate.ec.europa.eu/cas/>

A '**Guide to creating an ECAS account**' is provided as Annex IX to this Tender.

A button "Submit your Tender" will be then displayed and you will be able to access the e-Submission application.

Before proceeding to fill in the tender details in the system, you need to accept the Terms & Conditions and acknowledge the Privacy Statement of the e-Submission application.

### **On-time submission of tenders**

You are **strongly advised** not to wait until the last moment before the deadline to submit your tender. The process of uploading your documents and entering required data may take longer than anticipated.

***It is highly recommended to give yourself a MINIMUM of 24 hours before the stated expiry date and time to upload your tender to e-Submission!***

In case of any problems with the submission of your electronic tender, we recommend that you call the helpdesk in reasonable time before the time limit for receipt.

After submitting a tender, but within the time limit for receipt, you may still submit a new (updated) version of your tender. To do this, you should upload a new consolidated tender package containing corrected tender documents together with formal notification by email that the previous tender is withdrawn (to [procurement@enisa.europa.eu](mailto:procurement@enisa.europa.eu)).

***Late receipt of your tender will lead to its exclusion from the award procedure for this contract.***

### **Proof of receipt**

You will receive a tender receipt confirmation in your e-Submission mailbox, including information about the timestamp put on your tender by the e-Submission system. This is considered as the official time of receipt and will constitute proof of compliance with the tender deadline.

## **Withdrawal of tender**

If, after submission, you wish to withdraw your tender, you must send a duly signed letter, firstly by email to [procurement@enisa.europa.eu](mailto:procurement@enisa.europa.eu) as well as by registered post to the address below identifying the name and reference of the tender you wish to withdraw. This notification must be signed by the same authorised legal representative(s) who previously signed the tender in question.

### **Address**

[Insert tender title and reference]

ENISA

For the attention of the Procurement Officer

PO Box 1309,

Heraklion 710 01,

Greece

## **Get to know the e-Submission application**

On the '**Help for e-Submission**' page of the application a detailed [User Manual](#), in each of the 23 languages of the European Union, is available that elaborates the system requirements and a step by step procedure to successfully submit a tender.

A **Quick Guide** can also be found on this Help page, summarising the User Manual (*the English version is included as Annex VIII of this tender*).

The 'Help for e-Submission' page is available at:

[https://webgate.ec.europa.eu/supplier\\_portal\\_toolbox/esubmissionFileProject/files/BT3/spotsHelpPage\\_en.html](https://webgate.ec.europa.eu/supplier_portal_toolbox/esubmissionFileProject/files/BT3/spotsHelpPage_en.html)

## **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**:

*Select the first link if the Call for Tenders has NO LOTS, or the second link for a tender with LOTS.*

For a tender with **NO** LOTS:

[https://webgate.ec.europa.eu/supplier\\_portal\\_toolbox/spots/openSpots.do?CFTUID=TEST\\_CFT-NO\\_LOTS&VERSION=1&CAID=5790001791483&screenWidth=1000&screenHeight=850](https://webgate.ec.europa.eu/supplier_portal_toolbox/spots/openSpots.do?CFTUID=TEST_CFT-NO_LOTS&VERSION=1&CAID=5790001791483&screenWidth=1000&screenHeight=850)

For a tender **WITH** LOTS:

[https://webgate.ec.europa.eu/supplier\\_portal\\_toolbox/spots/openSpots.do?CFTUID=TEST\\_CFT-3\\_LOTS\\_3&VERSION=1&CAID=5790001791483&screenWidth=1000&screenHeight=850](https://webgate.ec.europa.eu/supplier_portal_toolbox/spots/openSpots.do?CFTUID=TEST_CFT-3_LOTS_3&VERSION=1&CAID=5790001791483&screenWidth=1000&screenHeight=850)

## 1. GENERAL REQUIREMENTS

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 2014 about **25 press releases** and **103 news items**. In 2015, **40 press releases** were produced plus **75 news items** among other communication vehicles. ENISA uses both media distribution services and maintains its own distribution lists.

ENISA typically publishes reports based on its annually defined Work Programme<sup>1</sup>. 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 2014)
- CSIRTs
- Digital Single Market, NIS directive, data protection themes etc.

