

OPEN CALL FOR TENDERS

*concludes with a **single Framework service contract (per Lot)***

Tender Documentation

Provision of external assistance services

ENISA F-CSS-22-T28 LOTS 1-4

LOT 1 – ICT and Operational Projects External Support

LOT 2 – Administrative and communications external support

LOT 3 – Legal and paralegal consultancy external support

LOT 4 – Finance and quality management external support

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

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1.1 INTRODUCTION

The European Union Agency for Cybersecurity (ENISA) was established by the European Parliament and the Council Regulation (EU) No 2019/881 of 17 April 2019 (OJ L 151/15, 07.06.2019). ENISA contributes to EU cyber policy, enhances the trustworthiness of ICT products, services and processes with cybersecurity certification schemes, cooperates with Member States and EU bodies, and helps Europe prepare for the cyber challenges of tomorrow.

1.2 SCOPE

The European Union Agency for Cybersecurity, ENISA, is the Union's agency dedicated to achieving a high common level of cybersecurity across Europe. Established in 2004 and strengthened by the EU Cybersecurity Act, the European Union Agency for Cybersecurity contributes to EU cyber policy, enhances the trustworthiness of ICT products, services and processes with cybersecurity certification schemes, cooperates with Member States and EU bodies, and helps Europe prepare for the cyber challenges of tomorrow. Through knowledge sharing, capacity building and awareness raising, the Agency works together with its key stakeholders to strengthen trust in the connected economy, to boost resilience of the Union's infrastructure, and, ultimately, to keep Europe's society and citizens digitally secure.

The permanent mandate and enhanced role of the Agency established by the 2019 EU Cybersecurity Act (CSA) and ENISA's new strategy are two milestones that mark an unprecedented and exciting period in the 17 years of the Agency's life. ENISA aims to build from these two success stories and continue to raise cybersecurity awareness in the EU public fora. In addition, as regards to Article 3 (1c) of the MB decision MB/2020/9 planning, coordinating and implementing communication and outreach activities, the Agency needs to support the necessary activities to fulfil tasks as set out in Art. 21 and 23 of the CSA.

In order to do so the Agency's communications sector supports the implementation of the Agency's Annual Work Programme and has developed a Multi-Annual Communication Strategy and a brand positioning strategy. The strategy lists the steps that the Agency needs to undertake to strengthen its existing communication activities and credibility among its key stakeholders while serving its strategic and policy goals.

1.3 OBJECTIVES

The Agency's objectives are as follows:

- ENISA shall be a centre of expertise on cybersecurity by virtue of its independence, the scientific and technical quality of the advice and assistance it delivers, the information it provides, the transparency of its operating procedures, the methods of operation, and its diligence in carrying out its tasks.
- ENISA shall assist the Union institutions, bodies, offices and agencies, as well as Member States, in developing and implementing Union policies related to cybersecurity, including sectoral policies on cybersecurity.
- ENISA shall support capacity-building and preparedness across the Union by assisting the Union institutions, bodies, offices and agencies, as well as Member States and public and private stakeholders, to increase the protection of their network and information systems, to develop and improve cyber resilience and response capacities, and to develop skills and competencies in the field of cybersecurity.
- ENISA shall promote cooperation, including information sharing and coordination at Union level, among Member States, Union institutions, bodies, offices and agencies, and relevant private and public stakeholders on matters related to cybersecurity.

- ENISA shall contribute to increasing cybersecurity capabilities at Union level in order to support the actions of Member States in preventing and responding to cyber threats, in particular in the event of cross-border incidents.
- ENISA shall promote the use of European cybersecurity certification, with a view to avoiding the fragmentation of the internal market. ENISA shall contribute to the establishment and maintenance of a European cybersecurity certification framework in accordance with Title III of this Regulation, with a view to increasing the transparency of the cybersecurity of ICT products, ICT services and ICT processes, thereby strengthening trust in the digital internal market and its competitiveness.
- ENISA shall promote a high level of cybersecurity awareness, including cyber-hygiene and cyber-literacy among citizens, organisations and businesses.

2. ADDITIONAL INFORMATION

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

PART 2 TERMS OF REFERENCE

I. SCOPE OF THIS TENDER

The purpose of this Call for Tenders is the provision of **external assistance services to support ENISA under 4 LOTS as described below, either via intra-muros at ENISA's main premises (in Athens GR) or at its branch offices (Heraklion GR and Brussels BE) and via extra-muros (at the contractor's premises or elsewhere).**


By means of this Call for Tenders ENISA seeks to conclude a single framework contract under each LOT with a qualified economic operator capable to provide external assistance services as stipulated in the Technical Specifications outlined below.

Tenderers may submit an offer for one or more LOTS. If a tenderer decides to apply for more than one LOT, it must submit a separate set of technical and financial offers for each LOT.

Subject of the tender	Maximum budget
LOT 1 – ICT and Operational Projects External Support	A maximum budget of €3.000.000,00 (three million euro) over the maximum possible period of 4 years
LOT 2 – Administrative and communications external support	A maximum budget of €2.000.000,00 (two million euro) over the maximum possible period of 4 years
LOT 3 – Legal and paralegal consultancy external support	A maximum budget of €1.000.000,00 (one million euro) over the maximum possible period of 4 years
LOT 4 – Finance and quality management external support	A maximum budget of €1.000.000,00 (one million euro) over the maximum possible period of 4 years
Last date for <u>dispatch</u> of offers	8th September 2022 until 18:00 CEST
<p>PLEASE NOTE: <i>In the case where unforeseen circumstances result in this contract being consumed faster than originally planned, the Agency reserves the right to consider conducting a 'Negotiated procedure without prior publication of a contract notice' with the existing contractor in order to increase the maximum amount stated above by up to 50%. This procedure being fully in accordance with Article 164(4) and Annex I - point 11.1(e) of the EU Financial Regulation (FR).</i></p>	

PLEASE NOTE: *This tender procedure is limited to tenderers which are legally incorporated or which have an incorporated subsidiary in a member state of the European Union/EEA as well as SAA countries¹. The Agreement on Government Procurement (GPA) does not apply to EU Regulatory Agencies and as such, ENISA cannot accept offers from legal entities based in 'third countries'.*

IMPORTANT: For entities outside the EU (including UK based entities): *The United Kingdom is now considered a 'third country by the European Union'. ENISA cannot therefore accept submissions from legal entities based in the UK, nor can a UK legal entity be nominated as part of a consortium. Subcontracting of UK (and other third country) entities is allowed. In these cases, any transfer of personal data to third countries shall only take place after prior authorisation of ENISA and shall fully comply with the requirements laid down in Chapter V of Regulation (EU)2018/1725.*

<p>Method of submitting tenders:</p> 	<p><i>e-Submission portal</i></p> <p><i>Courier or postal service</i></p> <p><i>By hand</i></p> <p><i>By email</i></p>	<p><i>YES</i></p> <p><i>NO</i></p> <p><i>NO</i></p> <p><i>NO</i></p>
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¹ Under the Stabilisation and Association Agreements (SAA) economic operators established in FYROM, Albania, Montenegro, Serbia, Bosnia and Herzegovina and Kosovo have been granted access to procurement procedures of the Union institutions, agencies and bodies.

1. GENERAL DESCRIPTION OF THE REQUIRED SERVICES

In order to smoothly implement its programme, the contracting authority is looking for contractors to whom it can outsource a number of tasks requiring specific technical; legal; financial expertise and tasks related to administrative support for specific projects.

LOTs 1 to 4 lay down the provisions for the performance of a defined service (namely external support, including consultancy services for different specific needs).

The contracting authority will request on a case-by-case basis, the exact profile(s) and services to be executed together with the quantity of workdays to be used for the execution of the aforementioned lots.

The services will be either executed at ENISA's main premises and/or branch offices on the basis of time & means (TM) orders or at the contractor's premises on the basis of fixed price (FP) orders.

ENISA shall provide the infrastructure (office space, hardware/software, telephone, network etc.) needed for the execution of the services to be delivered intra-muros. The prospective Contractor(s) shall provide adequate infrastructure for profiles providing services extra-muros.

The profiles for different services are described under Section 2 while the daily rates for each profile per LOT shall be provided by the tenderer in **Annex IV(a to d) LOT (1 to 4) - Financial Offer form**. This form must be fully completed by the tenderer.

2. SPECIFIC DESCRIPTION OF SERVICES - PROFILES PER LOT

This section describes the services to be delivered as part of LOTs 1, 2, 3 and 4 under the required profiles for each LOT. For each profile a description of the job, required qualifications, experience, knowledge and skills are specified.

For all the profiles under LOT 1 the language requirement is English language knowledge at CEFR level B2 or higher.

For all the profiles under LOTS 2-4 the language requirement is English language knowledge at CEFR level C1/C2.

Please note that with respect to qualifications for LOT 1, one year of experience in the relevant domain is considered as equivalent to one year of higher education.

