

## INVITATION TO TENDER

**Title:** **Provision of interim agent support services**  
**LOT 1 – Provision of interim agent support services at ENISA and Cedefop premises in Athens and Thessaloniki, GR**  
**LOT 2 – Provision of interim agent support services at ENISA office in Brussels, BE**

**Reference:** ENISA F-CSS-23-T19

**Procurement procedure:** Open call for tender

**Expiry date and time:** **18<sup>th</sup> December 2023 at 18:00 (CET) Central European time**

Dear Madam/Sir,

The European Union Agency for Cybersecurity (ENISA) referred to below as *the contracting authority*, is planning to award the contracts resulting from the above procurement procedure. The procurement documents consist of the contract notice, this invitation letter, the draft contract and tender specifications with their respective annexes. The documents are published in English<sup>1</sup>.

All documents are available in the Funding &Tenders Portal (F&T Portal) at the following link<sup>2</sup>:

**[F&T Portal link to the call for tenders](#)**

### 1. Submission of tenders.

Tenders must be submitted exclusively via the electronic submission system (e-Submission) available from the above F&T Portal link<sup>3</sup>. Tenders submitted in any other way (e.g. e-mail or by letter) will be disregarded.

In order to submit a tender using e-Submission, economic operators (each member of the group in the case of a joint tender) will need to register in the European Commission's [Participant Register](#) - an online register of organisations participating in EU calls for tenders or proposals. On registering each organisation obtains a Participant Identification Code (PIC, 9-digit number) which acts as its unique identifier in the above register. Instructions on how to create a PIC can be found on this [page](#).

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<sup>1</sup> That language version constitutes the sole authentic text and prevails over any other language versions that may be published on request of economic operators

<sup>2</sup> Subscription to the call for tenders at the above link allows interested economic operators to receive e-mail notifications when new information or documents are published. Subscription is free of charge and does not involve any commitment to submit a tender.

<sup>3</sup> For detailed instructions on how to submit a tender please consult the e-Submission Quick Guide available at: [https://wikis.ec.europa.eu/display/FTPortal/Open+procedures\\_EN](https://wikis.ec.europa.eu/display/FTPortal/Open+procedures_EN)

The supported browsers, file types, size of attachments and other system requirements can be consulted at: <https://wikis.ec.europa.eu/x/JJihAg>. In case of technical problems, please contact the e-Submission Helpdesk (see contact details in the e-Submission Quick Guide) as soon as possible.

Economic operators already registered in the Participant Register shall reuse their existing PICs when preparing tenders in e-Submission.

The time-limit for receipt of tenders is indicated under Section 5.1.12 of the contract notice where local time shall be understood as local time at the lead contracting authority's location (as indicated in Section 8 of the contract notice). The time-limit is published also at the above F&T Portal link (subscribed users receive notifications when the call for tenders' data is modified).

A tender received after the time-limit for receipt of tenders will be rejected. The submission receipt provided by eSubmission with the official date and time of receipt of the submission (timestamp) constitutes proof of compliance with the time-limit for receipt of tenders<sup>4</sup>.

**Please note that it is not possible to submit a tender through eSubmission after the time-limit for receipt of tenders indicated in the contract notice and/or the F&T Portal. To ensure tenders are submitted on time, tenderers are invited to get familiar with the system and the system requirements, in particular the accepted file formats<sup>5</sup>, well in advance.**

Tenderers must ensure that their submitted tenders contain all the information and documents required by the contracting authority at the time of submission as set out in the procurement documents.

After submitting a tender, but before the deadline for receipt of tenders, a tenderer may definitively withdraw its tender<sup>6</sup>, or withdraw it and replace it with a new one<sup>7</sup>. A withdrawal receipt will be provided by eSubmission as proof of withdrawal.

No more than one tender per lot can be considered per tenderer<sup>8</sup>. If the same tenderer submits more than one tender per lot, neither of which has been withdrawn as described above, only the latest tender will be considered. The tenderer may not refer to earlier submitted tenders to complement, clarify or correct its latest tender.

All costs incurred for the preparation and submission of tenders are to be borne by the tenderers and will not be reimbursed.

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<sup>4</sup> If no submission receipt is received in reasonable time after submission, please contact the eSubmission Helpdesk (see contact details in the above referred eSubmission Quick Guide) as soon as possible.

<sup>5</sup> See note 3

<sup>6</sup> A submitted tender can be withdrawn directly in the "Procurement/My Submission(s)" area in the F&T Portal. For detailed instructions on how to withdraw a tender please consult the above referred eSubmission Quick Guide.

<sup>7</sup> To submit a new version, the tenderer must create a new tender in eSubmission and include all the information and documents required in the procurement documents with the submission of a tender, even if some of them have already been included in the replaced tender.

<sup>8</sup> Except where the tender specifications allow variants or multiple tenders per tenderer.

## **2. Legal effects of the invitation to tender and submission of a tender.**

This invitation to tender is in no way binding on the contracting authority. The contracting authority's contractual obligation commences only when the contract with the successful tenderer is signed by both parties.

Up to the signature of the contract the contracting authority may cancel the procurement procedure without tenderers being entitled to claim any compensation. Any such decision must be substantiated and tenderers notified.

The validity period of the tender, during which tenderers may not modify the terms of their tenders in any respect, is indicated under Section 5.1.12 of the contract notice.

Submission of a tender implies acceptance of all the terms and conditions set out in the procurement documents and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.