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<sup>1</sup> <https://www.enisa.europa.eu/publications/programmes-reports/enisa-work-programme-2016>

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 4 areas of Activity:

- **Activity 1:** Press/news release distribution
- **Activity 2:** Media contact management
- **Activity 3:** Press/media and social media monitoring and media impact report service
- **Activity 4:** Daily news/press digest

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

## 2. DETAILED SPECIFICATIONS

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

- Regular Media Outreach and Monitoring Services
- Ad hoc services

### 2.1 Regular Media Outreach and Monitoring Services

For the ‘*Regular Media Outreach and Monitoring Services*’ we ask for a pre-agreed level of services throughout the year which shall consist of the minimum specifications outlined in Section 3 below plus any extra features, services, countries covered, etc. which are (optionally) offered by the bidder as part of the fixed yearly cost.

The expected cost for these regular services shall be between **€38,000 and €44,000 per year**. You are therefore asked to declare a fixed yearly price within this price range, in Part A of the ‘Financial Offer’ form for the minimum regular services detailed in Section 3 below. Within this declared fixed price, you are encouraged to assess the possibility of adding extra services, **clearly defining cost per (suggested) sub-activity**.

### 2.2 Ad hoc services

For the ‘*Ad hoc services*’ we ask that you provide unit pricing for various services which can be ordered on an irregular basis throughout the year (Part B of the ‘Financial Offer’ form). The suggested list of services is outlined in Section 4 below.

**The bidder is welcome to add any extra services they may deem to be relevant to this contract, clearly indicating the cost for each specific service.** You may add extra lines to the bottom of Part B

of the 'Financial Offer' form for this purpose or just provide a separate list of services with pricing as part of your offer.

This list of unit prices, will form part of the ensuing contract and will therefore be called upon when ordering extra *ad hoc* services.

The funds available for purchasing these *ad hoc* services is dependent on the amount declared by the bidder for '*Regular Media Outreach and Monitoring Services*' the remaining amount up to the maximum total of €50,000.00 will therefore become available for *ad hoc* purchases.

- For example, if the tenderer declares a fixed yearly cost of €38,000.00 for '*Regular Media Outreach and Monitoring Services*' in Part A of the Financial Offer form, then there will be a maximum of €12,000.00 available for *ad hoc* purchases throughout the year.

It is the intention of the Agency to fully utilize the available funds for *ad hoc* services each year.

### 3. REGULAR MEDIA OUTREACH AND MONITORING SERVICES:

*(Minimum requirements to be provided under the fixed yearly contract)*

The service provider is required to provide the following comprehensive services:

- **Integrated press release distribution**
- **Media contact management**
- **Media monitoring, including production of media impact reports**
- **Daily news/press digest**

The service must allow for total control of the entire process of 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.

The details below are the **minimum** requirements for each part of the service.

#### 3.1 Activity 1 - Press/news release distribution

- a) ENISA requires the quick and efficient distribution of press material to a minimum of seven key Member States of the European Union (**UK, Germany, Belgium, EU Presidency Country, France, Spain and Greece**), reaching as a minimum five languages (English, French, German, Spanish, Greek) and as many languages groups as possible . ENISA will send the required material to the service provider by email. The provider will acknowledge the receipt of the distribution order by email.
- b) In addition to geographical area, ENISA also wishes to make provision for the distribution of press releases and related audio-visual material (photos, video etc.) to a wide audience of web and wire distribution for media and press reporting on IT/ICT/cyber security and defence, EU reporting, NIS, Digital single market and economy, SMEs and other related sectors of specialist Information Communication Technology (ICT) media and others.

These should include newswires, daily/weekly newspapers, online news outlets (i.e. Bloomberg, CNN tech, Reuters etc.) and sectors to (IT/ telecoms, energy, e/mHealth, automotive, critical infrastructure, education/eskills, ICT in finance, EU topics, industry tech portals, specialist areas etc.) specialised magazines/journals(daily/weekly/monthly), trade/industry, online media, publication website, broadcast media (TV, radio, online) and social media, **to a minimum of the following key EU Member States (UK, Germany, Belgium, France, EU Presidency country, Spain, and Agency host country - Greece).** Any more will be seen favourably.

Distribution channels must support **multimedia content distribution** to enable and combine the distribution of press releases and other material such as embedded photos and videos (produced by ENISA), audio and other assets with the news release to large numbers of online platforms, with high numbers of viewers.

- c) **Targeted distribution** of our news/releases **using a combination** of social media, online, and traditional publication methods, sharing our release/news to specific industries or subjects (segment-based distribution i.e. technology, cyber etc.). Please base your annual costing on the previous year's volume provided above in *Section 1 – General Requirements*.