2.1 LOT 1 – ICT AND OPERATIONAL PROJECTS EXTERNAL SUPPORT

2.1.1 SharePoint Specialist	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Manage the web-based Enterprise Content Management (ECM) and collaboration resources used by staff and stakeholders • Create and maintain SharePoint site collections with multiple sites, unique navigational elements, custom content types and site columns, site pages, web part pages, workflows, retention policies, and governance policies • Work with staff and key stakeholders to produce technical specifications or develop requirement and/or define the high level solution to be delivered • Monitor and report on usage as well as perform security audits of the systems

	<ul style="list-style-type: none"> • Implement the final design (i.e. "look-and-feel") of the User Interface (UI) collaborating with communication staff • Assist in coordinating technical reviews ensuring that the application UI meets usability, functional, and client's UI guidelines and standards • Collaborate with Agency management to align with Agency strategy • Provide training and act as a "point of contact" for web related questions and requests • Produce and maintain procedural documentation
Education	<ul style="list-style-type: none"> • Minimum 3 years of relevant post – secondary education (bachelor degree or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience • Minimum 4 years' experience in web site management • 4 years of web page design and development experience • 3 years of IT/System and/or web design/development experience; of which two years of SharePoint development experience and one year of SharePoint architectural design experience on an enterprise implementation • 2 years of Microsoft administration experience on Windows operating systems. Scripting and/or Microsoft .NET development experience <p>[There may be overlaps in the above experience]</p>
Additionally needed qualifications, knowledge and skills	<ul style="list-style-type: none"> • Experience in web site support • Microsoft SharePoint certification or equivalent experience • Good understanding of SharePoint and the different out of the box web parts and their functionality, InfoPath Form Services and SharePoint Designer • Demonstrated experience translating a final design into a finished SharePoint web presence • Knowledge of information management technologies and platforms especially SharePoint 2010 • Experience with web design tools

2.1.2 Senior System Engineer

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Support of mail servers and mail relays for ENISA core business systems • IT support, ranging from simple desktop and peripheral support to complex server and network issues
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant post-secondary education (masters degree or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience

Additionally needed qualifications, knowledge and skills	<ul style="list-style-type: none"> • Server management, OS knowledge (UNIX, Linux, Windows) • Virtual servers: ESX would be an asset • Cloud services • Administration of Backup & Storage systems (knowledge of HP backup & storage systems would be an asset) • Network infrastructure services (print server, dns, ntp, etc.) • AD / LDAP Management • Email and antispam systems • NAS and Distributed file systems • PKI systems • Replication & Disaster recovery • Document management systems • Centralized deployment of software and updates • HW/SW inventory management • Software compliance monitoring and enforcement • Monitoring systems (configuration, customisation, further development), NAGIOS would be an asset • Centralized IT security policy management • Excellent analysis and problem solving • Prioritizing incidents, requests and changes • Experience in managing highly available environments and multiple site support • Familiar with ITIL concepts; ITIL certification is strong benefit • Script development skills (php, perl, csh, etc.) • Relevant experience in Project Management or Project Consultancy in a structured business IT environment or application project e.g. in Banking, Finance, Cloud etc.
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2.1.3 Senior System and Storage Engineer	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • IT support, ranging from simple desktop and peripheral support to complex server and network issues.
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant post-secondary education (master or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience
Additionally, needed qualifications, knowledge and skills	<ul style="list-style-type: none"> • Server Administration (UNIX, Linux, Windows) • Operating of Backup & Storage systems (knowledge of HP backup & storage systems would be an asset) • AD / LDAP basic management • NAS and Distributed file systems • Printers and printing services • Centralized deployment of software and updates • HW/SW inventory management • Software compliance monitoring and enforcement • Monitoring systems, NAGIOS would be an asset • End user support • Workstation OS support • Workstation applications support • Script development skills (php, perl, csh, etc.)

2.1.4 Senior Network Analysis Expert	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Perform advanced troubleshooting of network problems utilizing network analysers and/or sniffers and other troubleshooting tools • Perform log file analysis, analysis of traces and dumps
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant post – secondary education (master or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 9 years of relevant professional experience
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Advanced knowledge of the TCP/IP protocol suite • Advanced knowledge of network encryption • Network professional certification at the level of Cisco Certified Internetwork Expert/CCIE or equivalent • Advanced/In depth knowledge of network configurations • Advanced/In depth knowledge of the domains of InternetProtocol based Local and Wide Area Networks (LAN/WAN) administration, firewall administration • Advanced/In depth knowledge of firewall/VPN configuration and troubleshooting (Cisco, Stonegate products are a plus) • Advanced/In depth knowledge of network configuration and troubleshooting including but not limited to DNS, VLAN, IP routing, LAN, WAN, and Site to Site VPN • Advanced/In depth knowledge of network security and monitoring and management of network security devices • Advanced/In depth knowledge of encryption at network layer and encryption protocols (SSL/TLS, IPSEC, etc.) • Advanced/In depth knowledge of the concepts related to load-balancing, firewalls, switches (L2/L3), redundancy, IP addressing

2.1.5 Webmaster	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Creation of a detailed site topology • Staging of web sites • Installation and support of web sites • Creation and management of wiki or collaborative sites • Ensure coherence of the logical and physical structure of web sites, web pages and of navigation methods
Education	<ul style="list-style-type: none"> • Minimum 3 years of relevant education (bachelor degree or equivalent) post-secondary education
Minimum Experience	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience of which: <ul style="list-style-type: none"> • Minimum 3 years of experience in web site management and support • Minimum 3 years expertise in tools used for web sites management or support

Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Good knowledge of open source web management systems such as Plone, Drupal, sophisticated API, modern tools and practices such as OOPSIMFONY and composer • Good knowledge of wiki, collaborative sites and social networks • Proven conceptual understanding of content structuring, storage, access and presentation elements • Capability of working in team • Able to cope with the fast changing technologies used in web site management • Able to cope with the needs of multi-language site deployment
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2.1.6 Intermediate IT Support Specialist

Task description (indicative and not exhaustive list)	• Desktop and peripheral IT support
Education	• Minimum 3 years of relevant post-secondary education (bachelor degree or equivalent)
Minimum Experience	• Minimum 6 years of relevant professional experience
Additionally needed qualifications, knowledge and skills	<ul style="list-style-type: none"> • AD / LDAP basic management • HW/SW inventory management • Printers and printing services • Excellent analysis and problem solving • Prioritizing incidents, requests and changes • Familiar with ITIL concepts • End user support • Workstation and mobile device OS, application and simple hardware support • IP-telephony system support • LAN cabling and patching

2.1.7 Project Manager

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Manage the implementation of IT and/or operational projects to meet identified business needs, acquiring and utilising the necessary resources and skills, within agreed parameters of cost, timescales, and quality • Support management to plan, document and deliver highly complex IT or operational projects in accordance with Project Management Office (PMO) standards • Understand and execute against project scope and objectives, and ensure that projects are setup to achieve these goals • Define and manage the scope, schedule, budget and plan for projects throughout the lifecycle • Define communications plans and maintain excellent overall communications throughout the project • Proactively identify and manage all significant issues and risks and escalate as necessary • Report and communicate project status to the PM Staff Manager, Portfolio Management team, management and other project stakeholders, as appropriate
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	<ul style="list-style-type: none"> • Assure that the project management process effectiveness is consistently managed. This involves providing an advisory service to project managers and project teams throughout the delivery lifecycle to drive best practice and professionalism in approach • Support/Coach Project Managers, Business Analysts, Developers, and other project team members in implementing and improving applicable project management standards & Methods within the context of their environment, objectives and priorities
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) post- secondary education
Minimum Experience	<ul style="list-style-type: none"> • Minimum 6 years of IT professional experience, of which • Minimum 4 years of experience with a project management methodology (e.g. Prince2)
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Experience as a project Manager, Programme Manager or Project Management Officer (PMO) within a structured project environment, e.g. Banking, Finance, IT services, Cloud environment etc. • IT project management and development lifecycle integration and implementation, (with Good understanding of Prince2 and PMI principles) • Service management/Delivery Experience/Understanding. • Production Support Experience/understanding • Experience of industry-standard IT Governance practices and standards. • Advanced Knowledge of Microsoft applications including MS project, MS Excel and MS Visio. • IT Performance management / Metrics expertise • Knowledge of organisational Change and process improvement methodologies e.g. Lean Six Sigma Black Belt. • Knowledge of Agile/Scrum e.g. Scrum Master • Experience in process assessment using methodologies like CMMi, Cobit, P2MM • Project/Programme management and implementation of project tools • Relevant certification in an area mentioned above is an asset.

2.1.8 Database Administrator

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Database installation, configuration and administration • Database monitoring and tuning • Application installation, configuration and management • Monitoring of application usage and performance • Access management • Writing of database or application procedures manuals, including disaster recovery plans • Database / application incident management • Coordination of database and application support
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Education	<ul style="list-style-type: none"> • Minimum 3 years of relevant post-secondary education (bachelor degree or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 4 years of IT professional experience, of which • Minimum 2 years' experience in database or application management
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Experience in DB support • In-depth knowledge of DBMS administration • Good knowledge of ORACLE DBMS • Good knowledge of sql and particularly pl-sql • Experience with ITIL • Experience in user support • Knowledge of operating systems (e.g. Windows, Unix, Linux) • Ability to participate in multi-lingual meetings, ease of communication • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in working in team. • Able to cope with the fast changing technologies

2.1.9 Information Security Management Specialist

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Supports the Agency's Officers in the management of information security and business continuity across organizational business processes and information systems • Develop security controls in the context of the agency's information security framework. <p>Expected also to perform the following tasks:</p> <ul style="list-style-type: none"> • Perform risk assessments • Develop Information Security Management System (ISMS) procedures • Develop conceptual, logical and physical security models as appropriate. • Draft security policies, standards, procedures and guidelines • Development of security plans and documentation (e.g. risk treatment plans, security test plans) • Development of business continuity and disaster recovery plans. • Perform security assessments and audits • Perform ISMS control audits • Perform ISMS gap assessments • Design security controls in accordance with agency information security policies and standards • Provide assistance in formal accreditation process for information systems handling EU sensitive and classified information.
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
Minimum Experience	<ul style="list-style-type: none"> • Minimum 6 years of general IT professional experience, of which

	<ul style="list-style-type: none"> • Minimum 3 years of relevant professional experience in Information Security Management
Additional needed qualification, knowledge and skills	<p>Good knowledge of/in:</p> <ul style="list-style-type: none"> • ISO27001 implementation and management. • Relevant standards and good practice in information security management • Information risk management (in particular E-BIOS) • Governance, Risk & Compliance (GRC) practices and controls • ISO27001 security control audits and assessments • Developing security policies, standards and guidelines in accordance EU security policies and standards • Design, implementation and assessments of good practice security control frameworks such as SANS Top 20 Critical Controls, OWASP Application Security Verification Standard, • Secure development processes (Security and Privacy design) <p>Implementation of EU data protection principles in information system design and processes.</p> <p>This profile is expected to possess one or more of the following qualifications; certification in these areas is an asset:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional (CISSP) • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • ITIL/ITIL V3 • BSI ISO27001 Lead Auditor Qualification

