



OPEN CALL FOR TENDERS

Tender Specifications

“Provision of travel agency & events organisation services”

ENISA P/14/09/AGA

LOT 1: Travel Agency services

LOT 2: Events organisation services

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PART 1 INTRODUCTION

1 BACKGROUND

Communication networks and information systems have become an essential factor in economic and social development. Computing and networking are now becoming ubiquitous utilities in the same way as electricity or water supply. The security of communication networks and information systems, in particular their availability, is therefore of increasing concern to society. This stems from the possibility of problems in key information systems, due to system complexity, accidents, mistakes and attacks to the physical infrastructures which deliver services critical to the well-being of European citizens.

For the purpose of ensuring a high and effective level of network and information security within the Community and in order to develop a culture of network and information security for the benefit of the citizens, consumers, enterprises, and public sector organisations within the European Union (EU), thus contributing to the smooth functioning of the Internal Market, a European Network and Information Security Agency (ENISA) was established on 10 March 2004¹.

2 SCOPE

The Agency shall assist the European Commission and EU Member States, and in consequence cooperate with the business community, in order to help them to meet the requirements of network and information security, thereby ensuring the smooth functioning of the Internal Market, including those set out in present and future Community legislation, such as in the Directive 2002/21/EC.

3 OBJECTIVES

The Agency's objectives are as follows:

- The Agency shall enhance the capability of the Community, EU Member States and, as a consequence, the business community to prevent, to address, and to respond to network and information security problems.
- The Agency shall provide assistance and deliver advice to the Commission and EU Member States on issues related to network and information security falling within its competencies as set out in the Regulation.
- Building on national and Community efforts, the Agency shall develop a high level of expertise.
- The Agency shall use this expertise to stimulate broad cooperation between actors from the public and private sectors.
- The Agency shall assist the Commission, where called upon, in the technical preparatory work for updating and developing Community legislation in the field of network and information security.

¹ Regulation (EC) No 460/2004 of the European Parliament and of the Council of 10 March 2004 establishing the European Network and Information Security Agency. A "European Community agency" is a body set up by the EU to carry out a very specific technical, scientific or management task within the "Community domain" ("first pillar") of the EU. These agencies are not provided for in the Treaties. Instead, each one is set up by an individual piece of legislation that specifies the task of that particular agency.

4 TASKS

In order to ensure the fulfilment of its objectives, the Agency's tasks will mainly be focused on:

- Advising and assisting the Commission and the Member States on network and information security and in their dialogue with industry to address security-related problems in hardware and software products.
- Collecting and analysing data on security incidents in Europe and emerging risks.
- Promoting risk assessment and risk management methods to enhance our capability to deal with network and information security threats.
- Awareness raising and cooperation between different actors in the network and information security field, notably by developing public-private partnerships in this field.

The Agency shall base its operations on carrying out a work programme adopted in accordance to the relevant Articles of the establishing regulation. The work programme does not prevent the Agency from taking up unforeseen activities that follow its scope and objectives and within the given budget limitations.

5 ORGANISATIONAL FRAMEWORK

The bodies of the Agency comprise a Management Board, an Executive Director (and his staff) and a Permanent Stakeholder Group. The Executive Director is responsible for managing the Agency and performs his/her duties independently.

The Management Board is entrusted with the necessary powers to: establish the budget, verify its execution, adopt the appropriate financial rules, establish transparent working procedures for decision making by the Agency, approve the Agency's work programme, adopt its own rules of procedure and the Agency's internal rules of operation, appoint and remove the Executive Director. The Management Board should ensure that the Agency carries out its tasks under conditions which enable it to serve in accordance with the Regulation establishing it.

The Permanent Stakeholders Group is composed of experts representing the relevant stakeholders, such as Information and Communication Technologies industry, consumer groups and academic experts in network and information security. The Permanent Stakeholders Group advises the Executive Director in the performance of his duties under the Regulation, in drawing up a proposal for the Agency's work programme and in ensuring communication with the relevant stakeholders on all issues related to the work programme.

The Executive Director will establish, in consultation with the Permanent Stakeholders Group, ad hoc Working Groups composed of experts. Where established, the ad hoc Working Groups shall address in particular technical and scientific matters.

6 ADDITIONAL INFORMATION

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

For ENISA's legal base please go to the following [link](#).

PART 2 TECHNICAL DESCRIPTION

1 GENERAL

ENISA wishes to conclude Framework Service Contracts for the provision of travel agency and events organisation services for its offices established in Heraklion.

This Tender has been divided into two Lots:

LOT 1: Provision of travel agency services

LOT 2: Provision of events organisation services

You may provide an offer for either Lot 1 **or** Lot 2 **or** for both Lots. There is no obligation to bid for both Lots together. Depending on the result of the tender procedure, two separate Framework Service contracts will be concluded. If the same tenderer is successful for both Lots 1 and 2, then one consolidated contract will be concluded.

2 SPECIFICATIONS for LOT 1: Provision of travel agency services

*The following articles 2.1 to 5.3 are **only relevant to LOT 1 – Provision of travel agency services**:*

ENISA requires an experienced travel agency in order to make travel and accommodation arrangements for ENISA staff members and external experts travelling across Europe and beyond with emphasis on the EU Member states. ENISA uses the term “Mission” to describe an authorised business trip of its staff.

Travel arrangements will be made on the basis of the most convenient trip (shortest schedule possible in terms of the time schedule from departure to destination) at the best possible price to ENISA, according to the provisions mentioned below.

Tenders submitted should take into consideration the Missions Guide of the European Commission and the Missions Guide of ENISA, which are available in annexes IX and X

2.1 Issuing tickets for ENISA staff on business trips

The Travel Agency has to be able to reserve and issue tickets for all air (mainly), rail, sea and road travel, as requested, at the best possible price (combining the most direct and least expensive routes to achieve cost effectiveness). If requested, other alternatives should be proposed.

Response to fare inquiries should be provided by e-mail within one (1) working day from the original inquiry at which time ENISA should receive routing options, if available, and relevant cost quotations.

ENISA expects all air ticketing to be electronic however other means are accepted provided that cost effectiveness and delivery of tickets is warranted. Other types of tickets, e.g. rail, boat etc., can be delivered as appropriate in either paper or electronic form. Preference is given to electronic

ticketing when available or applicable (lower costs incurred). Preference should also be given to the scheduled flights over charter flights.

The ticket quotation should clearly mention the following:

- a. price quote with reference to the final date of issue
- b. mission order reference number (to be communicated by ENISA staff inquiring)
- c. itinerary (detailed flight/train/boat hours of departure and arrival),
- d. ticket class (economy by default – business class ticket can also be issued in compliance with ENISA mission regulations).

The travel tickets shall be delivered electronically (preferred), or physically to the premises of ENISA, at the latest 24 hours before the time of departure. As a last resort they may be made available for collection in paper form at the airport of departure as agreed. No additional charge should be made for this delivery service.

The Travel Agency must establish from ENISA staff members concerned whether any part of the trip is for private purposes, prior to acceptance of every order. Under no circumstances may the private proportion of a trip be invoiced to ENISA.

2.2 Arranging accommodation for ENISA staff on business trips / External experts (consultants) attending events

If requested to do so, the Travel Agency will arrange for accommodation, within a price range communicated by ENISA, on an ad hoc basis, for staff travelling on business or experts attending events organised in the context of ENISA's work, which requires the presence of external experts. Convenience (proximity to the mission venue) should also be taken into account.

To this regard the Travel Agency shall have at its disposal a broad selection of hotels across Europe, including hotels applying special prices as granted to the European Commission servants, in addition to a list of suitable accommodation with guaranteed rates up to the threshold communicated by ENISA at EU Member States' locations that are most visited by ENISA staff. Examples of these cities include Brussels, London, Berlin, Athens, Paris, The Hague, Vilnius etc. This list will be updated from time to time in cooperation with ENISA. All information shall be provided at the earliest time possible and in any case within six (6) working hours (*official working hours of ENISA set out in article 3.3 below*) from the time of request. In exceptional circumstances and for well justified reasons, a reply should be received by ENISA within 24 hours at most.

By default, the Travel Agency will have to settle the accommodation costs directly with the hotel, unless otherwise requested by ENISA. In accordance with the applicable rules, accommodation cost shall exclude breakfast, or if breakfast is offered as part of a specific deal, its price should be separately stated.

2.3 Providing assistance in obtaining visas for ENISA staff

Where any member of ENISA staff by reason of his/her nationality requires a visa for a business trip, the Travel Agency shall endeavour and possibly mediate with the appropriate visa issuing authorities to obtain such a visa before the departure date.

2.4 Car rental

If car rental in the place of destination is required, it should be ensured through the issuing of vouchers with the most advantageous car rental company operating on the spot.

2.5 Cancellations

In the case of cancellation on short notice, the best alternative option to facilitate the mission in question should be provided. In addition, the Travel Agency will endeavour to minimise any penalties incurred by ENISA. Penalties regarding any additional charges attributed to a fault of the Travel Agency will, however not be paid by ENISA. The Travel Agency has a duty to keep ENISA informed at all times on the status and changes of a mission including information on such aspects as schedules, prices, extra charges applicable etc.