The service provider shall **distribute** the press release and any other agreed media material via the channels preferred by the target media, (e.g. email), adhering to an agreed timeline for each distribution. By default the distribution timeline should not exceed two working days unless otherwise agreed.

- d) **Access to editorial calendars.** Forward Planning Database - providing the contracting body with an understanding of future news and events, so they can plan ahead.
- e) The ability to distribute to additional geographical areas, such as the USA, Asia or Australia, and the EU Candidate Countries<sup>2</sup> will be regarded favourably as additional bonus features.
- f) **Social media distribution**
- g) **Any other distribution services** you wish to propose or offer.

### 3.1.1 Tracking of release distribution and uptake:

The service provider shall provide a system which allows for the tracking of press release distribution and uptake by target media. This should include information on if, where and when end-users have picked up the information, demonstrated by, for example, emails opened.

### 3.1.2 Evaluation reports

- a) The contractor shall produce a media impact report for each distributed ENISA press release within a week of the release's publication. For releases referring to reports this may be within 2-3 weeks. These reports must be emailed to ENISA.
- b) For social media, **twelve (12) monthly and four (4) quarterly overview reports** must be provided to the Agency; dates will be agreed after the contract has been signed.

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<sup>2</sup> The two EU Candidate States are: the Former Yugoslav Republic of Macedonia, and Turkey

### 3.2 Activity 2 - Media contact management system

To maintain and update a media contact management system allowing for efficient and timely targeting of press material and SEO (search engine optimisation) for efficient distribution and uptake, and socialization options. This shall be an ongoing activity.

- a) The service provider shall give the Agency the option of access to a system allowing for online access, database and management tool, which allows for the creation of specific lists of journalist contacts, customised for each distribution, based on geographic location, language, or specific industry sector or area of interest.
- b) The contact management system must be continuously updated 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.
- c) All contact information should be exportable to Excel and Outlook for further use.

### 3.3 Activity 3 - Press/media and social media monitoring and media impact report service

- a) 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 or XML feeds and email notifications. The ENISA Spokesperson and alternate (ex. Assistant) will receive these updates, along with a maximum of 10 other ENISA users. The contractor will be working closely with the ENISA Spokesperson and alternate (ex. Assistant), who are in charge of ENISA's press and media programme. In addition, the contractor shall provide the ENISA staff with the training/manual/webinar needed to use the online database/tool. Related expenses shall be included in the offer.
- b) 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 (see below).
- c) The monitoring shall be based on a combination of static and dynamic keywords.
- d) ENISA will specify a minimum of 30 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.)
- e) 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*.
- f) 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.
- g) The provider **must submit a sample of each report (daily, weekly, monthly, and quarterly) with their tender offer** in order to show the relevant impact and effectiveness indicators that they can provide.

- h) The service offered must include a customizable 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.
- i) The monitoring must, as a minimum cover: newswires, newspapers, specialised magazines, online media, including blogs and other social media outlets including all languages covered by the 'press release distribution' section and services as above in the English, French and German language media (and the geographical areas covered by these), Spain, Greece, and EU Presidency country, and should include as many additional EU member states and languages as possible.  
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 features.
- j) The service offered must include the archiving of all monitoring reports and clippings and the ability to search these archives.

### 3.3.1 Monitoring reports and impact

- a) The contractor's monitoring reports and clippings will be used to assess ENISA's media impact. At a minimum, reports should include:
  - screen shots
  - links
  - Google-search screen shots of the title of the press release in at least three major European languages, (English, German and French) showing:
    - the headline of the article
    - name of publication
    - country of publication
    - circulation numbers
    - original link
  - column centimetres count
  - a screenshot/thumbnailed picture of where in the paper the article appears
  - negative/positive/neutral ranking (criteria to be agreed with ENISA)
  - publication type
  - Journalist's name and email address (if available)
  - keywords
- b) 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 efforts and demonstrate ROI on media outreach to stakeholders. Media monitoring indicators will feed into ENISA's performance management.
- c) **Automated Evaluation and Analysis** - automated assessment of the media monitoring results data;

- d) **Daily, weekly and monthly reporting.** These evaluation reports follow launches of major report or news releases which may 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:

- Threat landscape
  - European Cyber security exercises
  - European Cyber Security Month
  - ENISA annual high level event
  - Annual incident report
  - Annual Privacy Forum
- e) Receive **real time email alerts** throughout the day (daily until 20.00 CET) with results based on your customized keywords and topics – which will be agreed with the Agency.
- f) **Online Monitoring** - monitoring of news website content that includes specified keywords and topics – including monitoring of non-written content such as infographics and imagery.
- g) **Audio-visual / Radio /Broadcast Monitoring** - monitoring content on television, radio and web broadcasts that includes specified keywords and topics; clips with metadata and transcripts; and demonstrating the impact of broadcast/podcast.