2.1.10 Senior IT Security Specialist

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Define security configuration and operations standards for security systems and applications, including policy assessment and compliance tools, network security appliances, and host based security systems • Develop and validate baseline security configurations for operating systems, applications, and networking and telecommunications equipment • Perform internal and external technical control and vulnerability assessments to identify control weaknesses and assess the effectiveness of existing controls, and recommend remedial action • Perform source code reviews • Perform network and application penetration testing (Black box, Grey box and White box) • Defining detailed security architecture • Performing technical security audits • Perform log analysis and security monitoring • Perform IT infrastructure/ Application Security configuration reviews • Design and implement technical security mechanisms and technologies • Design and develop technical security standards and procedures
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Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant post-secondary education (master or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience in IT Security
Additional needed qualification, knowledge and skills	<p>Expected to possess advanced knowledge of/in:</p> <ul style="list-style-type: none"> • Security best practice guidelines (ISO 27001, NIST, SANS Top 20 OWASP, etc.) • Good practice in the secure configuration of servers, network devices and applications • Networking protocols and application communications • Network analysis tools • Securing Unix and Windows operating systems • Securing middleware and applications. • Network penetration testing • Web application penetration testing • Vulnerability assessments • Forensic image collection and analysis • Managing/deploying the following security technologies: <p>Firewalls; IDS/IPS - Intrusion detection/Prevention Systems, SIEM – Security information and event management; IAM – Identity and access management; APT – Advanced Persistent threat detection; DLP – Data loss prevention; VA –Vulnerability Analysis and mitigation; PKI – Public key infrastructure; Virtual environments; Endpoint security; Mobile security; Communications and data encryption; Remote access methods; Backup and disaster recovery methodologies; Patch management technologies and processes; Wireless protocols and services</p> <ul style="list-style-type: none"> • Open Web Application Security Protocol (OWASP) and secure software development standards • Performing security code reviews. • Security monitoring, threat detection and incident response; • Proactively and iteratively searching through networks and applications to detect and isolate advanced threats that evade existing security solutions (Cyber threat hunting); • Security operations engineering (e.g. implementation of defensive measures, threat intelligence production); • Linux administration, TCP/IP, Network Security. • Security configuration reviews of IT Infrastructure and security devices, OS, Databases etc. <p>Expected to possess one or more of the following qualifications:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional with Information Systems Security Architecture Professional concentration (CISSP-ISSAP) • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • Certified Chief Information Security Officer (CCISO) • OSCP, OSCE, GPEN, CEH, CCNA, CCNP

2.1.11 Senior Security Architect	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Supports the Agency in developing and maintaining the security architecture of the agency in collaboration with the Enterprise Architect. <p>The profile will be expected to perform the following tasks:</p> <ul style="list-style-type: none"> • Create and manage security standards, design patterns, and reference architectures • Analyse and define security requirements for networks, corporate applications/systems, end user computing, mobility, and data centre technologies and solutions • Develop and maintain the organizational security control framework; • Ensure that IT Security controls meet the requirements of all regulatory requirements or contractual requirements • Work with the Security Officer and IT teams to ensure that implemented security technologies are integrated and fully utilized as intended in the protection of agency information systems. • Monitoring and analysing trends in IT Security • Develop strategic and detailed technical roadmaps of the enterprise security environments and the associated technologies required to deliver these solutions on a global basis. • Develop the business, information and technical artefacts that constitute the enterprise information security architecture and solutions. • Researches, evaluates, designs, tests, recommends and plans the implementation of new or updated information security technologies.
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant post-secondary education (master or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 6 years of relevant professional experience in IT security of which: • Minimum 4 years of professional experience in security architecture
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Expected to possess advanced knowledge of/in: • Core domains of IT Infrastructure such as Data Networks, Server and Desktop hardware and Operating Systems, Messaging, Collaboration, Storage and Backups, and related monitoring and management systems. • Security-specific architecture methodology, e.g. SABSA • Security architecture models, security strategy development, and compliance management. • Mobile Architecture, Network and Application Security and/or Data protection • Secure development processes. • Application Security Vulnerabilities such as OWASP Top 10, CWE/SANS Top 25 and remediation approaches

	<ul style="list-style-type: none"> • Cybersecurity control good practice such as the SANS Top 20 Critical Controls. • IT audit/assessment frameworks: ISO-standards; NIST, CobiT and Industry standard application development methodologies • Enterprise authentication authorization and identity management schemes (Active directory, LDAP, etc.) • Technical security controls such as firewalls, IDS/IPS, Vulnerability Management, web application firewalls, security gateways, WiFi, Mobile security, DLP, public key infrastructure, Encryption and Authentication techniques • Relational Databases, Middleware Applications, Collaboration and Document management solutions. • XML, Web Services and SOAP protocols, both in client and server as well as dynamic languages such as Objective-C, VBScript, JavaScript • Network and web related protocols (TCP/IP, UDP, IPSEC, HTTP, HTTPS, SMTP, SNMP, ICAP, etc.) - Expected to possess one or more of the following qualifications: <ul style="list-style-type: none"> • Certified Information Systems Security Professional with Information Systems Security Architecture Professional concentration (CISSP-ISSAP) • Certified Information Security Manager (CISM) • Certified Information Systems Auditor (CISA) • Certified in Governance of Enterprise IT (CGEIT) • TOGAF certification • Other similar credentials
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2.1.12 Junior Business Continuity Management Specialist

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Performing and supporting the development, implementation and dissemination of ENISA Business Continuity best practices, based on internal standards, policies, procedures and guidelines; • Supporting the development and the implementation processes of Agency Business Continuity Management, and Information Security Management systems; • Supporting the development of the business continuity and security awareness programme. • Supporting the execution of Business Impact Analyses; • Performing specific activities regarding the implementation processes of security or business continuity related projects; • Supporting the preparation, execution and assessment of business continuity exercises; • Monitor and process messages sent to the functional email boxes • Contributing to the development of ENISA Business Continuity Management System, its performance monitoring and testing its effectiveness; • Supporting the implementation of specific areas of the Business Continuity Management System within ENISA and the IT Systems operated by the Agency; • Verifying the quality of business continuity and security services provided by ENISA contractors, to ensure that
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	<p>they are in line with the contracts' provisions, standards, policies, procedures and guidelines;</p> <ul style="list-style-type: none"> • Providing support in the periodic review of the business continuity security policies of the IT-systems operated by the Agency • Support the coordination and administration of the emergency response capability • Provide support during security incident analysis or risk assessments • Be part of the Emergency Response Capability and act as first line responder in case of security incident. • Preparing documents such as reports, notes, letters, presentations, etc. • Support the flow of work across ENISA Units, Teams, projects, as appropriate.
Education	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma, or • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience
Minimum Experience	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience in the required field of activity.
Additional needed qualification, knowledge and skills	<p>Advanced knowledge or experience of/in:</p> <ul style="list-style-type: none"> • Proof read communication, documents, draft emails, etc. as needed in English. Knowledge of other EU languages is an asset. • Maintain high level of accuracy, loyalty, confidentiality and professionalism, including the following the line management instructions • Ability to create professional documents and emails • Run reports & handle special business continuity and safety related projects, actions or activities as assigned • Developing and implementing good practice in business continuity and disaster recovery management • Running business continuity risk assessments and business impact assessments • Developing business continuity and disaster recovery plans • Designing and executing business continuity exercises • Knowledge and capability of performing first response in case of an emergency • Ability to work in team • Preferably having previously worked in an international environment

2.1.13 Senior Business Continuity Management Specialist

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Performing and supporting the development, implementation and dissemination of ENISA Business Continuity, best practices, based on internal standards, policies, procedures and guidelines; • Supporting the development and the implementation processes of Agency Business Continuity Management, and Information Security Management systems; • Supporting the development of the business continuity and security awareness programme.
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	<ul style="list-style-type: none"> • Supporting the execution of Business Impact Analyses; • Performing specific activities regarding the implementation processes of security or business continuity related projects; • Supporting the preparation, execution and assessment of business continuity exercises; • Monitor and process messages sent to the functional email boxes • Contributing to the development of ENISA Business Continuity Management System, its performance monitoring and testing its effectiveness; • Supporting the implementation of specific areas of the Business Continuity Management System within ENISA and the IT Systems operated by the Agency; • Verifying the quality of business continuity and security services provided by ENISA's contractors, to ensure that they are in line with the contracts' provisions, standards, policies, procedures and guidelines; • Providing support in the periodic review of the business continuity security policies of the IT-systems operated by the Agency • Support the coordination and administration of the emergency response capability • Provide support during security incident analysis or risk assessments • Be part of the Emergency Response Capability and act as first line responder in case of security incident. • Preparing documents such as reports, notes, letters, presentations, etc. • Support the flow of work in liaison with staff members from other units.
Education	<ul style="list-style-type: none"> • A level of education that correspond to completed university studies of at least 4 years attested by a diploma (master degree or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 5 years of relevant professional experience from which minimum of 3 years experience in the required field
Additional needed qualification, knowledge and skills	<p>Advanced knowledge or experience of/in:</p> <ul style="list-style-type: none"> • Proofread communication, documents, draft emails, etc. as needed in English. Knowledge of other EU languages is an asset. • Maintain high level of accuracy, loyalty, confidentiality and professionalism, including the following the line management instructions • Ability to create professional documents and emails • Draft reports & handle special business continuity- and safety related projects, actions or activities as assigned • Develop and implement good practice in business continuity and disaster recovery management • Carry out business continuity risk assessments and business impact assessments • Develop business continuity and disaster recovery plans • Design and executing business continuity exercises • Possess knowledge and capability of performing first response in case of an emergency • Have the ability to work in a team • Preferably experience in an international/multicultural environment

2.1.14 Senior Business and IT Consultant	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Provide senior consultancy support and conduct studies on technical, as well as strategic issues, regarding information systems and IT processes. • Provide tactical as well as strategic direction setting.
Education	<ul style="list-style-type: none"> • Minimum 4 years of relevant education (master or equivalent) after the secondary school
Minimum Experience	<ul style="list-style-type: none"> • At least 9 years' experience in ICT including 6 years in consultancy among which 3 years in relevant requested domain(s) (e.g. consultancy in governance and management, hardware and software, telecommunication, information systems, service oriented architectures, etc.);
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Desirable experience in specific cases: • Business continuity management processes including BIA, risk assessment, BCP, business continuity testing, exercising and testing • Business continuity and disaster recovery planning techniques and technologies • Certified or Member-grade of membership of the Business Continuity Institute or equivalent • BSI ISO22301 Lead Auditor Qualification • Ability to actively participate in meetings, good communicator • Capability of integration in an international/multicultural environment, rapid self-starting capability and experience in team working are mandatory • Experience in carrying out high-level management studies • Capability to provide recommendations on improving the structure and efficiency of an organisation's IT systems. • Ability to provide strategic guidance with regard to technology, IT infrastructures and the enablement of major business processes through enhancements to IT • Capability of working independently, as well as in teams • Client orientation.