Other services may additionally be provided as requested by ENISA:

3 Other requirements

3.1 Mission guidelines

A summary of the relevant information of the European Commission's and ENISA's Mission guidelines (see *Annexes IX and X*), are outlined below.

- The length of a mission is calculated from the time of departure of the means of transport used to the time of its arrival on return to the place of employment.
- Travel must be organised so that the mission lasts as short a time as possible given the means of transport used and is as cost-effective as possible.
- If the city or town(s) of departure and/or arrival has more than one station located on the direct itinerary, the duration of the mission will be determined by the most cost effective solution.
- Staff going on mission cannot be obliged, either at the place of employment or place of mission (not including the extra time added for the purposes of calculating the allowances), to:
 - leave their place of employment or place of mission before 07.00 (station or other transport type) or before 08.00 (airport);
 - arrive at the place of mission after 21.00 (airport) or 22.00 (station or other transport type);
- arrive at the place of employment after 23.00 (airport, station or other transport type);
- the return journey must be commenced in principle:
 - in the case of travel by air, not more than three and a half hours after the end of the meeting;
 - in the case of travel by any other means of transport, not more than two hours after the end of the meeting.

3.2 Ad hoc information requests / service updates

The Travel Agency will often be asked to provide quick information to staff on flight/train/bus/boat ticket prices/itineraries. This information must be provided at the earliest time possible and in any case within (1) one working day from the date of the request.

The travel agency will be required to provide a presentation on updates / upgrades of travel services to ENISA staff dealing with staff missions as it might be needed and/or requested (maximum twice per year).

The successful tenderer may be requested to attend a small number of coordination meetings at the premises of ENISA (1 to 3 meetings at the start of services and 1 to 2 per year thereafter). If tenderer requests so, these meetings can be reimbursed separately by ENISA for one operative of the tenderer on the basis of return airfare (economy), accommodation (up to 140 Euros per day for maximum two overnight stays depending on meeting and travel schedule) and subsistence at a rate of 50 Euros per day for a maximum of 3 days. Alternatively, meetings may be organised with the use of available technology (e.g. tele/video conference facilities), if necessary, in which case no reimbursement of fees (conference fees, equipment cost, telecommunication expenses) will occur.

The Offer must clearly indicate any additional services that the travel agency would be able to furnish to ENISA such as traveller profile management.

3.3 Flexibility of working hours

The Travel Agency shall be in a position to provide the aforementioned services, including the delivery of tickets and vouchers to ENISA if necessary, during normal working hours (Monday to Thursday 9.00 -17.30, Friday 9.00 – 16.15 CET +1) except public holidays which shall be communicated by ENISA at the beginning of each year.

Flexibility during weekends and holidays is welcome. In particular the Travel Agency has to make available and warrant a hotline service for urgent queries arising outside normal working hours and stretching at least two (2) hours before office hours and three (3) hours after (a telephone number must also be provided).

3.4 Communications of interest to ENISA

The Travel Agency will inform ENISA immediately of changes in the scheduled flights and any significant circumstances that can incur changes in the scheduled flights, e.g. planned strikes, or any new carriers operating which might be of interest of ENISA, as well as any particular discount/offers proposed by carriers.

3.5 Statistics

The Travel Agency may be requested to provide detailed statistics at the end of each semester (six (6) months) to reflect the work carried out for ENISA. Such statistics may include ENISA ticket purchases, accommodation and car rental vouchers, by month and by destination, visas issued by country and expenditure under the contract by month.

3.6 Travel agency staff

High level of professionalism and “client-orientation” is expected by the staff of the Travel Agency. The staff designated as contact persons with ENISA shall have a good working knowledge of English, while some knowledge of other EU languages would be appreciated. A good knowledge of the geographical areas in which ENISA is mainly operating (like for example, Brussels, Berlin, London) would also be very useful. ENISA expects that dedicated staff will be made available to the ENISA account by the Travel Agency, as appropriate.

3.7 Additional services

The Offer must clearly indicate whether the travel agency would be in a position to support the Agency in negotiating preferential flat fee rates on a non-exclusive basis with airlines especially for the route Heraklion to Athens, as well as other frequently used routes by the Agency, including but not limited to; Heraklion/Athens to Brussels.

4 Financial arrangements / Payments

The contractor shall issue monthly invoices for the services rendered, listed in Article 2 above, in a period of a calendar month. The monthly invoice must be accompanied by a consolidated monthly report detailing all transactions that took place in the referred month. The invoice will be considered valid only if the monthly report provides the following required information:

- a. Description of transaction / service rendered: analytical information is required, e.g. itinerary, hotel name, dates of stay, cost, etc.
- b. Mission Order Reference Number (MORN), for each transaction listed (as per point a.) which will be communicated from ENISA staff during booking arrangements (Note: this number is necessary for the identification of the relevant authorised internal order and the validation of the invoiced cost).

ENISA shall approve or reject the monthly report and invoice within (20) twenty days from receipt of the documents by ENISA. Payment will be made within (30) thirty days from the date of approval of the report and the invoice.

Ability to issue pro-forma invoices and electronic invoices would be desirable. If considered necessary, the contractor may be requested to issue separate invoices for different ENISA departments or recipients of services.

No Invoice will be accepted after (6) six months from the day of the service rendered.

Pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, ENISA is exempted from all taxes and duties, including Value Added Tax (VAT).

The travel agency should demand payment directly by the member of staff going on mission for all additional costs relating to any detours or parts of the journey made for private reasons. ENISA takes no responsibility and will accept no request for payment of the cost of such travelling arrangements for private reasons. Private arrangements are not subject to the conditions of the contract.

5 Specific information concerning LOT 1

5.1 Content of the Technical Proposal

The assessment of the technical quality will be based on the ability of the tenderer to meet the purpose of the contract as described in the Technical Description. To this end, the technical proposal shall clearly contain the following information, to allow evaluation of their offer according to the technical award criteria mentioned in *Part 3: Article 4.1.1 - Award Criteria*:

- (a) **Infrastructure and internal organisation of the Travel Agency:** Detailed description of equipment/facilities/human resources the tenderer would use in order to deliver each one of the services indicated in Articles 2 and 3 (Technical Description). The technical proposal should include a statement declaring that the tenderer can provide all services indicated in Articles 2 and 3.
- (b) **Service Level:** Detailed description of the reservation system, including the hotline service that the tenderer intends to use in order to comply with ENISA's needs and requirements.
- (c) **Proposal for selected itineraries:** Proposal (itineraries, times, prices and transport companies) for the following round trips:
 - (i) **Trip from Heraklion to London**, for a meeting taking place on 15th October 2009, from 9.00 to 17.00, and return to Heraklion;
 - (ii) **Trip from Heraklion to Brussels**, for a meeting taking place on 22nd October 2009, from 10.00 to 12.00, and a trip from Brussels to Paris to attend a dinner in Paris at 20.00 the same night, and return to Heraklion;
 - (iii) **Trip from Heraklion to Brussels**, for a meeting starting on 7th October at 15.00 and ending on 8th October at 18.00, and return to Heraklion.

For each of the above, a second best scenario should also be proposed.

Please note that:

- The proposals will serve the purpose of evaluating the methodology used by the tenderer to approach the delivery of services requested.
- Prices indicated in this section will **not** be taken into consideration in the financial evaluation of the offer (see *Part 3: Article 4.2*) and will not bind the contractor for future quotations.
- The technical proposal has to be accompanied by the appropriate documentation and explanations where necessary.
- In case that accommodation is necessary, it should be included in the scenario proposed.

Tenderers should feel free to include in the technical proposal any elements of *Part 2 – Technical*

Description, in which they feel remarks, comments or suggestions are necessary.

5.2 Content of the Financial Proposal

The Financial offer for **Lot 1** must be drawn up using the **Financial Offer form (see Annex IV (a))**.

You are required to provide your service costs per transaction for a variety of services usually requested by ENISA. These transaction costs are weighted based on the actual frequency of request of these services in line with past years' statistics and added together in order to arrive at a final bid price - **P_B**. This price is then applied to the formula used for determining the 'Price Ratio' at the Evaluation stage. *(Please see Part 3: Article 4.2)*

In order to be valid, the Financial Offer form must be completely filled in, dated, stamped, and signed by the authorized person.

6 SPECIFICATIONS for LOT 2 – Provision of events organisation services

The following articles 6.1 to 9.4 are only relevant to LOT 2 – Provision of events organisation services:

6.1 Introduction

Events (such as conferences, meetings, seminars, workshops) and visits constitute an important channel of communication with the stakeholders of ENISA as they allow for interactive communication and dialogue. Events are also linked to formal requirements of the Agency as they entail meetings of the ENISA Management Board and Permanent Stakeholders Group.

ENISA hereby invites tenders concerning the provision of event support services for meetings at the ENISA premises or elsewhere (non-residential). Events organisation entails providing support to ENISA with regard to conference related services such as meeting rooms, local restaurant providers; local transport providers; local caterers; local technical support, reception facilities, technical equipment, registration handling and possibly interpretation services.