Monitoring should include but not be limited to:

- Sentiment (tone),
- Share of voice, perception of Agency
- Key messages,
- Marketing power,
- Prominence metrics
- Quality rating score, and other pre-defined measures
- Executive-level reports providing expert objective commentary audience impressions pinpointing also location (i.e., UK, France etc.) and impact
- Automated metrics, including story volume, media type, audience segment,
- Evaluation and monitoring human verified
- Possibility to save articles to a database to share with key stakeholders and to maintain for archives, or dashboards allowing to use live exportable charting and graphs that can dropped into presentations
- Quickly view the profile of an unfamiliar journalist or blogger who has recently written about your company, peers or industry. Seamlessly add them to contact lists as appropriate. Filter search results by journalists and bloggers engaged with.
- Include at least the publishing date, title, source, link to the article and country of publication or article language. The availability of other meta-information parameters

that would facilitate the evaluation of media impact such as readership, potential reach, advertising value equivalency (AVE) and social media shares would be considered as advantageous. The contractor or ENISA shall be able to add sources not already monitored by the tool.

- Any other parameter you deem appropriate
- h) Evaluation reports must 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).

### **3.3.2 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, YouTube, slideshare, blogs and public forums.
- b) ROI
- c) Sentiment
- d) Influential community members
- e) Any other monitoring or evaluation feature you deem appropriate.

The service offered must include a customizable 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 must 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.

### **3.4 Activity 4 - 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 (which shall be defined) – by 08.00 CET - 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.

Indicative examples include - EC, EU, DSM, Data regulation, NIS directive, real time editorial, social and blog conversations etc.)

Please provide samples of your work for this activity.

Please note:

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

- online publications such as web news sources, news wires, and syndicated services
- Internet forums, including message boards
- 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

## 4. AD HOC SERVICES:

### 4.1 Additional services under the framework contract.

In addition to the core service requirements specified in the section above, ENISA may on occasion require additional specific individual elements of the overall services offered. These will be “call off” 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 as many of the following services as possible:

- an individual cost per press release distribution (based on a 750 word press release), per distribution circuit and per individual country
- costs for translations, per language (based on a 500 word page)
- distribution through social media
- uptake by social media
- embedding multimedia within a release
- tracking of release distribution and uptake
- media impact report services
- media mapping
- **any other services** for which you may wish to offer unit pricing

Provision has been made on the Financial Offer form for the tenderer to provide its prices for the abovementioned ad hoc services. The tenderer may additionally provide its own list of services with pricing. It is at the tenderer’s discretion to nominate the ‘unit of work’ for each service, such as;

- half day/day rate
- per hour
- per translated page
- per project
- per report

**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 A – ‘Regular Media Outreach and Monitoring Services’ are included in the price evaluation.

## 5. TENDER RESULT AND ESTIMATED CONTRACT VALUE

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 Outreach and Monitoring Services’, offers MUST be within the range from a minimum of **€38,000.00** (thirty eight thousand euro) to a maximum of **€44,000.00** (forty four thousand euro) per year.
- For the ‘Ad Hoc Services’, the maximum amount available will be **the difference between** the price offered for ‘Regular Media Outreach and Monitoring Services’ (see above) and the maximum total amount of **€50,000.00** (fifty thousand euro) per year.

Therefore the overall budget for both regular and ad hoc services is **€50,000.00** (fifty thousand euro) per year, including all costs. Over the maximum 4 year period possible under this contract, a total budget of **€200,000.00** (two hundred thousand Euros)<sup>3</sup> is therefore achievable.

Please note that any unused budget notionally assigned to *ad hoc* services in one year, may be cumulatively transferred to the following year(s).

## 6. CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer shall enclose with the **Technical Offer** all documents and information that will enable its offer to be assessed in terms of quality and of compliance with the Terms of Reference.