2.1.15 Digital Communications Specialist	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Creating multimedia content, producing and editing videos both in-house and using external contractors • Supporting ENISA events organisation particularly those in virtual and hybrid format • Assisting in graphic design for publications, infographics, visuals, leaflets, and videos and enforcing ENISA's Corporate Visual Identity guidelines • Assistance in updating the external and internal website and analysing web analytics (Plone 6 and Sharepoint as Content Management Systems), • Assisting in the creation of content for and the implementation and evaluation of communication campaigns • Supporting social media management

	<ul style="list-style-type: none"> • Supporting the management of the brand material inventory and requests • Assisting ad-hoc tasks including procurement tasks
Education	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma in the field of communications, journalism, political science or European studies or an equivalent qualification in an appropriate field or • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience;
Minimum Experience	<ul style="list-style-type: none"> • Minimum 2 years of professional experience in digital communications of which • Experience working at an EU public body is mandatory
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Good knowledge of digital communications tools such as Adobe suite • Knowledge of audiovisual tools such as Adobe Premiere for the production of videos and webinars • Knowledge of other EU languages is a plus • Experience in the cybersecurity or digital field is preferable • Ability to cooperate smoothly in the multicultural environment

2.2 LOT 2 – ADMINISTRATIVE AND COMMUNICATIONS EXTERNAL SUPPORT

2.2.1 Junior Administrative Assistant	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Clerical services, such as drafting correspondence, preparing relevant minutes, reports, statistics, notes, presentations, updating databases, monitoring of work in progress or follow ups, calendars/agendas, mails monitoring, proof-reading of documents, formatting of relevant documentation; • Coordinating the flow of work in liaison with staff members, Units, as well as with external parties • Keeping the agenda, organising and coordinating appointments, meetings for the Units, booking rooms and preparation of invitations; • Participating in planning and organisational work of the respective agents • Supporting ENISA's secretariat role in various working groups of experts and stakeholders, such as NIS Cooperation group work streams, the ENISA ad-hoc working groups, and other groups. • Supporting stakeholder consultations, collecting and managing stakeholder comments about draft deliverables, such as policy implementation papers. • Document management (electronic and physical archives), ensuring efficient archiving, preparing and coordinating internal validation workflows, registering of documents, managing incoming and outgoing correspondence, support codification and other related support
Education	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma or

	<ul style="list-style-type: none"> • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience;
Minimum Experience	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience from which minimum 1 year experience in administration or human resources or finance or procurement or communications or event management
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Experience in the field of administrative and/or secretarial work, ability to work under pressure and respond to changes in a rapidly evolving work environment • Ability to exercise professional discretion in a highly confidential work environment • Proven strong level of personal integrity • Supportive and helpful personality, with co-operative and service oriented attitude • Good communication and interpersonal skills • Ability to cooperate smoothly in the multicultural environment

2.2.2 Senior Administrative Assistant

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Clerical services, such as drafting correspondence, preparing relevant minutes, reports, statistics, notes, presentations, updating databases, monitoring of work in progress or follow ups, calendars/agendas, mails monitoring, proof-reading of documents, formatting of relevant documentation; • Coordinate the flow of work in liaison with other staff members and Units involved, as well as with external parties; • Keeping the agenda, organising and coordinating appointments, meetings for the Units, booking rooms; preparation of invitations; • Participating in planning and organisational work; • Assist in all planning, execution and monitoring processes; • Organisation and participation in events and workshops • Supporting ENISA's secretariat role in various working groups of experts and stakeholders, such as NIS Cooperation group work streams, the ENISA ad-hoc working groups, and other groups. • Supporting stakeholder consultations, collecting and managing stakeholder comments about draft deliverables, such as policy implementation papers. • Document management (electronic and physical archives), ensuring efficient archiving, preparing and coordinating internal validation workflows, registering of documents, managing incoming and outgoing correspondence, support codification and other related support
Education	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma, or • A level of secondary education attested by a diploma giving access to post-secondary education and after

	obtaining the diploma, 3 years of proven professional experience;
Minimum Experience	<ul style="list-style-type: none"> • Minimum of 4 years of relevant professional experience; from which • Minimum 3 years' experience in administration or finance or procurement or communications or event management
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Experience in the field of administrative work, ability to work under pressure and respond to changes in a rapidly evolving work environment • Ability to exercise professional discretion in a highly confidential work environment • Proven strong level of personal integrity • Supportive and helpful personality, with co-operative and service oriented attitude • Good communication and interpersonal skills • Ability to cooperate smoothly in the multicultural environment

2.2.3 Human Resources Support Specialist

Task description (indicative and not exhaustive list)	<p>Support HR officers in charge of main HR domains:</p> <ul style="list-style-type: none"> • Recruitment and employment cycle • Organisation and administration of recruitment and selection procedures including maintaining and administering relevant processes • Administration and maintenance of all recruitment related information and statistics and communication with candidates; • Preparing annual recruitment plans and procedures; • Facilitating implementation of recruitment and selection procedures and relevant administrative steps in the process; • Data entry to the relevant IT tools <p>Learning and development</p> <ul style="list-style-type: none"> • Carrying out training needs analysis, development of annual training plan and its implementation • Evaluation of training and development of annual training report • Analysis of language training needs, organisation and follow up on language training • Organise and administer training programs, evaluation and performance related processes; • Data entry to the relevant IT tools <p>Personnel Management:</p> <ul style="list-style-type: none"> • Establishment and maintenance of personal files • Administration and monitoring of all types of leave and provision of related statistics; • Administration flexi-time and maintenance of related IT tool • Supporting the annual performance appraisal procedure, ensuring its timely execution • Supporting the annual reclassification exercise including the related administrative work • Maintaining the personnel database
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	<ul style="list-style-type: none"> • Administration, maintenance and development of HR IT system • Production and continuous maintenance of staff and HR related statistics, contributing to the regular administrative and operational status reports and providing relevant statistical data upon request <p>General HR responsibilities</p> <ul style="list-style-type: none"> • Acting as a focal point for internal and external queries (help desk) • Updating the relevant information on the intranet; • Providing support all HR related financial transactions
Education	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma in the field of human resources, business administration or equivalent or • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience;
Minimum Experience	<ul style="list-style-type: none"> • Minimum 2 years of relevant professional experience in human resources sector
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Good knowledge of human resources domain • An excellent knowledge of MS Office (word, power-points, outlook, Excel) • Knowledge of other EU languages is preferable • Experience working at an EU public body is preferable • Experience in the cybersecurity is preferable • Ability to cooperate smoothly in the multicultural environment

2.2.4 Communications support Specialist

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Supporting the implementation of ENISA's communication strategy • Supporting, contributing and reinforcing ENISA's corporate online and offline outputs (e.g. corporate videos, infographics, electronic publications, other printed material etc.); • Supporting ENISA's graphic design and video projects in close collaboration with an external contractor and enforcing ENISA's Corporate Visual Identity guidelines; • Creation and project management of graphic design elements for the website, presentations, publications, infographics, social media and event visuals, etc.; • Assisting the digital communications activities of the Agency; including creation of social media visual assets and content upload to ENISA's website ; • Supporting an oversight of ENISA's branding material needs • Supporting and follow up the organisation of ENISA events, conferences and meetings • Preparing communication materials for ENISA events and flagship projects and contributing to the creation of relevant communication plans. • Updating the ENISA events calendar and mapping of relevant external events for the Agency;
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	<ul style="list-style-type: none"> •Assisting ad-hoc tasks including procurement tasks
Education	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma in the field of communications, journalism, political science or European studies or equivalent or • A level of secondary education attested by a diploma giving access to post-secondary education and after obtaining the diploma, 3 years of proven professional experience;
Minimum Experience	<ul style="list-style-type: none"> • Minimum 2 years of professional experience in communications and marketing sector
Additional needed qualification, knowledge and skills	<ul style="list-style-type: none"> • Good knowledge of communications domain • An excellent knowledge of MS Office (word, power-points, outlook, Excel) • Knowledge of other EU languages is a plus • Ability to cooperate smoothly in the multicultural environment • Experience working at an EU public body is preferable • Experience in the cybersecurity or digital field is preferable

2.3 LOT 3 – LEGAL AND PARALEGAL CONSULTANCY EXTERNAL SUPPORT

2.3.1 Junior Lawyer	
Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Support the Legal Advisor and Data Protection Officer in ensuring compliance with the legislative framework and rules on the processing of personal data under the new Regulation 2018/1725 applicable to all EU institutions and bodies. • Provide legal support and analysis in potential pre-litigation cases in the areas of EU public procurement and contracts, financial recovery and EU staff matters. • Provide advice on matters related to intellectual property rights, confidentiality and non-disclosure agreements. • Support the Procurement Team in the full cycle of a procurement procedure (including advice in the preparation of a tender dossier, management of a procurement procedure, evaluation of bids, establishment of contract award dossier and finalisation of the signature of a contract) as well as in the contract management. • Support the Legal Advisor and provide legal consultancy on ad hoc queries and interpretation of the EU legal acts, as well as national legal acts, applicable to ENISA.