Additionally prospective bidders should be in the position to support ENISA with regard to the provision of suitable hotel accommodation either directly or through a contractor such as a travel agent and/or a hotel chain.

In 2008, ENISA held over 50 events or meetings that required organisational support. ENISA organises four general types of events:

- Meetings of statutory bodies (*Management Board, Permanent Stakeholders Group*)
- Operational meetings (*working groups, workshops, conferences, seminars etc.*)
- Third party visits (*including interviews as part of recruitment procedures*)
- Co-organised events

Participants generally do not pay registration fees for the meetings.

The destinations for these events vary according to the priorities of the interest group that organises or supports such meetings; prospective tenderers may be requested to make arrangements at locations throughout Europe. Previous ENISA events have been held at locations such as Heraklion, Athens, Barcelona, Berlin, Brussels, Helsinki, London, Lisbon, Porto, Rome, Vienna, Vilnius etc.

The format for the majority of events is 1, 1.5 or 2 days daytime events

The number of participants varies greatly. Some events are confined to small groups of participants, being up to 10 persons. Other events might attract around 100 or more participants.

Provision of venue requirements for a range of events such as seminars, conferences, launches, receptions from 12 to 200 participants with ability to provide adequate catering, interpretation (where necessary) and technical facilities as specified in the tenderers proposal.

6.2 Indicative requirements

- I. Plenary Room and optionally 3-5 breakout rooms (A plenary room is a large meeting room to accommodate the event participants in full configuration; break out rooms are smaller rooms in the vicinity of the plenary room that are used to accommodate breakout sessions of workgroups during an event).
 - a. Refreshments, coffee and tea breaks up to 4 per day and 2 per each half day
 - b. Lunch for each participant
 - c. Water for all participants for duration of event
- II. Registration service
- III. Secretariat office
- IV. Business centre
- V. Wireless internet connection
- VI. Press room (optional)
- VII. VIP room (optional)
- VIII. Availability during ENISA working hours, i.e. 09:00-17:30 (Mon-Thu), 09:00-16:15 (Fri) (CET+1)

ENISA may carry out on-site inspections prior to agreeing to a venue or associated service.

Contact details of all subcontractors, such as technicians, caterers, audiovisual suppliers and transport company where relevant and all necessary bank forms and legal entity forms must be disclosed to ENISA, upon request; the successful tenderer must also update such lists whenever necessary, like in case of direct invoicing by the suppliers.

Prospective tenderers need to consider the following aspects:

- The provision of conference venues/meeting rooms for: conferences, seminars, launches and receptions may be required at various locations throughout Europe.
- A small number of events are organised at the Agency's Seat in Heraklion.
- Capacity to provide meeting rooms on the dates requested and in line with service specifications required by ENISA on a case by case basis following the general guidelines provided in these technical specifications.
- Tenderers need to provide details of all subcontractors, where relevant and all necessary bank forms and legal entity forms.
- A cancellation policy should be clearly outlined.

The contract is scheduled to commence on **1 January 2010**.

7 Detailed requirements

7.1 Description of the tasks

The list of services listed below is indicative. Each event may require one or more of the services listed. Exceptionally and in specific cases, an additional part of a service may be requested and negotiated.

ENISA remains the owner of data collected, including any and all personal data related to an event and the successful tendered transfers to ENISA in electronic format all data collected at the organisation of a conference at the end of each event. Data is treated by the successful tenderer as confidential and personal data is treated in line with the requirements of Directive 95/46/EC as transposed to the respective Member State of establishment of the successful tenderer.

All communications between ENISA and the successful tenderer will be carried out in writing using email for example.

7.2 Events organisation staff

High level of professionalism and “client-orientation” is expected by the contractor’s staff servicing ENISA. The staff designated as contact persons with ENISA shall have a good working knowledge of English, while some knowledge of other EU languages would be appreciated. A good knowledge of the geographical areas in which ENISA is mainly operating (like for example, Brussels, Berlin, London) would also be very useful. ENISA expects that dedicated staff will be made available to the ENISA account, as appropriate.

7.3 Accommodation

The successful tenderer will have to carry out the following tasks:

- Identify suitable quality hotels (five, four or three stars, single/double/doubles used as single rooms, including breakfast) in close proximity to the venue.
- The same quality level and a similar location should be provided for all invitees and as many rooms as possible should be booked in a minimum number of hotels.
- Negotiation of the best company prices, complimentary rooms, penalties and no show policies.
- Flexibility is requested with regard to deadlines for last minute changes.
- Reservation of hotel rooms (both for participants paid for by ENISA or otherwise. Hotel rooms have to be guaranteed (no overbooking should be considered).
- Negotiate a deposit with the hotel and in coordination with ENISA as appropriate.
- Draft and send participants’ list as required by ENISA.
- Handle early arrivals and late departures as necessary. Inform guests and ENISA as appropriate on changes regarding their bookings. Inform the hotel on changes regarding ENISA and guests’ bookings as appropriate.
- Confirm billed services against ordered ones and confirm to ENISA prior to invoicing.
- As a rule, ENISA offers participants single room accommodation. Double rooms will be organised only upon request for accompanying persons, and the additional cost will be at the participant’s expense as appropriate. Offering a shared room to two invitees is not an acceptable practice by ENISA.
- If the venue is a hotel, ENISA staff may have to be accommodated therein.

7.4 Catering

There may be one or more catering-related services required such as:

- Lunch/dinner and official dinner arrangements as appropriate

- Coffee breaks
 - Refreshments, coffee and tea breaks up to 4 per day and 2 per each half day
 - Water for all participants for duration of event

The successful tenderer shall present ENISA with the various options (menus, venues and budgets). Special eating meal requirements will have to be accommodated.

Seating order and place names must be organised for official dinners.

7.5 Conference material

The following services are expected to be provided:

- Compile information packs and conference kits using documents supplied by ENISA. The successful tenderer may be required to supply local information such as maps, directions to the venue etc.
- Welcome packs (to be delivered to participants at the hotel upon arrival), including social and local information, tourist info, town map.
- Conference kit (to be delivered to participants upon registration on site), including agenda, list of participants, speakers' papers, notepad & pen, social events programme, practical information. In such case all ENISA related material including promotional material shall be supplied by ENISA or specific arrangements will be made with the supplier beforehand. The supplier may be required to supply local information such as maps, directions to the venue etc.
- Name badges with lanyards where upon at least the following information appears: ENISA logo, event information, participant's name, company, country.
- It must be possible to produce professional grade badges before the event; however there should be printing capability on the spot during the event.
- Scanning equipment for business cards.
- A dispatch service to send remaining material and equipment back to ENISA.

7.6 Contacts with participants

The successful tenderer may be required to maintain contact as necessary with the participants, as it might be agreed beforehand. If so, the following requirements should be met:

7.7 Correspondence

Official documents (invitation letter, agenda, and list of participants) will have to bear the ENISA logo. All official communication to be sent to participants must be previously approved by ENISA. Communication is usually carried out in English, but other official EU Languages may be used.

7.8 Registration

The registration form should be available both in print and in electronic form available through the web. The form should be clear, user friendly and contain all information needed. Confirmation of registration should be sent to each participant. Registration formatting must be agreed upon with

ENISA. Special mentioning of the legal framework of collecting and processing personal data should be clearly stated on the form. It should indicate that submitting personal information is voluntary and processing of personal data shall be treated in accordance with Regulation (EC) 45/2001 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data.

7.9 On-line evaluation tool

An on-line event evaluation tool should be available through the web. The form should be clear, user friendly and contain all information needed by the participants to evaluate the event. Confirmation of submitted evaluations should be sent to each participant. Evaluation forms must be agreed upon with ENISA.

7.10 Practical information

The successful tenderer may be required to provide information such as:

- A diagram/map showing how to get to the venue.
- Full hotel details (name, address, fax, tel. numbers, possibly a link to their website)
- Clear indication of hotel rates for self funding guests, check in and checkout time
- Opening time for registration desk
- Airport arrival and instructions for pick up or, alternatively, public transport
- Language of the city, currency and exchange facilities, banking, tipping
- Facilities for persons with disabilities
- Electrical plug type, climate, clothing (as appropriate)
- Maps of hotels and venue
- Confirmation and follow-up

It is expected that pursuant to an invitation and registration, acknowledgement of registration (by e-mail or fax) will be done within two days. A 'Welcome' letter and information package should be available four to six weeks before the event. Practical arrangements should be communicated five days prior to the event.

7.11 Database of participants

The successful tenderer may be asked to carry out the management of a participants' database on behalf of ENISA on the basis of instructions given by ENISA and containing such indicative items as the ones mentioned below:

- Receipt of registrations and data entry
- Day-to-day management and updating of the list of participants (logistics list)
- Production of regularly updated lists of participants (for internal use)
- Production of the final list of participants (to be distributed – please see below)
- Participants list for local administration and printouts.
- Registration statistics and overviews

7.12 Transcription of proceedings

On request, the transcription of speeches or discussion shall be produced, in which case a policy will describe the conditions to transcribe, and transfer transcripts to ENISA.