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

## 7. CONTENT AND PRESENTATION OF THE FINANCIAL OFFER

The Financial offer must be drawn up using the **Financial Offer form (see Annex III)**.

### **Part A - Regular Media Outreach and Monitoring Services:**

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

- press release distribution (including distribution to social media)

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<sup>3</sup> Please note that following implementation of the contract with the successful contractor and depending on the further needs of the contracting authority specifically in the fields of endeavour the subject of this contract, the maximum amount contracted may be increased by up to 50% - subject to budget availability.

- media contact management
- press/media and social media monitoring and media impact report service
- Daily news/press digest

**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.)

**8. DATA PROTECTION**

Personal contact information will normally be professional contact data only, so no special confidentiality requirements are envisaged.

Regarding personal data, the following EU data protection regulations have to be respected:

1. Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data;
2. 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;
3. 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 Outreach and 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. WARRANTY**

The Contractor warrants that he has sufficient rights and interest to grant the transfer of all Intellectual Property Rights to ENISA granted under the Service Contract if applicable.

In case those intellectual property rights are the property of third parties, the Contractor guarantees that he has requested and obtained those third parties written authorisation to grant to ENISA the assignment of their Intellectual Property Rights to the extent provided under the Service Contract.

**11. 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.

## **12. PRICE REVISION**

Prices provided in the Financial Offer form must be fixed and not revisable for the first year of the contract. From the second year of the contract prices may be revised based on the formula as specified in the draft contract. The tenderers must fully take into account the maximum possible contract duration of 4 years when formulating their financial offer.

## **13. PROTOCOL ON PRIVILEGES AND IMMUNITIES OF THE EUROPEAN COMMUNITIES**

ENISA is exempt from all taxes and duties, including value added tax (VAT), pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities. Tenderers must therefore give prices which are exclusive of any taxes and duties and must indicate the amount of VAT separately.

## **14. 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.

The '*e-Invoicing Web Portal*' of the European Commission shall be used for submitting invoices. Use of this web portal requires the creation of an ECAS account to gain access. Further information can be obtained in the guide (see Annex IX).

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 abovementioned terms of payment, the Agency would prefer adherence to the stated terms.

## 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.

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 sign by all members of the grouping. In this case, one of them will be responsible for the receipt and processing of payments for members of grouping, for managing the service administration and for coordination of the contract; or
- to have the contract sign by a team leader, which has been duly authorised by the other members to bind each of them (a power of attorney 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 discretion.

In case of a joint offer, for each partner, except the LEAD partner:

- the **Legal Entities form** and the **Power of attorney of each partner**, must be filled in, signed by (an) authorised representative(s), scanned and uploaded in the corresponding section.
- the **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.

More details about uploading the respective documents can be found in Annex VII.

### *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 responsible<sup>4</sup> 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 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, the change of any subcontractor identified in the tender will be subject to prior written approval of the Contracting Authority.

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<sup>4</sup> not to be confused with distribution of tasks among the members of the grouping

## 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 clear and concise, 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.

### 2.2 Structure of the tender

Based on the *e-Submission* environment, all tenders must include two sections:

- 1) Qualification data;
- 2) Tender data.

The '*Qualification data*' consists of:

- Identification of the Tenderer;
- The lots the tender is applicable for;
- Information regarding exclusion and selection criteria.

The '*Tender data*' consists of:

- The technical proposal;
- The financial proposal.

### 2.3 Qualification data

#### a) Identification of the Tenderer

The tenderer must fill in all required fields in the section:

*"Qualification" → "Identification of the Tenderer" → "[Party Name]"*.

In case of a joint tender the consortium name has to be provided in the section:

*"Qualification" → "Identification of the Tenderer" → "Consortium"*

and an identification of every party in the consortium needs to be added in the section:

*"Qualification" → "Identification of the Tenderer" → "Consortium Members"*.

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 only to be signed by participating parties that are not signing the '*Tender Preparation Report*' (see Annex VII for an overview of required signatures.)

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

The Legal Entity Form can be generated via the e-Submission application from the section:

*"Qualification" → "Identification of the Tenderer" → "[Party Name]" → "Documents"*

Located under the sub-section:

*"Generate pre-filled documents" button "Legal Entity form"*

and uploaded under *"Documents"* in the same section.