	<ul style="list-style-type: none"> • Support the Human Resources and Finance team in policy development and legal implementation of rules and provisions. • Draft and ensure a thorough legal and linguistic revision of different legal documents.
Education	<ul style="list-style-type: none"> • A level of education that correspond to completed university studies of at least 3 years attested by a diploma in law (bachelor degree or equivalent)
Minimum Experience	<ul style="list-style-type: none"> • Minimum 3 years of professional experience in the provision of legal advice, and in drafting/interpretation of legal documents, particularly in relation to at least three of the following areas of law: <ul style="list-style-type: none"> • EU Law • Procedural Law of the EU institutions and bodies • European civil service Law and Institutional Law • Public Procurement Law • Contract Law • Data protection Law • Intellectual Property Law • Civil Law • IT/TMT Law • Minimum 1 year of professional experience in EU procurement procedures, from the side of a tenderer, or the awarding institution or as legal advisor or attorney (including advice in the preparation of a tender dossier, management of a procurement procedure, evaluation of bids, establishment of contract award dossier and finalisation of the signature of a contract) • License to practice Law in an EU jurisdiction successfully obtained.
Additional needed qualification, knowledge and skills	An excellent knowledge of MS Office (word, power-points, outlook, Excel)

2.3.2 Senior Lawyer

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Support the Legal Advisor and Data Protection Officer in ensuring the compliance with the legislative framework and rules on the processing of personal data under the new Regulation 2018/1725 applicable to all EU institutions and bodies. • Provide legal support and analysis in potential pre-litigation cases in the areas of EU public procurement and contracts, financial recovery and EU staff matters. • Provide advice on matters related to intellectual property rights, confidentiality and non-disclosure agreements. • Support the Procurement Team in the full cycle of a procurement procedure (including advice in the preparation of a tender dossier, management of a procurement procedure, evaluation of bids, establishment of contract award dossier and finalisation of the signature of a contract) as well as in the contract management. • Support the Legal Officer and provide legal consultancy on ad hoc queries and interpretation of the EU legal acts, as well as national legal acts, applicable to ENISA. • Support the Human Resources and Finance team in policy development and legal implementation of rules and provisions. • Support the Operational Units in policy development and legal implementation of rules and provisions. • Draft and ensure a thorough legal and linguistic revision of different legal documents.
Education	<ul style="list-style-type: none"> • A level of education that correspond to completed university studies of at least 4 years attested by a diploma in law; a Master's Degree in Law.
Minimum Experience	<ul style="list-style-type: none"> • Minimum 15 years of professional experience in the provision of legal advice, and in drafting/interpretation of legal documents, particularly in relation to at least five of the following areas of law: <ul style="list-style-type: none"> • EU Law • Procedural Law of the EU institutions and bodies • European civil service Law and Institutional Law • Public Procurement Law • Contract Law • Data protection Law • Intellectual Property Law • Civil Law • IT/TMT Law from which <ul style="list-style-type: none"> • Minimum 10 years of professional experience in management of complex legal cases, and/or • minimum 4 years of professional experience in EU procurement procedures, from the side of a tenderer, or the awarding institution or as legal advisor or attorney (including advice in the preparation of a tender dossier, management of a procurement procedure, evaluation of bids, establishment of contract award dossier and finalisation of the signature of a contract) • License to practice Law in an EU jurisdiction successfully obtained.

Additional needed qualification, knowledge and skills	An excellent knowledge of MS Office (word, power-points, outlook, Excel)
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2.3.3 Paralegal assistant

Task description (indicative and not exhaustive list)	<ul style="list-style-type: none"> • Support the Legal Advisor and Data Protection Officer in ensuring the compliance with the legislative framework and rules on the processing of personal data under the new Regulation 2018/1725 applicable to all EU institutions and bodies. • Provide legal support and analysis in potential pre-litigation cases in the areas of EU public procurement and contracts, financial recovery and EU staff matters. • Provide advice on matters related to intellectual property rights, confidentiality and non-disclosure agreements. • Support the Procurement Team in the full cycle of a procurement procedure (including preparation of a tender dossier, management of a procurement procedure, evaluation of bids, establishment of contract award dossier and finalisation of the signature of a contract) as well as in the contract management. • Support the Human Resources team in policy development, analysis and human resources implementing provisions. • Support the Finance team in policy development, analysis and implementing provisions.
Education	<ul style="list-style-type: none"> • A level of education that correspond to completed university studies of at least 3 years attested by a diploma in the fields of Law, European Studies, Economics, Political Science studies or equivalent
Minimum Experience	<ul style="list-style-type: none"> • Minimum 3 years of professional experience in drafting simple legal documents including contracts and communication with clients, conducting research and providing administrative support of which • Minimum 1 year of professional experience in management of administrative data bases and documents' management including archiving • Minimum 1 year of professional experience in EU procurement procedures (including preparation of a tender dossier, assisting the preparation and follow up of a procurement procedure, and assisting the establishment of a contract award dossier)
Additional needed qualification, knowledge and skills	An excellent knowledge of MS Office (word, power-points, outlook, Excel)

2.4 LOT 4 – FINANCE AND QUALITY MANAGEMENT EXTERNAL SUPPORT

2.4.1 Junior Financial Specialist

Task description (not exhaustive list)	<ul style="list-style-type: none"> • Provide support for the management of administrative expenditures and contracts. • Provide support in all budget planning, execution and monitoring processes; • Provide support and assistance to staff on any financial matter; • Provide support in the process of internal audit services, including consultancy regarding effectiveness and efficiency. • Support ENISA in its Risk Management processes.
Education	<ul style="list-style-type: none"> • A level of post-secondary education attested by a diploma in the field of Economics, Finance, Business Administration, Public Administration, European Studies, Political Science studies or equivalent
Minimum Experience	<ul style="list-style-type: none"> • Minimum 3 years of professional experience in the financial and administrative management of projects
Additional needed qualification, knowledge and skills	An excellent knowledge of MS Office (word, power-points, outlook, Excel)

2.4.2 Senior Financial Specialist

Task description (not exhaustive list)	<ul style="list-style-type: none"> • Provide support for the management of administrative expenditures and contracts. • Provide support in all budget planning, execution and monitoring processes; • Provide support and assistance to staff on any financial matter; • Provide support in the process of internal audit services, including consultancy regarding effectiveness and efficiency. • Support ENISA in its Risk Management processes.
Education	<ul style="list-style-type: none"> • A level of education that correspond to completed university studies of at least 3 years attested by a diploma (bachelor degree or equivalent) in the field of Economics, Finance, Business Administration, Public Administration, European Studies, Political Science or equivalent
Minimum Experience	<ul style="list-style-type: none"> • Minimum 6 years of professional experience in the financial and administrative management of projects
Additional needed qualification, knowledge and skills	An excellent knowledge of MS Office (word, power-points, outlook, Excel)

2.4.3 Junior Audit Specialist

Task description (not exhaustive list)	<ul style="list-style-type: none"> • Provide support for the management of administrative expenditures and contracts. • Provide support in the process of internal audit services, including consultancy regarding effectiveness and efficiency. • Support ENISA in its Risk Management processes.
Education	<ul style="list-style-type: none"> • A level of education that correspond to completed university studies of at least 3 years attested by a diploma (bachelor degree or equivalent) in the field of

	Economics, Finance, Business Administration, Public Administration, European Studies, Political Science or equivalent
Minimum Experience	• Minimum 3 years of professional experience in audit and/or quality management
Additional needed qualification, knowledge and skills	An excellent knowledge of MS Office (word, power-points, outlook, Excel)

2.4.4 Senior Audit Specialist	
Task description (not exhaustive list)	<ul style="list-style-type: none"> • Provide support for the management of administrative expenditures and contracts. • Provide support in the process of internal audit services, including consultancy regarding effectiveness and efficiency. • Support ENISA in its Risk Management processes.
Education	• A level of education that correspond to completed university studies of at least 3 years attested by a diploma (bachelor degree or equivalent) in the field of Economics, Finance, Business Administration, Public Administration, European Studies, Political Science or equivalent
Minimum Experience	• Minimum 7 years of professional experience in audit and/or quality management
Additional needed qualification, knowledge and skills	An excellent knowledge of MS Office (word, power-points, outlook, Excel)

3 SPECIFIC REQUIREMENTS – APPLICABLE TO ALL LOTS

3.1 PROVISION OF SERVICES – CONTRACT MANAGER

ENISA will designate a contact point to manage this contract and it expects the prospective contractor to designate one Contract Manager (and designated backup) to act as the (single) point of contact for all Agency needs.

The Contract manager shall be responsible for the overall management and administration of the framework contract including the organisation of appointment schedules, requests from and communication with ENISA, i.e. invoicing, etc. The nominated contract manager having a minimum of five (5) years of professional experience in managing complex contracts shall be able to communicate fluently in the English language. The contractor(s) shall provide an e-mail address and phone number to which all communication shall be channelled.

The prospective contractor shall ensure that sufficient provisions are made to ensure all holidays/absences of its staff are adequately covered, in order to ensure continuous provision of services subject to the contract during all regular working days in Greece, from 08:00 to 18:00 during working days (Monday to Friday) and out of office hours where/when needed.

The tenderer shall also include a description of the working method and working arrangements in place. All communication with ENISA will be in English, being the working language of ENISA, and all deliverables must be provided in English.

3.2 PROVISION OF SERVICES – PROJECT MANAGER

ENISA expects the prospective contractor to designate one Project Manager (and designated backup) for each Specific Contract, to act as the (single) point of contact for Agency's needs under the Specific Contract.

The Project manager shall be responsible for the project management and administration of the specific contract, including overseeing project delivery, quality control of delivered services, client orientation and conflict resolution etc. The nominated project manager having a minimum of three (3) years of professional experience in managing contracts shall be able to communicate fluently in the English language. The contractor(s) shall provide an e-mail address and phone number to which all communication shall be channelled.

The prospective contractor shall ensure that sufficient provisions are made to ensure all holidays/absences of its staff are adequately covered, in order to ensure continuous provision of services subject to the contract during all regular working days in Greece, from 08:00 to 18:00 during working days (Monday to Friday) and out of office hours where/when needed.

The tenderer shall also include a description of the working method and working arrangements in place. All communication with ENISA will be in English, being the working language of ENISA, and all deliverables must be provided in English.