7.13 Interpretation

Interpretation services that may be requested on a case by case basis, in which case a policy will describe the conditions to deliver the service to ENISA.

7.14 Protocol matters

Special arrangements might be required for events involving high level attendance. In such case specific instructions will be issued by ENISA. Requirements in this case may include the following:

- Special decoration, such as flowers
- Flags laid out according to the EU protocol
- Interpretation, as necessary including beyond the official languages of the event
- Seating arrangements at the conference
- Seating arrangements at social events
- On-site security services as appropriate and requested.

7.15 On site secretariat liaising

In general all ENISA events foresee ENISA secretariat services on site. However liaison services may be necessary as agreed to ensure the technical and organisational integrity of the venue and its equipment as appropriate.

7.16 Technical assistance

Technical assistance and support will be available along with any technical equipment for audiovisual equipment (microphones, recording device, beamer etc.), Interpretation, Information and Technology (IT), and communications equipment, including data networks.

7.17 Travel arrangements

In many of the meetings, ENISA pays the expenses of some or all participants, including tickets. Such payment may be made directly by ENISA to the contractor or it may take the form of reimbursing an expert who has paid directly. Under this service, the tenderer is not asked to bid for tickets as such but for the cost of organising the logistics of travel arrangements for the participants as follows:

- Organising travel to the ENISA event, including organisation of pre-paid travel tickets (visas might have to be issued in some rare cases).
- Liaison with airlines/travel agencies
- Organisation of pre-paid flight tickets at the best price terms

- Class (economy); business class only as agreed with ENISA
- In case of travel by railway, preferably first class tickets
- On site shuttle transportation services (airport to and from venue and hotel)

7.18 Local data networks

Local IT equipment may be necessary and the successful tenderer should be in the position to make such arrangements for ENISA.

8 Case studies

Prospective tenderers are hereby requested to provide price quotes for the following 2 scenarios using the **Financial Offer form Annex IV (b)**:

8.1 Scenario No 1

ENISA organises a 1 day workshop for 50 participants in London. Two participants are distinguished participants and travel arrangements are expected. In total six ENISA staff members participate, including one secretary. *(For the purposes of costing this scenario, the actual travel itinerary and costs are not required to be presented, just accommodation)*. This workshop is free of charge for participants.

The following services are required:

- I. Booking the venue at a 4 star hotel at a central location with full services including a plenary room and 3 break-out rooms.
- II. Making local arrangements for participants and releasing database or list to ENISA
- III. Organisation of conference material i.e. program printing, handouts, promotion material etc.
- IV. Organisation of catering
- V. Interpretation services
- VI. Organisation of registration and event evaluation
- VII. Organisation of transport to and from the airport for invited speakers and key ENISA staff
- VIII. Making arrangements for the return of ENISA material back to the ENISA Seat after the event.

Please provide your offer, describing in detail how you will provide all services requested and presenting your prices (using the Financial Offer form Annex IV (b)) after any commercial discounts that apply, while keeping your own fees separate. Any discounts you may wish to provide **must be incorporated into your costs** and not given as a separate figure.

8.2 Scenario No 2

ENISA plans a series of 4 workshops that last 2 days each, to be held every other month from March through to September on dates that ENISA will define. To each workshop there will be 20 - 30 invited participants. The location of the workshops will be agreed upon with ENISA; however, for the purposes of this tender, the scenario shall be based on the following cities; Athens, Berlin, Brussels and Warsaw. Five participants in each workshop are distinguished participants that expect travel arrangements. In total 5 ENISA staff members participate in each workshop, including one secretary. *(For the purposes of costing this scenario, the actual travel itinerary and*

costs are not required to be presented, just accommodation). The workshops are free of charge for participants.

The following services are required:

- I. Booking the venue at a 4 star hotel in a central location, including a plenary room and 3 break-out rooms, in each of the cities mentioned above (please name the hotels). Accessibility is a key factor.
- II. Organisation of venue equipment as complete as possible
- III. Organisation of catering
- IV. Interpretation services
- V. Organisation of registration
- VI. Organisation of transport to and from the airport for invited speakers and key ENISA staff
- VII. Practical local information for each of the cities.
- VIII. Hotel accommodation booking preferably at the venue.

Please provide your offer, describing in detail how you will provide all services requested and presenting your prices (using the Financial Offer form Annex IV (b)) after any commercial discounts that apply, while keeping your own fees separate. Any discounts you may wish to provide **must be incorporated into your costs** and not given as a separate figure.

8.3 Additional information for completing your proposal:

Please take into account the following services required when completing your financial offer specifically and associated technical proposal. Some of the services below are not represented in the Financial Offer form – in this case please provide your indicative pricing and an indication of the actual cost for third party suppliers as part of the technical offer.

- Booking venue
- Arranging catering
- Arranging accommodation
- Preparing conference material
- Administering participants
- Arranging registration
- Arranging surveys
- Local arrangements
- Database of participants
- Interpretation (cost per person per day)
- Transcription (cost per person per day)
- Security guards (cost per person per day)
- Secretariat liaison (cost per person per day)
- Technical assistance
- Travel arrangements' fee
- Technical equipment fee
- Data networks fee

9 Organisational aspects

9.1 Request for Services

For each event to be organised ENISA will issue a detailed 'request for services'. Within no more than 5 calendar days the successful tenderer should submit a quotation for all services including prices.

An overview of a work plan should be submitted by the successful tenderer alongside the quotation. This work plan should present the expected activities, staff requirements, priorities and time needed to carry out each activity.

For very small events with a quotation below 10 000 Euros the requirement to submit a work plan may be waived.

9.2 Identification of suppliers

Whenever contractors are used and invoicing cannot take place directly through the successful bidder, contact details of all subcontractors, such as technicians, caterers, audiovisual suppliers and transport services for material and equipment and/or persons where relevant and all necessary bank forms and legal entity forms must be supplied to ENISA by the successful bidder.

9.3 Financial Arrangements/Payments

The contractor shall issue one separate invoice per event organised for all corresponding services rendered, as listed in Article 7 above, after the occurrence of the event. Each invoice must be accompanied by a report providing details for:

- Amounts paid to suppliers
- Any applicable discounts by third party supplier to the tenderer, as appropriate
- Any additional fees and charges etc.
- Amounts composing the successful Tenderer's fees per service type, as listed in Section 7 above.

ENISA shall approve or reject the report and invoice within (20) twenty days from receipt of the documents by ENISA. Payment will be made within (30) thirty days from the date of approval of the report and the invoice.

Ability to issue pro-forma Invoices and electronic Invoices would be desirable. If considered necessary, the contractor may be asked to issue separate invoices for different Departments of ENISA, recipients of services.

No Invoice will be accepted after (6) six months from the day of the service rendered.

Pursuant to the provisions of Articles 3 and 4 of the Protocol on the Privileges and Immunities of the European Communities, ENISA is exempted from all taxes and duties, including Value Added Tax (VAT).

9.4 Meeting expenses

The successful tenderer may be requested to attend a small number of coordination meetings at the premises of ENISA (1 to 3 meetings at the start of services and 1 to 2 per year thereafter.). If tenderer requests so, these meetings can be reimbursed separately by ENISA for one operative of the tenderer on the basis of return airfare (economy), accommodation (up to 140 Euros per day for maximum two overnight stays depending on meeting and travel schedule) and subsistence at a rate of 50 Euros per day for a maximum of 3 days. Alternatively, meetings may be organised with the use of available technology (e.g. tele/video conference facilities), if necessary, in which case no reimbursement of fees (conference fees, equipment cost, telecommunication expenses) will occur.

*The following articles 10 to 19 are relevant to **both Lots 1 and 2***

10 CONTENT AND PRESENTATION OF THE TECHNICAL OFFER

The Tenderer shall enclose with their **Technical Offer** for Lot 1 and/or Lot 2, all documents and information that will enable its offer to be assessed in terms of quality and of compliance with the Technical Specifications.

An Offer shall include a detailed description of the operational means and procedures to be implemented to perform the Contract, supported where appropriate by related documents.

11 CONTENT AND PRESENTATION OF THE FINANCIAL OFFER

The Financial offer for either or both Lots must be drawn up using the **Financial Offer form (see Annex IV (a) and (b))**. In order to be valid, it must be duly filled in, dated, stamped, and signed by the authorized person

Please take special care to enter data in all boxes as described. Failure to provide a fully completed form may result in your offer being declared invalid and not being further evaluated.

ENISA is exempt from all duties, taxes and other charges, including VAT. For this reason all prices quoted in the Financial Proposal should be free of VAT and other taxes or duties.

Prices must be quoted in Euro and include all expenses. The prices quoted must be fixed. They may be revised according to the provisions of the contract (see Draft Framework Contract, in Annex V).

12 ESTIMATED CONTRACT VALUE

LOT 1: Provision of travel agency services:

The annual contract value without this being binding for ENISA is estimated to be three hundred and fifty thousand (350 000) Euros annually and in any case strictly limited to a value of one million four hundred thousand (1,400 000) Euros over a maximum possible period of 4 years.