## **3. Contacts during the procurement procedure.**

Contacts between the contracting authority and tenderers are prohibited throughout the procedure save in exceptional circumstances and under the following conditions only:

### **3.1 Submission phase (before the time-limit for receipt of tenders)**

Upon request, the contracting authority may provide additional information solely for the purpose of clarifying the procurement documents.

Any request for additional information must be made in writing only through the above F&T Portal link in the "Questions & answers" section, by clicking "Create a question" (EU Login registration<sup>9</sup> is required to be able to create and submit a question).

The contracting authority is not bound to reply to requests for additional information received less than six working<sup>10</sup> days before the time-limit for receipt of tenders.

The contracting authority may, on its own initiative, inform interested parties of any error, inaccuracy, omission or any other type of clerical error in the text of the procurement documents.

Any additional information will be published on the above F&T Portal link. It is the economic operator's responsibility to check for updates and modifications during the submission period<sup>11</sup>.

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<sup>9</sup> EU Login is the entry gate to sign in to different European Commission services and/or systems. Read more [here](#).

<sup>10</sup> Working days at the contracting authority's location indicated under Heading I.1 of the contract notice.

<sup>11</sup> See note 2.

### 3.2 Opening of tenders

Tenders will be opened in a virtual opening session on the date and time indicated under Section 5.1.12 of the contract notice. A maximum of two representatives per tender may attend.

Tenderers may request to attend the opening by sending an email to [procurement@enisa.europa.eu](mailto:procurement@enisa.europa.eu) as soon as possible and not later than three hours before the scheduled start of the opening session. The request must include the full name(s) and email address(es) of the representative(s), the name of the represented tenderer and the submission receipt generated by e-Submission. The contracting authority reserves the right to refuse access to the virtual opening session if the above information is not provided as required.

The representatives will receive an invitation by email with the meeting details and instructions how to attend the opening.]

The public part of the opening session will be strictly limited to the following aspects:

- verification that each tender has been submitted in accordance with the submission requirements of the call for tenders;
- announcement of the tenders received: the names of the tenderers (all members in the case of a joint tender) will be announced;
- [announcement of the total price of each tender (in case of lots the total price of each tender submitted for the lot(s) for which the award method is lowest price).]

Tenderers not present at the opening session may send an information request to [procurement@enisa.europa.eu](mailto:procurement@enisa.europa.eu) if they wish to be provided with the information announced during the public opening.

Once the contracting authority has opened the tenders, they shall become its property and will be treated confidentially.

### 3.3 Evaluation phase (after the opening of tenders)

Except in duly justified cases, tenderers who have failed to submit evidence or to make statements as required in the procurement documents, shall be contacted by the contracting authority to provide the missing information or clarify supporting documents.

The contracting authority may correct obvious clerical errors in the tender after confirmation of the correction by the tenderer. Such information, clarification or confirmation shall not substantially change the tender.

### 3.4 Award phase

Tenderers will be notified of the outcome of this procurement procedure by e-mail. The notification will be sent to the e-mail address provided by the tenderer (group leader in case of a joint tender) in the e-Submission application (section *Contact Person*) when the tender was submitted.

The same e-mail address will be used by the contracting authority for all other communications with the tenderer. It is the tenderer's responsibility to provide a valid e-mail address and to check it regularly.

#### **4. Data protection.**

If processing a reply to the invitation to tender involves the recording and processing of personal data (such as name, address and CV), such data will be processed pursuant to Regulation (EU) 2018/1725<sup>12</sup> 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. Unless indicated otherwise, any personal data will be processed solely for evaluation purposes under the call for tenders by the European Commission acting as data controller. Details concerning the processing of personal data are available in the privacy statement at: [https://ec.europa.eu/info/funding-tenders/procedures-guidelines-tenders/data-protection-public-procurement-procedures\\_en](https://ec.europa.eu/info/funding-tenders/procedures-guidelines-tenders/data-protection-public-procurement-procedures_en).

If you would like to exercise your rights under Regulation (EU) 2018/1725, or if you have comments, questions or concerns, or if you would like to submit a complaint regarding the collection and use of your personal data, you can contact the data controller at [dataprotection@enisa.europa.eu](mailto:dataprotection@enisa.europa.eu) by explicitly specifying your request.

The tenderer's personal data may be registered in the Early Detection and Exclusion System (EDES) if the tenderer is in one of the situations mentioned in Article 136 of the Financial Regulation<sup>13</sup>. For more information, see the privacy statement: [https://commission.europa.eu/strategy-and-policy/eu-budget/how-it-works/annual-lifecycle/implementation/anti-fraud-measures/edes\\_en](https://commission.europa.eu/strategy-and-policy/eu-budget/how-it-works/annual-lifecycle/implementation/anti-fraud-measures/edes_en).

Yours faithfully,

Juhan Lepassaar  
Executive Director  
(e-signed)

Annexes to the invitation to tender:

Annex I – Tender specifications and annexes  
Annex II – Draft contract and annexes

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<sup>12</sup> OJ L 295, 21.11.2018, p. 39

<sup>13</sup> Regulation (EU, Euratom) 2018/1046 of the European Parliament and of the Council of 18 July 2018 on the financial rules applicable to the general budget of the Union, amending Regulations (EU) No 1296/2013, (EU) No 1301/2013, (EU) No 1303/2013, (EU) No 1304/2013, (EU) No 1309/2013, (EU) No 1316/2013, (EU) No 223/2014, (EU) No 283/2014, and Decision No 541/2014/EU and repealing Regulation (EU, Euratom) No 966/2012 (OJ L 193 of 30.07.2018, p.1).