4. QUALITY CONTROL – APPLICABLE TO ALL LOTS

The contractor needs to demonstrate its performance also in terms of service provision to the standards required of a European Agency. Indicatively, the contractor shall:

- respond to the ENISA requests within a maximum period of 3 working days from the time of request;
- set up and coordinate monthly, quarterly and annual meetings with ENISA and provide requested reporting based on the Specific Contract/Order Form requirements;
- provide thorough analysis for any complicated matter related to the services, including detail reporting on a monthly basis (Requirements can be established at working level);
- comply with the standards of service provision of the profession as these are set by the respective framework;
- Ensure business continuity at all times
- Reports and written deliverables are simple and clear and of high standard of English and do not require additional proof reading.

It is important to note that the contractor's services will be evaluated twice per year by ENISA not only for the compliance of specific services under each Specific Contract/Order Form but also in the context of timely processing of requests.

Failure to provide the expected quality of work and/or delays in the provision of the specific services according to above mentioned timelines (or to timelines mutually agreed), may lead to reduction of payment in proportion to the level of underperformance. An amount of up to 30% of the total cost for the

services included in each Specific Contract/Order Form can be deducted, in accordance with the Articles II.15; 16 of the Framework Contract.

In the case that ENISA rejects back to the contractor specific requested services which have not been delivered to the appropriate standard more than twice, and this happens on three separate occasions over six months, then ENISA has the right to terminate the contract.

All the provided services must comply with the requirements set out in the technical specifications. In particular, elements to be monitored include:

1. Efficiency in providing intra-muros service providers with the requested profiles;
2. Quality of the intra-muros service providers and adherence to the profile requirements;
3. Quality of the extra-muros services offered;
4. Time to respond to orders or associated requests;
5. Meeting deadlines;
6. Ability to produce quality documentation and support services;
7. Follow-up and service management of the contractor's service providers;
8. Ability to communicate clearly and with precision, linguistic quality and proofreading (in writing) in case of responses to ad hoc requests for consultancy.
9. Sensitivity of the information handled

5. PLACE OF EXECUTION OF THE ACTIVITIES AND COMMUNICATION – APPLICABLE TO ALL LOTS

The services will be mainly executed at the ENISA premises at Agamemnonos 14 St. Chalandri, 15231, Attiki Greece, with some services possibly required for the ENISA Crete office in Heraklion, or ENISA Brussels office, on the basis of time & means (TM) orders, or at the contractor's premises on the basis of fixed price (FP) orders.

ENISA shall provide the infrastructure (office space, hardware/software, telephone, network etc.) needed for the execution of the services to be delivered intra-muros. The prospective Contractor(s) shall provide adequate infrastructure for profiles providing services extra-muros.

For specific profiles, the contracting authority may request permanent on-site presence. In case of onsite presence, the ENISA public holidays calendar apply to service providers.

For Fixed prices contracts, the travel expenses and conditions for their reimbursement shall be included in the specific contract.

For Time & Means, no reimbursement of travel expenses is foreseen unless, on an exceptional basis and at the express request of the contracting Authority, the place of execution is different from the place of contractual performance.

6. CONFIDENTIALITY – APPLICABLE TO ALL LOTS

The contractor must declare in writing that its service providers working either intra-muros or extra-muros will respect to the confidentiality of all information brought to their attention during the performance of their work and that they will not divulge to third parties or use for their own benefit, or that of any third party, any document or information, even after completion of their assignment.

This obligation will continue after the end of the specific contract. The contractor must either include a clause to this effect in its contractual relationship with its service providers assigned to the Contracting Authority or by signature of a Declaration of Confidentiality that they will respect the confidentiality of any information which is linked directly or indirectly, to execution of the tasks. Such declaration of confidentiality shall also be required for each person involved in the delivery of the services pursuant to a specific contract or order form under the framework contract.

The contractor shall provide evidence to the Contracting Authority of this obligation. The contractor must obey the rules on data protection as described under the General Conditions, Article II.9, of the Framework Contract.

7. CONTENT AND PRESENTATION OF THE TECHNICAL OFFER – APPLICABLE TO ALL LOTS

The Tenderer shall enclose with their “Technical Offer”, all documents and information that will enable its offer to be assessed in terms of quality and of compliance with the specifications above (sections 2-4).

The Technical Offer shall include the following:

- Presentation of the tender proposal;
- Evidence and support material demonstrating expertise in the fields covered by this call for tender;
- Management practices, planning and resource allocation to tasks and experts, available to be used in order to meet the Agency’s requirements;
- Description of the company and the structure of the organization - examples of previous related services provided to international organisations
- Project management methodology that will be used for projects under this framework contract, explaining how possible projects would be carried out efficiently, timely and effectively;
- The procedure for the provision of service providers (e.g., backup solutions etc.);
- Quality management qualifications and service support
- In the case of a tender being submitted by a consortium, a description of the input from each of the consortium members and the distribution and interaction of tasks and responsibilities between them;
- A description of sub-contracting arrangements foreseen, if any, with a clear indication of the tasks that will be entrusted to a sub-contractor and the award methods to be used in relation to these tasks. A statement by the tenderer guaranteeing the eligibility of any sub-contractor shall be included as well, in case the subcontractor/s are not known at the moment of the tender submission.

The content of the technical offer is important for the award of the contract and the future execution of any resulting contract. Some guidelines are given above, but attention is also drawn to the award criteria, which define those parts of the technical proposal to which the tenderers should pay particular attention.

The technical proposal should address all matters laid down in the technical specifications as described.

Please note that, to ensure equal treatment to all tenderers, it is not possible to modify your offer after the expiry date. Consequently, incompleteness in this section can only result in a negative impact for the evaluation of the award criteria.

Offers that are irrelevant to the subject of the contract, deviate from the (minimum) requirements or do not fulfil all the requirements set out in the Tender Specifications may be rejected on the basis of non-compliance with the tender specifications.

8. CONTENT AND PRESENTATION OF THE FINANCIAL OFFER – APPLICABLE TO ALL LOTS

The Financial offer must be drawn up using the separate **Financial Offer form provided for each LOT (see Annex IV(a to d) for LOTs 1 to 4)**.

In order to be considered a valid offer, it must be duly filled in, dated, stamped, and signed by the authorised person.

Please take special care to enter prices **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.

9. TENDER RESULT AND ESTIMATED CONTRACT VALUES

The result of the evaluation of tenders will be the awarding of a single Framework Service Contract. The estimated overall maximum contract value without this being binding for ENISA is:

LOT 1: three million Euro (€ 3.000.000,00) over a maximum possible period of four (4) years.

LOT 2: two million Euro (€ 2.000.000,00) over a maximum possible period of four (4) years.

LOT 3: one million Euro (€ 1.000.000,00) over a maximum possible period of four (4) years.

LOT 4: one million Euro (€ 1.000.000,00) over a maximum possible period of four (4) years.

(Please note that in the case where unforeseen circumstances result in this contract being consumed faster than originally planned, the Agency reserves the right to consider conducting a 'Negotiated procedure without prior publication of a contract notice' with the existing contractor in order to increase the maximum amount stated above by up to 50%. This procedure being fully in accordance with Article 164(4) and Annex I - point 11.1(e) of the EU Financial Regulation (FR)).

10. DATA PROTECTION AND TRANSPARENCY

Processing of personal data in the context of this contract shall comply with the legal framework on data protection, i.e.:

- **Regulation (EU) 2018/1725² ('the EDPR')** as concerns personal data processing by the selected contractor, processing data in execution of the contract with ENISA.

The EDPR constitutes the specific data protection legal framework applicable to institutions, bodies, offices and agencies of the European Union, including ENISA, mirroring the GDPR applicable within the Union.

ENISA is the controller under this Regulation and the prospective contractor is the processor. The processor shall act only under the instructions of ENISA. ENISA's terms and conditions concerning procurement contracts are included in Article II.9.2 of the draft contract in Annex V.

- **Regulation (EU) 2016/679³ (General Data Protection Regulation – 'the GDPR')** as concerns personal data processing carried out by the contractor on its proper behalf as a controller.

Processing of personal data by ENISA as contracting authority:

Information on the processing of personal data by ENISA as contracting authority in charge of the present procurement procedure is available in the Privacy Statement on the ENISA website as well as in Article II.9.1 of the draft contract in Annex IV. In this context, please be informed that ENISA may register your personal data as a tenderer or selected contractors in the Early Detection and Exclusion System (EDES) if you are in one of the situations mentioned in Article 136 of the Financial Regulation. The relevant Privacy Statement is available on the European Commission's website, here:

http://ec.europa.eu/budget/explained/management/protecting/protect_en.cfm#BDCE.

Processing of personal data by the selected contractor:

Personal data processing in execution of the contract between ENISA and the selected contractors shall comply with Regulation (EU) 2018/1725 (the EDPR).

The processing of personal data shall happen in accordance with Article 29 of the EDPR. In particular, the selected contractor shall comply with the following:

- to process the personal data only on documented instructions of ENISA, in particular with regard to the purposes of the processing, the categories of data that may be processed, the recipients of the data and the means by which the data subject may exercise its rights;
- to abide in particular by ENISA's data protection policies as regards the confidentiality of electronic communications (Section 3 EDPR) and the processing of personal data in web services;
- to ensure that access to personal data is granted to the extent strictly necessary for the implementation of the contract and to ensure that persons authorised to process the personal data have committed themselves to confidentiality;
- to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risks, in particular the risk of accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the personal data, processed or stored;
- not to engage another processor of personal data (i.e. by means of a subcontract), without prior written authorisation of ENISA. Where another processor is engaged for carrying out specific

² Regulation (EU) 2018/1725 of the European Parliament and of the Council of 23 October 2018 on the protection of natural persons with regard to the processing of personal data by the Union institutions, bodies, offices and agencies and on the free movement of such data and repealing Regulation (EC) No 45/2001 and Decision No 1247/2002/EC, OJ L 295/39 21.11.2018

³ Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC, OJ L 119, 4.5.2016, p. 1–88

processing activities on the personal data, the same data protection obligations as set out in the contract shall be imposed on the other processor;

- to assist ENISA in the fulfilment of the controller's obligation to respond to requests for exercising the data subject's rights laid down in Chapter III of the EDPR;
- to assist ENISA with its obligations with regard to security of processing, the notification obligations in case of a personal data breach, as well as where applicable cooperation in data protection impact assessments (DPIAs) and prior consultations with the European Data Protection Supervisor (the EDPS)⁴, outlined in Art. 33 to 40 of the EDPR ;
- to make available to ENISA all information to demonstrate compliance with the obligations laid down in the EDPR and to allow for and to contribute to audits, including inspections, conducted by ENISA or another auditor mandated by ENISA;
- As concerns the localisation of and access to the personal data, to comply with the following:
 - o the personal data shall only be processed and held in data centres within the territory of the European Union and the European Economic Area and will not leave that territory. This includes also any backup centres and location of backup data.;
 - o the contractor may not change the location of data processing without the prior written authorisation of ENISA ;
 - o The contractor shall inform ENISA in case of any need for transfer of personal data to third countries or international organisations and will perform such transfer only after written authorisation by ENISA. Any transfer of personal data to third countries or international organisations shall fully comply with the requirements laid down in Chapter V of the EDPR ;
 - o The contractor shall notify ENISA without delay of any legally binding request for disclosure of the personal data processed on behalf of ENISA made by any national public authority, including an authority from a third country. The contractor may not give such access without the prior written authorisation of ENISA;
 - o To contact the Data Protection Officer (DPO) of ENISA, in charge of monitoring data protection compliance, with any questions arising or in case of need for assistance concerning personal data protection dataprotection@enisa.europa.eu.