LOT 2: Provision of event support services:

The annual contract value without this being binding for ENISA is estimated to be four hundred and twenty thousand (420 000) Euros annually and in any case strictly limited to a value of one million six hundred and eighty thousand (1,680 000) Euros over a maximum possible period of 4 years.

13 PRICE

Prices submitted in response to this Call for Tenders must be inclusive of all costs involved in the performance of the contract. Prices shall be submitted only in Euro and **VAT excluded**.

14 PRICE REVISION

Prices submitted in response to this Tender shall be fixed and not subject to revision for the first year of performance of the Contract. Prices may be revised after one year.

From the beginning of the second year of performance of the Contract, prices may be revised upwards or downwards each year, where such revision is requested by one of the contracting parties by notice served no later than three months before the anniversary of the date on which the Contract became effective. Orders shall be concluded on the basis of the prices in force on the date on which the appointments are made. Such prices shall not be subject to revision.

This revision shall be determined by the trend in the Consumer Price Index (CPI) covering Greece, where the services are to be performed.

Revision shall be calculated in accordance with the following formula:

$$Ar = Ao \frac{Ir}{Io}$$

where

- Ar = revised total amount;
- Ao = total amount in the original tender;
- Io = index for the month in which the validity of the tender expires;
- Ir = index for the month corresponding to the date of receipt of the letter requesting a revision of prices.

15 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.

16 PERIOD OF VALIDITY OF THE TENDER

Tenderers must enclose a confirmation that the prices given are valid for (90) ninety days from the date of submission of the tender.

17 PROTOCOL ON THE PRIVILEGES AND IMMUNITIES OF THE EUROPEAN COMMUNITIES

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

18 PAYMENT ARRANGEMENTS

Payments under the Contract shall be carried out subject to prior approval of the report accompanying the invoices, listing the services rendered, within 20 days after the report is submitted. The payment will be made within (30) thirty days from the date of approval of the report and the invoice. In order to be eligible, an invoice has to comply with the requirements mentioned in Article 4 (for Lot 1) or Article 9.3 (for Lot 2).

19 CONTRACTUAL DETAILS

A Framework Service Contract will be proposed for each Lot to the successful candidate(s). Selection of a candidate and / or signature of the Framework Service Contract imposes no obligation on ENISA to order services.

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

The tender will conclude, valid as of the date of signature, with a one-year Framework Service contract, tacitly renewable on a yearly basis for a maximum of four years, not exceeding in any case the legal duration of the Agency, presently 13/03/2012. The services to be provided will be ordered on each occasion **via written order** sent to the contractor either by email or by fax. The 'order form' will be in the form of an email confirmation for Lot 1 while for Lot 2 a purchase order shall be used.

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 into account the provisions of the draft Framework Service contract annexed to this call for tenders (See draft contract, in Annex V).

PART 3 ADMINISTRATIVE DETAILS

1. FORMAL REQUIREMENTS

1.1 Address and deadline for submission of the Tender:

You are invited to tender for this project and requested to submit your tender no later than **08/09/2009** either by:

- a) **Registered post or express courier**. In this case the post office stamp/or courier company printed delivery slip and stamp will constitute proof of compliance with the deadline given above:

or

- b) **Hand-delivery** (direct or through any authorised representative of the Tenderer) by 17.00 hours on **8th September 2009** at the latest to the address shown below (please, be informed that only delivery during working hours 09:00-17:00 hrs, is accepted). In the case of hand-delivery, in order to establish proof of the date of deposit, the depositor will receive from an official at the below-mentioned address, a receipt which will be signed by both parties, dated and time stamped.

Please note that in this case it is the date and time actually received at the ENISA premises that will count.

The offer must be sent to one of the following addresses:

Postal Address		Express Courier & Hand Delivery
European Network and Information Security Agency (ENISA) For the attention of The Procurement Officer PO Box 1309 71001 Heraklion Greece	or	European Network and Information Security Agency (ENISA) For the attention of The Procurement Officer Science and Technology Park of Crete (ITE) Vassilika Vouton 700 13 Heraklion Greece

Please note that late delivery will lead to exclusion from the award procedure for this Contract.

1.2 Presentation of the Offer and Packaging

The offer (consisting of one original and two copies) should be enclosed using the double envelope system, both of which should be sealed. If self-adhesive envelopes are used, they

should be further sealed with adhesive tape, upon which the Tenderer's signature must appear.

The **outer envelope**, in addition to the above-mentioned ENISA address, should be marked as follows:

OPEN CALL FOR TENDER NO. ENISA P/14/09/AGA
“Provision of travel agency & events organisation services”
NOT TO BE OPENED BY THE MESSENGER/COURIER SERVICE
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 16th SEPT 2009
TENDERED BY THE FIRM: <PLEASE INSERT NAME OF THE TENDERER/COMPANY>

The **inner envelope** should be marked as follows:

OPEN CALL FOR TENDER NO. ENISA P/14/09/AGA
“ Provision of travel agency & events organisation services ”
NOT TO BE OPENED BY THE OPENING COMMITTEE BEFORE 16th SEPT 2009
TENDERED BY THE FIRM: <PLEASE INSERT NAME OF THE TENDERER/COMPANY>

1.3 Identification of the Tenderer

Tenderers are required to complete the **Legal Entity Form (Annex I)** which must be signed by a representative of the Tenderer authorised to sign contracts with third parties. There is one form for 'individuals', one for 'private entities' and one for 'public entities'. A standard form is provided for each category - please choose whichever is applicable. In addition to the above, a **Financial Identification Form** must be filled in and signed by an authorised representative of the Tenderer and his/her bank (or a copy of the bank account statement instead of bank's signature). A specimen form is provided in **Annex II**. Finally a **Declaration by Authorised Representative (Annex VI)** must also be completed for internal administrative purposes.

The **Legal Entity Form** must be supported by the following documents relating to each Tenderer in order to show its name, address and official registration number:

a) For private entities:

1. A legible copy of the instrument of incorporation or constitution, and a copy of the statutes, if they are contained in a separate instrument, or a copy of the notices of such constitution or incorporation published in the national or other official journal, if the legislation which applies to the Tenderer requires such publication.

2. If the instruments mentioned in the above paragraph have been amended, a legible copy of the most recent amendment to the instruments mentioned in the previous indent, including that involving any transfer of the registered office of the legal entity, or a copy of the notice published in the relevant national or other official journal of such amendment, if the legislation which applies to the Tenderer requires such publication.
3. If the instruments mentioned in the first paragraph have not been amended since incorporation and the Tenderer's registered office has not been transferred since then, a written confirmation, signed by an authorised representative of the Tenderer, that there has been no such amendment or transfer.
4. 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.
5. If the above documents do not show the registration number, a proof of registration, as prescribed in their country of establishment, on one of the professional or trade registers or any other official document showing the registration number.
6. If the above documents do not show the VAT number, a copy of the VAT registration document, where applicable.

b) For Individuals:

7. A legible copy of their identity card or passport.
8. Where applicable, a proof of registration, as prescribed in their country of establishment, on one of the professional or trade registers or any other official document showing the registration number.
9. If the above documents do not show the VAT number, a copy of the VAT registration document, where applicable.

c) For Public Entities:

10. A copy of the resolution decree, law, or decision establishing the entity in question or failing that, any other official document attesting to the establishment of the entity.

All tenderers must provide their Legal Entity Form (Annex I) as well as the evidence mentioned above.

In case of a joint bid, only the co-ordinator must return the Financial Identification form (Annex II).

The Tenderer must be clearly identified, and where the Tender is submitted by an organisation, a company the following administrative information and documents must be provided (see administrative identification form attached as Annex I:

Full name of organisation/company, copy of legal status, registration number, address, person to contact, person authorised to sign on behalf of the organisation (copy of the official mandate must be produced), telephone number, facsimile number, VAT number, banking details: bank name, account name and number, branch address, sort code, IBAN and SWIFT

address of bank: a bank identification form must be filled in and signed by an authorised representative of each Tenderer and his banker.

Tenders must be submitted individually. If two or more applicants submit a joint bid, one must be designated as the lead Contractor and agent responsible.

1.4 Signatures of the Tender

Both the technical and the financial offer must be signed by the Tenderer's authorised representative or representatives (preferably in blue ink).

1.5 Total fixed price

A total fixed price expressed in Euro must be included in the Tender. The contract prices shall be firm and not subject to revision.

1.6 Language

Offers shall be submitted in one of the official languages of the European Union (preferably in English).

1.7 Opening of the Tenders

The opening of received tenders will take place on **16th September 2009 at 10:00am** at ENISA Building, Science and Technology Park of Crete, GR - 70013 Heraklion, Greece.

2. GROUNDS FOR EXCLUSION OF TENDERERS

2.1 Reasons for Exclusion

Pursuant to Article 29 of Council Directive 92/50/EC relating to Public Service Contracts and to Article 93 of the Financial Regulation, ENISA will exclude Tenderers from participation in the procurement procedure if:

They are bankrupt or being wound up, are having their affairs administered by the courts, have entered into an arrangement with creditors, have suspended business activities, are the subject of proceedings concerning those matters, or

Are in any analogous situation arising from a similar procedure provided for in national legislation or regulations;

They have been convicted of an offence concerning their professional conduct by a judgement which has the force of res judicata;

They have been guilty of grave professional misconduct proven by any means which the contracting authority can justify;

They have not fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which they are established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

- a. They have been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- b. Following another procurement procedure or grant award procedure financed by the Community budget, they have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Tenderers must certify that they are not in one of the situations listed in sub-article 2.1 (see Annex III: Exclusion criteria and non-conflict of interest form). If the tender is proposed by a consortium this form must be submitted by each partner.