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](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 on:

[http://ec.europa.eu/budget/contracts\\_grants/info\\_contracts/financial\\_id/financial\\_id\\_en.cfm](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) 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 section:

*"Qualification" -> "Identification of the tenderer" -> "[Party Name]" -> "Documents".*

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 of each partner must be filled in, signed by (an) authorised representative(s), scanned and uploaded in section:

*"Qualification" -> "Identification of the tenderer" -> "[Party Name]" -> "Documents"*

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 boxes in the section: *"Qualification" -> "Interest in the following lots" of the e-Submission application.*

*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 needs to be uploaded under:

*"Qualification" -> "Exclusion Criteria" -> "[Party name]"*

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)

The documents need to be uploaded under:

*"Qualification" -> "Selection Criteria" -> "Financial and Economic Capacity" -> "[Party name]"*

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)

The documents need to be uploaded under:

*"Qualification" -> "Selection Criteria" -> "Technical and Professional Capacity" -> "[Party name]"*

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 on the basis of non-conformity with the tender specifications and will not be evaluated.

The technical tender needs to be uploaded in the 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.

## 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 which 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** [and include all expenses, such as travel expenses and daily allowances etc.].
- **Estimated travel and daily subsistence allowance expenses must be indicated separately.** This estimate should be based on Articles I.4 and II.16 of the draft 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, **ALSO** needs to be uploaded in 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* (see Annex VII for an overview of required signatures.).

The successful tenderer shall be asked to provide the 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:**

The tenderers will 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. If the Tender is proposed by a consortium these criteria must be fulfilled by each partner.

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

#### *3.2.1 Professional Information*

The Tenderer must provide evidence of enrolment (declaration or certificates) in one of the professional or trade registers, in the country of 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, 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. In case of a consortium, the annual average turnover for each of the partners shall be presented.

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*

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

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

Tenderers must provide the following documents:

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

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

Tenderers must provide the following documents:

- List of the technical equipment and material available to meet the requirements.
- 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

#### 3.3.1 Quality of the Offer

Once the Tenderer has demonstrated the appropriate capacity to perform the Contract on the grounds of the selection criteria, the offer will be assessed on the basis of the award criteria.

No	Qualitative award criteria	Weighting (max. points)
1.	The number and quality of the media and distribution services, and platforms as referred to in Activity 1, providing access to editorial information relevant to ENISA demonstrating effective management, customization, and know-how.	25/100
2.	Quality and effectiveness of contact system referred to in Activity 2, demonstrating relevant solutions, interactivity and know-how.	25/100
3.	The number and quality of reporting, monitoring and evaluation systems as referred to in Activity 3. The usability in extracting information; the relevance and effectiveness of indicators, features offered, customization possibilities and quality of additional press, media and social features.	35/100
4.	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.	15/100
<b>Total Qualitative Points (QP)</b>		<b>100</b>

#### 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.

### 3.3.2 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; section 5 will be excluded.

For the purposes of evaluation of price, the yearly costs provided in Annex IV for the four major services will be added together giving a total price (**PB**).

$$PB = P1 + P2 + P3 + P4$$

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

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

where;

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

### 3.3.3 Award of the contract

The contract will be awarded to the offer which is the most cost effective (offers the best value for money) which obtains the highest number of points after the final evaluation on the basis of the ratio between the **quality criteria (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 **12th May 2016 at 10:30am EET** at ENISA Building, Science and Technology Park of Crete, GR - 70013 Heraklion, 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](mailto:procurement@enisa.europa.eu) **at least 48 hours** 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 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 who's 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: “**Media Outreach and Monitoring Services**”

**ENISA F-DIR-16-T15**

#### 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.	<b>23<sup>rd</sup> March 2016</b>	
Deadline for request of information from ENISA	3 <sup>rd</sup> May 2016	
Last date on which clarifications are issued by ENISA	4 <sup>th</sup> May 2016	
Deadline for <b>electronic reception</b> of offers via <b>e-Submission</b>	<b>11<sup>th</sup> May 2016</b>	<b>18:00 CET</b> <b>(Central European time)</b>
Opening of offers	12 <sup>th</sup> May 2016	10:30 <b>EET</b> <b>(Eastern European time - Greek local time)</b>
Date for evaluation of offers	TBA	
Notification of award to the selected candidate + 10 day standstill period commences	End May 2016	Estimated
Contract signature	Mid-June 2016	Estimated
Commencement date of activities	As per tender	Estimated
Completion date of activities	As per tender	Estimated