In addition, **Article II.9.2 of the draft contract** provided in Annex V is applicable.

Confidentiality:

ENISA will disregard general statements that the whole tender or substantial parts of it contain confidential information. Tenderers need to mark clearly the information they consider confidential and explain why it may not be disclosed. The EU body reserves the right to make its own assessment of the confidential nature of any information contained in the tender.

11. MARKING OF SUBMITTED DOCUMENTS

The tenderer SHOULD NOT mark tender documents (for e.g. the header or footer) with any of the following words: RESTRICTED, CONFIDENTIAL, SECRET or TOP SECRET. If the tenderer considers that such markings are required, a prior approval from the ENISA Procurement Coordinator should be obtained BEFORE sending the tender documents. The tenderer should be aware that the information

⁴ <http://www.edps.europa.eu>

sent to ENISA for procurement purposes is handled in accordance with the governing rules for EU Public Procurement and the EU Financial Regulation framework.

12. 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.

13. PRICE REVISION

The price quoted must be fixed and not subject to revision during the first year of performance of the contract. From the beginning of the second year of performance of the contract, prices may be revised in accordance with Article I.3.3 of the framework contract.

14. 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.

15. PERIOD OF VALIDITY OF THE TENDER

Tenderers must enclose a confirmation that the prices given are valid for six (6) months from the date of submission of the tender.

16. PROTOCOL ON PRIVILEGES & IMMUNITIES OF THE EUROPEAN UNION

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

17. PAYMENT ARRANGEMENTS

Regular activity timesheets on a monthly or quarterly basis (broken down to daily presence and using a clock in/out system or any other monitoring scheme the Agency has at its premises or branch offices) shall be attached to the invoices submitted for the approval of the ENISA Project Manager in charge of the project.

Payments under the Contract shall be carried out within 30 days after an invoice is submitted to ENISA via the eInvoicing web portal. Payments will be made after receipt and approval of the provided services by ENISA. Each invoice must specify the specific services covered and be attached with a detailed report.

a) For intra and extra muros services:

Invoices can be submitted by the contractor on a monthly or quarterly basis (subject to agreement with the contracting authority), in arrears, for the intra and extra muros services as covered under the contract. Each invoice must be accompanied by a detailed list of all actual services provided in the billing month/quarter.

18. CONTRACTUAL DETAILS

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

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

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

The Agency reserves the right to end the contract at any time, without any obligation to invoke the reason for it, at one month's notice. The Tenderer's offer must be drafted taking fully into account the provisions of the draft Framework Service contract annexed to this call for tenders (See draft contract, in Annex V).

Please note that the general conditions of our standard framework service contract cannot be modified. Submission of a tender by a potential contractor implies acceptance of this contract and all of the terms and conditions contained therein. It is strongly recommended that you have this draft contract checked and passed by your legal services before committing to submitting an offer.

PART 3 TENDER SPECIFICATIONS

1. INFORMATION ON TENDERING – APPLICABLE TO ALL LOTS

1.1 CONTRACTUAL CONDITIONS

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

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

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

1.2 JOINT TENDERS (IF APPLICABLE)

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

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

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

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

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

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

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, because they do not comply with the tendering specifications.

1.4 SUBCONTRACTING

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

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

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

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

Tenderers are required to identify all subcontractors.

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

2. STRUCTURE AND CONTENT OF THE TENDER

2.1 GENERAL

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

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

2.2 STRUCTURE OF THE TENDER

Based on the **e-Submission** environment⁶, all tenders must provide information and supporting documentation in two sections:

⁵ not to be confused with distribution of tasks among the members of the grouping

⁶ For detailed instructions on how to submit a tender please consult the e-Submission Quick Guide available at: https://webgate.ec.europa.eu/digit/opsys/esubmission/assets/documents/manual/quickGuide_en.pdf

- 1) Qualification - data and documentation;
- 2) 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.

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 **with ENISA** 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 VI (a) and (b)

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

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

b) Information regarding exclusion and selection criteria:

The tenderer is requested to submit the following documents:

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

The filled-in Declaration form.

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

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

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

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

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

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

2.4 TENDER DATA**a) Technical proposal**

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

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

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

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

b) Financial proposal

- All tenders must contain a financial proposal, to be submitted **using the form attached per LOT as Annex IV (LOTs 1 - 4).**

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

- Prices must be quoted in **euro**, including the countries that are not in the euro-zone. As far as the tenderers of those countries are concerned, they cannot change the amount of the bid because of the evolution of the exchange rate. The tenderers choose the exchange rate and assume all risks or opportunities relating to the rate fluctuation.
- **Prices must be fixed amounts.**
- **Estimated travel and daily subsistence allowance expenses must be indicated separately.**
(only if applicable to this procedure)

This estimate should be based on Articles I.5 and II.22 of the draft framework contract (Annex V). 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 application⁷.

- In the box labelled '**Total amount exclusive of taxes**' – please add the amount Total P_B from your Financial Offer form.
- In the box labelled '**Total taxes amount**' – please put zero *(if this is not accepted by system then enter 0,01)*
- In the box labelled '**Total amount**' – again simply add the amount Total from your Financial Offer form or the maximum budget assigned for this tender

The completed Financial Offer form(s), MUST ALSO be uploaded in the relevant section:

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

3. ASSESSMENT AND AWARD OF THE CONTRACT

The assessment will be based on each tenderer's bid. All the information will be assessed in 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 stages, normally in the order shown below.

The aim of each of these stages is:

⁷ In the case of framework contracts, unless otherwise instructed, please add the maximum budget given for this tender

- 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 each stage will pass on to the next evaluation stage.

3.1 EXCLUSION CRITERIA

Tenders will be rejected if they do not comply with applicable obligations under environmental, social and labour law established by Union law, national law and collective agreements, or by the international environmental, social and labour law provisions listed in Annex X to Directive 2014/24/EU and compliance with data protection obligations resulting from Regulation (EU) 2016/679 and Regulation (EU) 2018/1725⁸.

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

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

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

The successful tenderer shall be asked to provide the actual documents mentioned as supporting evidence in Annex III 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/her 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.

ENISA will also waive the obligation of the tenderer to submit the documentary evidence if it can access it on a national database free of charge.

Each tenderer (and each member of a consortium) shall declare in the relevant field in Annex VIII (Administrative Identification form) whether it is a Small or Medium Size Enterprise (SME) in accordance with Commission Recommendation 2003/361/EC⁸.

As a general guideline, here is an excerpt from the Recommendation:

⁸ Commission Recommendation of 6 May 2003 concerning the definition of micro, small and medium-sized enterprises, available at <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=OJ:L:2003:124:0036:0041:en:PDF>

“The category of micro, small and medium-sized enterprises (SMEs) is made up of enterprises which employ fewer than 250 persons and which have an annual turnover not exceeding EUR 50 million, and/or an annual balance sheet total not exceeding EUR 43 million.”

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 LEGAL AND REGULATORY CAPACITY

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) **Complete (also) the attached Annex II ‘Simplified Financial Statement’**, which summarises your recent financial capacity. Please note that the average turnover for the last two (2) financial years for which accounts have been closed must meet our **minimum annual average turnover of:**

- **For LOT 1:** seven hundred fifty thousand EUR (750.000 EUR)
- **For LOT 2:** five hundred thousand EUR (500.000 EUR)
- **For LOT 3:** two hundred fifty thousand EUR (250.000)
- **For LOT 4:** two hundred fifty thousand EUR (250.000)

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 per LOT.

- (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 formal request for clarification **before** the tender expiry date.

3.2.3 TECHNICAL AND PROFESSIONAL CAPACITY CRITERIA AND EVIDENCE

The Tenderers are required to have sufficient technical and professional capacity to perform the contract. Tenderers shall comply with the following criteria in order to prove that they have the necessary technical and professional capacity to perform the contract.

LOT 1 – ICT and Operational Projects External Support

Criterion T1: The tenderer must prove experience in the provision of the core services as described in section 2.1 as for e.g. field of ICT and project management, including systems management, network and storage management, consulting for EU Institutions and Bodies, ICT Vendor management support.

Evidence for T1: Reference list (including contact details) of minimum three (3) current and/or past customers to whom the tenderer has supplied the core services, in the past five (5) years; specifying the tenderer's share (at least 50%) in provision of the services and if subcontractors were used for any of the services.

Criterion T2: The tenderer must present their quality management system;

Evidence for T2: ISO 9001 and ISO 20000 Certificates.

Criterion T3: The tenderer must present its organisational structure (average manpower, managerial staff and prove its capacity to carry out the tasks as defined in the FWC

Evidence for T3: Organisational structure allowing the delivery of the required services.

The tenderer shall present the participating company/(ies) and their organisational structure including key company details such as number of employees.