2.2 Other reasons for not awarding the Contract

Contracts may not be awarded to Candidates or Tenderers who, during the procurement procedure:

- a. Are subject to a conflict of interest;
- b. Are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information;
- c. Any attempt by a Tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or ENISA during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his offer and may result in administrative penalties.

See last paragraph point 2.1.

2.3 Confidentiality and Public Access to Documents

In the general implementation of its activities and for the processing of tendering procedures in particular, ENISA observes the following EU regulations:

- Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the protection of individuals with regard to the processing of personal data and on the free movement of such data;
- Regulation (EC) No. 45/2001 of the European Parliament and of the Council of 18 December 2000 on the protection of individuals with regard to the processing of personal data by the Community institutions and bodies and on the free movement of such data;
- Regulation (EC) No. 1049/2001 of the European Parliament and of the Council of 30 May 2001 regarding public access to European Parliament, Council and Commission documents.

3. SELECTION CRITERIA

The following criteria will be used to select the Tenderers. If the Tender is proposed by a consortium these criteria must be fulfilled by each partner.

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

3.1 Professional Information

The Tenderer must provide evidence of enrolment (declaration or certificates) in one of the professional or trade registers, in country of establishment.

3.2 Financial and Economic Capacity

Proof of financial and economic standing may be furnished by one or more of the following references:

- Annual accounts, balance sheet or extracts there from where publication of the balance sheet is required under company law in the country of establishment;
- Statement of the undertaking's overall turnover and its turnover in respect of the services to which the contract relates for the previous three financial years.
- 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 framework contract.

If, for any valid reason, the service provider is unable to provide the references requested by the contracting authority, he may prove his economic and financial standing by any other document which the contracting authority considers appropriate.

3.3 Technical Capacity

The proof provided of the relevant background and technical capacity of the Tenderer shall cover the following aspects:

LOT 1 – travel agency services

- a) Report presenting the company and describing its activities
- b) Good working knowledge of English (knowledge of other EU languages would be an advantage);
- c) Tenderer should provide a list of references (minimum 5, public or private) and the main services provided over the last three years for similar contracts including their relevant contact details.
- d) Tenderer must provide proof that they are in possession of a valid IATA Licence.

- e) Tenderer must provide CVs of the personnel designated (including back-ups) to carry out these services.
- f) Tenderer should provide a detailed description of the logistical infrastructure and equipment including software available to provide these services.
- g) Management capability (including, but not limited to, project management in a European context and quality assurance).

LOT 2 – Events organisation services

- a) Report presenting the company and describing its activities
- b) Good working knowledge of English (knowledge of other EU languages would be an advantage)
- c) Tenderer should provide proof of ability to supply a venue with a capacity of up to 100 persons (u-shaped) accredited to internationally star rating hotel, and/or conference venue with air conditioning, greater than and including 3 stars, in close proximity to public transport in the following city centre locations in all 27 EU Member States and candidate countries, namely: Amsterdam, Athens, Berlin, Bratislava, Brussels, Bucharest, Budapest, Copenhagen, Dublin, Helsinki, Lisbon, Ljubljana, London, Luxembourg, Madrid, Nicosia, Paris, Prague, Riga, Rome, Sofia, Stockholm, Tallinn, Valetta, Vienna, Vilnius, Warsaw.
- d) Proof of ability to provide appropriate technical equipment: telephone lines, fax, email facilities, and internet and wireless connections;
- e) Tenderer must provide CVs of the personnel designated (including back-ups) to carry out these services;
- f) Tenderer should provide a list of references (minimum 5, public or private) and the main services provided over the last three years for similar contracts including their relevant contact details.
- g) Management capability (including, but not limited to, project management in a European context and quality assurance).

4. AWARD CRITERIA

4.1 Quality of the Offer

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

4.1.1 LOT 1: Provision of travel agency services:

No	Qualitative award criteria – Lot 1		Weighting (max. points)
1.	Infrastructure and internal organisation of the Travel Agency	How and which infrastructures and resources (including reservation system) will be used in order to service the needs of ENISA, how the staff will be organised in order to guarantee efficiency towards the needs of ENISA, in response to the requirements listed in Part 2: Section 2	30
2.	Compliance with the requested services	Compliance of the offered services with the requirements set out in Part 2: Articles 2.1 to 3.6 of the Technical Description, which are the required services to be rendered by the contractor.	30
3.	Quality and appropriateness of proposal for selected itineraries	Appropriateness of the proposed itineraries (see Part 2: Art. 5.1 (c)) and quality in relation to detail, timing and companies proposed.	40
Total Qualitative Points (QP)			100

4.1.2 LOT 2: Provision of event support services:

No	Qualitative award criteria – Lot 2		Weighting (max. points)
1.	Infrastructure and internal organisation of the tenderer	How and which infrastructures and resources will be used in order to service the needs of ENISA, how the staff will be organised in order to guarantee efficiency towards the needs of ENISA, in response to the requirements listed in Part 2: Sections 6 & 7	30
2.	Compliance with the requested services	Compliance of the offered services with the requirements set out in Part 2: Articles 6.1 to 7.18 of the Technical Description, which are the required services to be rendered by the contractor.	30
3.	Quality and appropriateness of technical proposal for selected scenarios	Appropriateness of the proposed scenarios and quality in relation to detail, scheduling and companies proposed.	40
Total Qualitative Points (QP)			100

Minimum attainment per criterion

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

Minimum attainment overall

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

The sum of all criteria gives a total of 100 points. The respective weighting between the different awards criteria depends on the nature of the services required and is consequently closely related to the terms of reference. The award criteria are thus quantified parameters that the offer should comply with. The **qualitative award criteria** points will be weighted at **40%** in relation to the price.

4.2 Price of the Offer

Tenderers must provide prices (in Euro) in **each** blank box as shown in Annex IV(a) and/or (b) – Financial Offer form – failure to provide a price in each box may lead to exclusion of your offer.

4.2.1 for LOT 1:

The total bid price 'P_B' will be calculated as being

$$P_B = [(P_C / P_T \times 70) + (\%_H / \%_D \times 30)]$$

where:

- P_B = Total bid price
- P_T = Total weighted price - transaction fees - your offer
- P_C = Cheapest Total weighted price received - transaction fees (of all candidates)
- %_H = Accommodation discount given off the 'rack rate' - your offer
- %_D = Cheapest accommodation discount given off rack rate (of all candidates)

4.2.2 for LOT 2:

The total bid price 'P_B' will be calculated as being

$$P_B = [(P_C / (P_E + P_V + P_X + P_Y + P_Z) \times 80) + (\%_H / \%_D \times 20)]$$

where:

- P_B = Total bid price
- P_C = Cheapest total weighted price received (of all candidates)
- P_E = Total bid price – scenario 1 - London
- P_V = Total bid price – Scenario 2 - Athens
- P_X = Total bid price - Scenario 2 - Berlin
- P_Y = Total bid price - Scenario 2 - Brussels
- P_Z = Total bid price - Scenario 2 - Warsaw
- %_H = Accommodation discount given off the 'rack rate' - your offer
- %_D = Cheapest accommodation discount given off rack rate (of all candidates)

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

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

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

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

Where;

PP = Weighted price points

PC = Cheapest price received

PB = Bid price being evaluated (*as per the formulas shown above in 4.2.1 and 4.2.2*)

5. AWARD OF THE CONTRACT

The contract will be awarded to the offer which is the most cost effective (offers the best value for money) which obtains the highest number of points after the final evaluation on the basis of the ratio between the **quality criteria (40%) and the price (60%)**. The following formula will be used:

$$TWP = (QP \times 0.4) + (PP \times 0.6)$$

Where;

QP = Qualitative points

PP = Weighted price points

TWP = Total weighted points score

6. PAYMENT AND STANDARD CONTRACT

Payments under the Service Contract shall be made in accordance with article I.5 of the Special Conditions and article II.4.3 of the General Conditions (see Annex V)

In drawing up their bid, the Tenderer should take into account the provisions of the standard contract which include the "General terms and conditions applicable to contracts"

7. VALIDITY

Period of validity of the Tender: 90 days from the closing date given above. The successful Tenderer must maintain its Offer for a further 220 days from the notification of the award.

8. LOTS

This Tender is divided into two (2) Lots:

LOT 1: Provision of travel agency services

LOT 2: Provision of event support services

9. ADDITIONAL PROVISIONS

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

10. NO OBLIGATION TO AWARD THE CONTRACT

Initiation of a tendering procedure imposes no obligation on ENISA to award the contract(s). Should the invitation to tender cover several items or lots, ENISA reserves the right to award a contract for only some of them. ENISA shall not be liable for any compensation with respect to Tenderers who's Tenders have not been accepted. Nor shall it be so liable if it decides not to award the contract.

11. DRAFT CONTRACT

A Framework Service Contract will be proposed to the selected candidate. A draft copy of which is included as Annex V to this tender.

12. SPECIFIC INFORMATION

12.1 Timetable

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

Title: **“Provision of travel agency & events organisation services”**

ENISA P/14/09/AGA

Summary timetable comments

Launch of tender - Contract notice to the Official Journal of the European Union (OJEU)	14 July 2009	Date sent to the OJEU
Deadline for request of information from ENISA	02 September 2009	
Last date on which clarifications are issued by ENISA	04 September 2009	
Deadline for submission of offers	08 September 2009	in case of hand-delivery (17:00 local time. This deadline is fixed for the receipt of the tender in ENISA's premises)
Opening of offers	16 September 2009	At 10:00 CET +1
Date for evaluation of offers	16 September 2009	At 10:30 CET +1
Notification of award to the selected candidate	4 th week of September	Estimated
Contract signature	3 rd week of October	Estimated
Commencement date of activities	01 January 2010 at the latest	Estimated
Completion date of activities	Up to 4 years from commencement date	Estimated

CHECKLIST

WHAT MUST BE INCLUDED IN THE TENDER SUBMISSION:

PLEASE TICK EACH BOX AND RETURN THIS CHECKLIST
TOGETHER WITH YOUR OFFER

1. Technical Offer *For Lot 1 and/or Lot 2*
2. Legal Entity Form¹ *(Annex I) dated and signed*
3. Financial Identification Form² *(Annex II) dated and signed*
4. Declaration on Honour on exclusion criteria *(Annex III) dated and signed*
5. Financial Offer *(Annex IV) dated and signed*
6. Supporting documentation showing previous related experience
as well as financial information and proof of registration
7. Declaration by Authorised Representative *(Annex VI) dated and signed*
8. Consortium form *(Annex VII) dated and signed - if applicable*
9. Sub-Contractors form *(Annex VIII) dated and signed – if applicable*

****The tenderers' attention is drawn to the fact that any total or partial omission of documentation requested may lead the Contracting Authority to exclude the tender from the rest of the procedure.***

¹ If you have provided a Legal Entity form to ENISA within the previous 6 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.

² If you have provided a Financial Identification form to ENISA within the previous 6 months maximum and no details have changed in the meantime, then you may provide a photocopy of this previous form.

ANNEX I

Legal Entity Form

The specific form, for either a;

- c) public entity,
- d) private entity or
- e) individual entity,

is available for download in each of the 22 official languages at the following address: http://ec.europa.eu/budget/execution/legal_entities_en.htm

Please download the appropriate form, complete the details requested and include in your tender offer documentation.

ANNEX II

FINANCIAL IDENTIFICATION FORM

- SPECIMEN FOR THE TENDERER -

(to be completed by the Tenderer and his financial institution)

The Tenderer's attention is drawn to the fact that this document is a specimen, and a specific form in each of the 22 official languages is available for download at the following address:

http://ec.europa.eu/budget/execution/ftiers_en.htm

	FINANCIAL IDENTIFICATION
PRIVACY STATEMENT	http://ec.europa.eu/budget/execution/ftiers_fr.htm
ACCOUNT NAME	
ACCOUNT NAME ⁽¹⁾	<input type="text"/>
	<input type="text"/>
ADDRESS	<input type="text"/>
	<input type="text"/>
TOWN/CITY	<input type="text"/>
POSTCODE	<input type="text"/>
COUNTRY	<input type="text"/>
CONTACT	
CONTACT	<input type="text"/>
TELEPHONE	<input type="text"/>
FAX	<input type="text"/>
E - MAIL	<input type="text"/>
BANK	
BANK NAME	<input type="text"/>
	<input type="text"/>
BRANCH ADDRESS	<input type="text"/>
	<input type="text"/>
TOWN/CITY	<input type="text"/>
POSTCODE	<input type="text"/>
COUNTRY	<input type="text"/>
ACCOUNT NUMBER	<input type="text"/>
IBAN ⁽²⁾	<input type="text"/>
REMARKS:	<input type="text"/>
BANK STAMP + SIGNATURE OF BANK REPRESENTATIVE (Both Obligatory) ⁽³⁾	DATE + SIGNATURE ACCOUNT HOLDER : (Obligatory)
<input type="text"/>	DATE <input type="text"/>
<small>(1) The name or title under which the account has been opened and not the name of the authorized agent (2) If the IBAN Code (International Bank account number) is applied in the country where your bank is situated (3) It is preferable to attach a copy of recent bank statement, in which event the stamp of the bank and the signature of the bank's representative are not required. The signature of the account-holder is obligatory in all cases.</small>	

ANNEX III

DECLARATION OF HONOUR

WITH RESPECT TO THE

EXCLUSION CRITERIA AND ABSENCE OF CONFLICT OF INTEREST

The undersigned: (Please print name)

in his/her own name (if the economic operator is a natural person)

or

representing (if the economic operator is a legal entity)

Official name of the company/organisation:

.....

Official legal form:

Official address in full:

.....

.....

VAT (Tax) registration number:

.....

Declares that the company or organisation that he/she represents:

- (a) is not bankrupt or being wound up, is not having its affairs administered by the courts, has not entered into an arrangement with creditors, has not suspended business activities, is not the subject of proceedings concerning those matters, and is not in any analogous situation arising from a similar procedure provided for in national legislation or regulations;
- (b) has not been convicted of an offence concerning professional conduct by a judgment which has the force of res judicata;
- (c) has not been guilty of grave professional misconduct proven by any means which the contracting authorities can justify;
- (d) has fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with the legal provisions of the country in which it is established or with those of the country of the contracting authority or those of the country where the contract is to be performed;

- (e) has not been the subject of a judgement which has the force of res judicata for fraud, corruption, involvement in a criminal organisation or any other illegal activity detrimental to the Communities' financial interests;
- (f) has not been declared to be in serious breach of contract for failure to comply with his contractual obligations subsequent to another procurement procedure or grant award procedure financed by the Community budget.

In addition, the undersigned declares on his honour:

- (g) that on the date of submission of the tender, the company or organisation he represents and the staff proposed for this tender are not subject to a conflict of interests in the context of this invitation to tender; he undertakes to inform the ENISA Agency without delay of any change in this situation which might occur after the date of submission of the tender;
- (h) that the information provided to the ENISA Agency within the context of this invitation to tender is accurate, truthful and complete.

By signing this form, the undersigned acknowledges that they have been acquainted with the administrative and financial penalties described under art 133 and 134 b of the Implementing Rules (Commission Regulation 2342/2002 of 23/12/02), which may be applied if any of the declarations or information provided prove to be false

.....
Full name

.....
Signature

.....
Date

ANNEX IV (a) - FINANCIAL OFFER form for LOT 1:

ENISA P/14/09/AGA

“LOT 1: Provision of travel agency services”

(page 1 of 2)

1. Transaction Fees

The fees charged by the tenderer for the services listed must be expressed as a **fixed figure in Euro**.
The cost should be given to two decimal places i.e. € 9.53

No	Transaction type	Unit price in Euro (a)	Weighting Coefficient (b)	Average Weighted price (a x b)/100
1	Issuing ticket for maximum 6 segments in Europe for return journey (including initial planning of itinerary)		30	
2	Issuing ticket for maximum 6 segments outside Europe for return journey. (including initial planning of itinerary)		3	
3	Issuing ticket for 7 or more segments in Europe for return journey (including initial planning of itinerary)		8	
4	Issuing ticket for 7 or more segments outside Europe for return journey. (including initial planning of itinerary)		3	
5	Itinerary request for Mission planning purposes		4	
6	Changing a ticket which has already been issued		5	
7	Cancelling a ticket which has already been issued		3	
8	Making a hotel reservation in connection with a transport reservation		30	
9	Making a hotel reservation only		4	
10	Changing a hotel reservation		3	
11	Cancelling a hotel reservation		3	
12	Issuing train, bus or ferry ticket		3	
13	Making a reservation for a hire car		1	
		TOTAL	100	P _T

It is preferred that you **electronically complete this form**.

For the purpose of assessing the financial value of the tender, the total cost of the transaction fees will be calculated according to the following method:

- Establishment of the average unit cost of a transaction by applying a weighting coefficient to each transaction (this coefficient is indicated in the transaction fees table above);

Financial Offer form for LOT 1 continues on next page.....