The tenderer shall also describe the background of the company and the relevant experience that the bidding team (proposed Contract and Project Manager and their backups) has for the performance of the work.

The tenderer shall present the project team and the structure of the project organisation, and where it is proposed to subcontract part of the work, the structure of the industrial group. Lines of communication and reporting, and means for settling internal disagreements shall be described.

The tenderer shall submit a brief description of all facilities which are proposed to be used for the work offered.

And for the proposed Contract and Project Managers and their back-ups:

The Curricula Vitae (CVs), preferably in the common European format, of the proposed members of the team must be enclosed and showing clearly qualifications, professional experience within the relevant business area with the start and the end date (i.e. from DD.MM.YYYY to DD.MM.YYYY) and the linguistic skills. The form can be downloaded from:

<https://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

The successful tenderers may be requested to provide the diplomas and professional qualifications of the persons responsible for providing the services, and/or any other type of relevant work in the field that is the object of this contract.

Tenderers are expected to provide at least 2 CVs for the proposed Contract Manager and back-up and at least 4 CVs for the proposed Project Managers and back-ups.

LOT 2 – Administrative and communications external support

Criterion T1: The tenderer must prove experience in the provision of the core services as described in section 2.2 as for e.g. field of management consulting for EU Institutions, general administration services and services in the field of communication.

Evidence for T1: Reference list (including contact details) of minimum three (3) current and/or past customers to whom the tenderer has supplied the core services, in the past five (5) years; specifying the tenderer's share (at least 50%) in provision of the services and if subcontractors were used for any of the services.

Criterion T2: The tenderer must present their quality management system;

Evidence for T2: ISO 9001 Certificate

Criterion T3: The tenderer must present its organisational structure (average manpower, managerial staff and prove its capacity to carry out the tasks as defined in the FWC

Evidence for T3: Organisational structure allowing the delivery of the required services.

The tenderer shall present the participating company/(ies) and their organisational structure including key company details such as number of employees.

The tenderer shall also describe the background of the company and the relevant experience that the bidding team (proposed Contract and Project Manager and their backups) has for the performance of the work.

The tenderer shall present the project team and the structure of the project organisation, and where it is proposed to subcontract part of the work, the structure of the industrial group. Lines of communication and reporting, and means for settling internal disagreements shall be described.

The tenderer shall submit a brief description of all facilities which are proposed to be used for the work offered.

And for the proposed Contract and Project Managers and their back – ups:

The Curricula Vitae (CVs), preferably in the common European format, of the proposed members of the team must be enclosed and showing clearly qualifications, professional experience within the relevant business area with the start and the end date (i.e. from DD.MM.YYYY to DD.MM.YYYY) and the linguistic skills. The form can be downloaded from:

<https://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

The successful tenderers may be requested to provide the diplomas and professional qualifications of the persons responsible for providing the services, and/or any other type of relevant work in the field that is the object of this contract.

Tenderers are expected to provide at least 2 CVs for the proposed Contract Manager and back-up and at least 4 CVs for the proposed Project Managers and back-ups.

LOT 3 – Legal and paralegal consultancy external support

Criterion T1: The tenderer must prove experience in the provision of the core services as described in section 2.3 – provision of legal consultancy services in the various areas of law.

Evidence for T1: Reference list (including contact details) of minimum three (3) current and/or past customers to whom the tenderer has supplied the core services, in the past five (5) years; specifying the tenderer's share (at least 50%) in provision of the services and if subcontractors were used for any of the services.

Criterion T2: The tenderer must present their quality management system;

Evidence for T2: ISO 9001 Certificate

Criterion T3: The tenderer must present its organisational structure (average manpower, managerial staff and prove its capacity to carry out the tasks as defined in the FWC

Evidence for T3: Organisational structure allowing the delivery of the required services.

The tenderer shall present the participating company/(ies) and their organisational structure including key company details such as number of employees.

The tenderer shall also describe the background of the company and the relevant experience that the bidding team (proposed Contract and Project Manager and their backups) has for the performance of the work.

The tenderer shall present the project team and the structure of the project organisation, and where it is proposed to subcontract part of the work, the structure of the industrial group. Lines of communication and reporting, and means for settling internal disagreements shall be described.

The tenderer shall submit a brief description of all facilities which are proposed to be used for the work offered.

And for the proposed Contract and Project Managers and their back-ups:

The Curricula Vitae (CVs), preferably in the common European format, of the proposed members of the team must be enclosed and showing clearly qualifications, professional experience within the relevant business area with the start and the end date (i.e. from DD.MM.YYYY to DD.MM.YYYY) and the linguistic skills. The form can be downloaded from:

<https://euopass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

The successful tenderers may be requested to provide the diplomas and professional qualifications of the persons responsible for providing the services, and/or any other type of relevant work in the field that is the object of this contract.

Tenderers are expected to provide at least 2 CVs for the proposed Contract Manager and back – up and at least 4 CVs for the proposed Project Managers and back-ups.

LOT 4 – Finance and quality management external support

Criterion T1: The tenderer must prove experience in the provision of the core services as described in section 2.4 as for e.g. in the field of financial and budget management, audit and quality management.

Evidence for T1: Reference list (including contact details) of minimum three (3) current and/or past customers to whom the tenderer has supplied the core services, in the past five (5) years; specifying the tenderer's share (at least 50%) in provision of the services and if subcontractors were used for any of the services.

Criterion T2: The tenderer must present their quality management system;

Evidence for T2: ISO 9001 Certificate.

Criterion T3: The tenderer must present its organisational structure (average manpower, managerial staff and prove its capacity to carry out the tasks as defined in the FWC

Evidence for T3: Organisational structure allowing the delivery of the required services.

The tenderer shall present the participating company/(ies) and their organisational structure including key company details such as number of employees.

The tenderer shall also describe the background of the company and the relevant experience that the bidding team (proposed Contract and Project Manager and their backups) has for the performance of the work.

The tenderer shall present the project team and the structure of the project organisation, and where it is proposed to subcontract part of the work, the structure of the industrial group. Lines of communication and reporting, and means for settling internal disagreements shall be described.

The tenderer shall submit a brief description of all facilities which are proposed to be used for the work offered.

And for the proposed Contract and Project Managers and their back-ups:

The Curricula Vitae (CVs), preferably in the common European format, of the proposed members of the team must be enclosed and showing clearly qualifications, professional experience within the relevant business area with the start and the end date (i.e. from DD.MM.YYYY to DD.MM.YYYY) and the linguistic skills. The form can be downloaded from:

<https://europass.cedefop.europa.eu/en/documents/curriculum-vitae/templates-instructions>

The successful tenderers may be requested to provide the diplomas and professional qualifications of the persons responsible for providing the services, and/or any other type of relevant work in the field that is the object of this contract.

Tenderers are expected to provide at least 2 CVs for the proposed Contract Manager and back – up and at least 4 CVs for the proposed Project Managers and back-ups.

3.3 AWARD CRITERIA – APPLICABLE TO ALL LOTS

3.3.1 QUALITY OF THE OFFER

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

No	Qualitative award criteria		Weighting (max. points)
1.	Resource selection methodology and availability of resources	<ul style="list-style-type: none"> • Approach to establishing and maintaining a list/pool of high-quality service providers covering the profiles requested; • Methodology for pre-selecting and evaluating service providers' CVs for the matching of the experts requested; • Methodology for ensuring timely availability of relevant extra and intra-muros service providers and their availability for the entire duration of the specific contracts; • Business continuity measures and back-up policy, including maintenance of a seamless service in the event of change of staff or unavailability due to sickness, including hand-over policy. 	40
2.	Contract management	<ul style="list-style-type: none"> • Project management planning concerning the full life-cycle of the contract with ENISA • Robustness of procedures for regular interactions with ENISA as well as for contingency planning • Quality management system regarding service delivery 	40
3.	Overall quality of proposal	Quality of tenderer's proposal including phase-in plan	20
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 **70%** after the quality evaluation process will be considered to be of insufficient quality and eliminated from the following phase.

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

3.3.2 PRICE OF THE OFFER

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

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 = Price points

PC = Cheapest bid price received

PB = Bid price being evaluated

3.3.3 AWARD OF THE CONTRACT

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

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

Where;

QP = Qualitative points

PP = Price points

TWP = Total weighted points score

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

4. TENDER OPENING

The public opening of received tenders will take place on **9th September 2022 at 09:30 CEST Central European Summer Time** at ENISA Athens office, 14 Agamemnonos Street, Chalandri 15231 Attiki, Greece or online in case Covid related restrictions will be still in place.

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 2 working days** prior to the opening session.

Alternatively, please note that all tenderers may simply request a copy of the Opening Report to be sent to them by email after the conclusion of the Opening Session procedure.

5. OTHER CONDITIONS

5.1 VALIDITY

Period of validity of the Tender: six months 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 divided into 4 Lots.

5.3 ADDITIONAL PROVISIONS

- Changes to tenders will be accepted only if they are received on or before the final date and time set for the receipt of tenders.
- Expenses incurred in respect of the preparation and presentation of tenders cannot be refunded.
- No information of any kind will be given on the state of progress with regard to the evaluation of tenders.
- All documents submitted by Tenderers will become the property of ENISA and will be treated as confidential.

5.4 NO OBLIGATION TO AWARD THE CONTRACT

Initiation of a tendering procedure imposes no obligation on the Contracting Authority to award the contract. Should the invitation to tender cover several items or lots, the Contracting Authority reserves the right to award a contract for only some of them. The Contracting Authority shall not be liable for any compensation with respect to Tenderers whose tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

6. SPECIFIC INFORMATION

6.1 TIMETABLE

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

Title: “**Provision of External Assistance Services**”

ENISA F-CSS-22-T28 LOTS 1-4

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	22 nd July 2022	
Deadline for request of information to ENISA	2 nd September 2022	
Last date on which clarifications are issued by ENISA	5 th September 2022	
Deadline for electronic reception of offers via e-Submission	8th September 2022	18:00 CEST Central European Summer time
Opening of offers	9 th September 2022	09:30 CEST Central European Summer time
Date for evaluation of offers	TBA	
Notification of award to the selected candidate + 10 day standstill period commences	TBA	
Contract signature	Early October 2022	Estimated