ANNEX IV (a) - FINANCIAL OFFER form for LOT 1 (page 2 of 2)

2. Hotel accommodation (*Rack Rate* versus discount given)

CITY	Maximum amount allowed to be paid	Name of hotel	3, 4 or 5 Star - please specify	Accommodation single occupancy rate without breakfast						total VAT for 3 days	Other local taxes (if any)	TOTAL including all taxes (in Euro)
				Wednesday 16th Sept 2009		Thursday 17th Sept 2009		Friday 18th Sept 2009				
				prices given below shall exclude VAT								
				Rack Rate	price offer	Rack Rate	price offer	Rack Rate	price offer			
Amsterdam	€170,00										€	
Athens	€140,00										€	
Berlin	€115,00										€	
Brussels	€140,00										€	
Budapest	€150,00										€	
Dublin	€150,00										€	
Helsinki	€140,00										€	
Lisbon	€120,00										€	
London	€175,00										€	
Luxembourg	€145,00										€	
Madrid	€125,00										€	
Prague	€155,00										€	
Rome	€135,00										€	
Stockholm	€160,00										€	
Vienna	€130,00										€	
Vilnius	€115,00										€	
Warsaw	€145,00										€	
TOTALS											€	
<i>DO NOT COMPLETE BELOW THIS LINE - FOR ENISA USE ONLY</i>												
Average % difference				%	%	%						
Total percentage difference												% P _H

Please provide real market pricing for the specific dates mentioned.

** It is preferred that you **electronically complete this form**

Print name: (of the Tenderer or authorised representative)	Signature:	Date:
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ANNEX IV (b) - FINANCIAL OFFER form for LOT 2:

ENISA P/14/09/AGA

“LOT 2: Provision of events organisation services”

(Page 1 of 4)

Please read the detailed requirements provided in **Part 2 Article 8.1 and 8.2** of this tender document in order to correctly fill out the following pricing forms for both ‘Scenarios’. (*Any technical descriptions of the services offered should be provided as part of your ‘technical proposal’ and NOT on this Financial Offer form.*)

N.B: You must provide input for each blank box.

1. Scenario 1: One day workshop for 50 participants in London

		London		
		QUANTITY required (in units)	Cost per Unit	Total Cost
		ALL PRICES IN EURO		
1	MEETING ROOM:			
	Plenary Room (main meeting room) for 1 day			
	Breakout Rooms (small meeting rooms) x 3 for 1 day			
	Your fees			
	Subtotal: Room Rental			
	VAT at ____%			
	Subtotal including VAT			
2	VENUE EQUIPMENT & SUPPORT			
	Technical equipment and support			
	Conference material			
	Interpretation Services (for one full day)			
	Your fees			
	Subtotal: Room Rental			
	VAT at ____%			
	Subtotal including VAT			
3	CATERING:			
	Coffee/Tea breaks: x 3			
	Water/soft drinks (still and sparkling) for duration of event			
	Seated Lunch: 3 course plus tea and coffee			
	Your fees			
	Subtotal: Catering			
	VAT at ____%			
	Subtotal including VAT			

** It is preferred that you **electronically complete this form**

Financial Offer form for LOT 2 continues on next page.....

ANNEX IV (b) - FINANCIAL OFFER form for LOT 2: (continued - page 2 of 4)

4	ACCOMODATION:		
	Hotel room: single, 4 star, for 8 people for 1 night (without breakfast)		
	Your fees		
	Subtotal: Accommodation		
	VAT at ____%		
	Subtotal including VAT		
5	TRANSPORTATION:		
	between airport & hotel (for distinguished participants)		
	between hotel & venue (for distinguished participants)		
	Your fees		
	Subtotal: Transport		
	VAT at ____%		
	Subtotal including VAT		
DO NOT COMPLETE BELOW THIS LINE - FOR ENISA USE ONLY			
	Total including VAT	€	
	GRAND TOTAL	€	P _€

2. Scenario 2: TWO DAY Workshop for 20 - 30 participants in 4 separate cities

	QUANTITY required (in units)	Athens		Berlin		Brussels		Warsaw	
		Cost per Unit	Total Cost						
ALL PRICES IN EURO									
1	MEETING ROOM:								
	Plenary Room (2 days)								
	Breakout Rooms x 3 (2 days)								
	Your fees								
	Subtotal: Room Rental								
	VAT at ____%								
	Subtotal including VAT								
2	VENUE EQUIPMENT & SUPPORT								
	Technical equipment and support								
	Interpretation (French, for 2 full days)								
	Your fees								
	Subtotal: Room Rental								
	VAT at ____%								
	Subtotal including VAT								

**** It is preferred that you electronically complete this form**

Financial Offer form for LOT 2 continues on next page.....

ANNEX IV (b) - FINANCIAL OFFER form for LOT 2: (continued - page 3 of 4)

		Athens	Berlin	Brussels	Warsaw
3	CATERING:				
	Coffee/Tea breaks: x 6 over 2 days				
	Water/soft drinks (still and sparkling) for duration of event				
	Seated Lunch: 3 course plus tea and coffee				
	Your fees				
	Subtotal: Catering				
	VAT at ____%				
	Subtotal including VAT				
4	ACCOMODATION:				
	Hotel room: single, 4 star, for 10 people for 2 nights (without breakfast)				
	Your fees				
	Subtotal: Accommodation				
	VAT at ____%				
	Subtotal including VAT				
5	TRANSPORTATION:				
	between airport & hotel (for distinguished participants)				
	between hotel & venue (for distinguished participants)				
	Your fees				
	Subtotal: Transport				
	VAT at ____%				
	Subtotal including VAT				
DO NOT COMPLETE BELOW THIS LINE - FOR ENISA USE ONLY					
Total including VAT		€	€	€	€
GRAND TOTAL		€ P _v	€ P _x	€ P _y	€ P _z

** It is preferred that you **electronically complete this form**

Financial Offer form for LOT 2 continues on next page.....

ANNEX IV (b) - FINANCIAL OFFER form for LOT 2: (continued - page 4 of 4)

3. Hotel accommodation (*Rack Rate* versus discount given)

CITY	Maximum amount allowed to be paid	Name of hotel	3, 4 or 5 Star - please specify	Accommodation single occupancy rate without breakfast						total VAT for 3 days	Other local taxes (if any)	TOTAL including all taxes (in Euro)
				Wednesday 16th Sept 2009		Thursday 17th Sept 2009		Friday 18th Sept 2009				
				Rack Rate	price offer	Rack Rate	price offer	Rack Rate	price offer			
Amsterdam	€170,00										€	
Athens	€140,00										€	
Berlin	€115,00										€	
Brussels	€140,00										€	
Budapest	€150,00										€	
Dublin	€150,00										€	
Helsinki	€140,00										€	
Lisbon	€120,00										€	
London	€175,00										€	
Luxembourg	€145,00										€	
Madrid	€125,00										€	
Prague	€155,00										€	
Rome	€135,00										€	
Stockholm	€160,00										€	
Vienna	€130,00										€	
Vilnius	€115,00										€	
Warsaw	€145,00										€	
TOTALS											€	
<i>DO NOT COMPLETE BELOW THIS LINE - FOR ENISA USE ONLY</i>												
Average % difference				%	%	%						
Total percentage difference				%	%	% P _H						

Please provide real market pricing for the specific dates mentioned.

** It is preferred that you **electronically complete this form**

Print name: (of the Tenderer or authorised representative)	Signature:	Date:
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ANNEX V

Model Framework Service Contract template

(See attached file)

ANNEX VI

DECLARATION BY THE AUTHORISED REPRESENTATIVE(S):

NAME OF LEGAL REPRESENTATIVE	
<i>I, the undersigned, certify that the information given in this tender is correct and that the tender is valid.</i>	
First name	
Last name	
Title (e.g. Dr, Mr, Mrs)	
Position (e.g. Manager, Director)	
Telephone number	
Fax number	
e-mail address	
Website	
NAME OF 2 nd LEGAL REPRESENTATIVE <i>(if applicable)</i>	
<i>I, the undersigned, certify that the information given in this tender is correct and that the tender is valid.</i>	
First name	
Last name	
Title (e.g. Dr, Mr, Mrs)	
Position (e.g. Manager, Director)	
Telephone number	
Fax number	
e-mail address	
Website	

SIGNATURE: **DATE:**

ANNEX VII – Consortium form

Name of tenderer:

Form of the Consortium: (Please cross the relevant box)

Permanent: Legally established: Specifically for this tender:

	Name(s)	Address
Leader of the Consortium (<i>person authorised to conclude contract</i>)		
Partner 1*		
Partner 2*		

* add additional lines for partners if required. **Note that a subcontractor is not considered to be a partner.**

We confirm, as a partner in the consortium, that all partners are jointly and severally liable by law for the performance of the contract, that the leader is authorised to bind, and receive instructions for and on behalf of, each partner, that the performance of the contract, including payments, is the responsibility of the leader, and that all partners in the consortium are bound to remain in the consortia for the entire period of the contract's performance.

Signature: <i>Leader of consortium</i>	
Date:	
Signature: <i>Partner 1</i>	
Date:	
Signature: <i>Partner 2...etc</i>	
Date:	

ANNEX VIII – Sub-contractors form

	Name(s)	Address
Tenderer (person authorised to conclude contract)		
Sub-contractor 1*		
Sub-contractor 2*		

* add additional lines for subcontractors if required.

As subcontractors for this tender, we confirm that we are willing to perform the tasks as specified in the tender.

Signature: <i>Tenderer</i>	
Date:	
Signature: <i>Subcontractor 1</i>	
Date:	
Signature: <i>Subcontractor 2</i>	
Date:	

ANNEX IX – EC Mission Guide

ANNEX X - ENISA Mission Guide