

GR-Heraklion: reinforcing national and governmental CERTs

2010/S 41-059347

CONTRACT NOTICE

Services

SECTION I: CONTRACTING AUTHORITY

I.1) NAME, ADDRESSES AND CONTACT POINT(S):

European Network and Information Security Agency, PO Box 1309, Contact: Procurement Officer, 710 01 Heraklion, GREECE. Tel. +30 2810391280. E-mail: procurement@enisa.europa.eu. Fax +30 2810391410.

Internet address(es):

General address of the contracting authority: <http://www.enisa.europa.eu>.

Further information can be obtained at: As in above-mentioned contact point(s).

Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained at: As in above-mentioned contact point(s).

Tenders or requests to participate must be sent to: As in above-mentioned contact point(s).

I.2) TYPE OF THE CONTRACTING AUTHORITY AND MAIN ACTIVITY OR ACTIVITIES:

European institution/agency or international organisation.

The contracting authority is purchasing on behalf of other contracting authorities: no.

SECTION II: OBJECT OF THE CONTRACT

II.1) DESCRIPTION

II.1.1) Title attributed to the contract by the contracting authority:

Reinforcing national and governmental CERTs.

II.1.2) Type of contract and location of works, place of delivery or of performance:

Services.

Service category: No 8.

Main place of performance: mainly at contractor's own premises.

NUTS code: GR431.

II.1.3) The notice involves:

A public contract.

II.1.4) Information on framework agreement:

II.1.5) Short description of the contract or purchase(s):

ENISA requires the provision of specialised services for reinforcing national and governmental CERTs. The services required have been presented as 2 lots, with the specific requirements for each lot as follows:

a) Lot 1: good practice guide on incident management.

The objective of this lot is to produce a good practice guide on the organisational and operational aspects of incident handling for CERTs/CSIRTs, in order to enhance the operational capabilities of such incident response teams, to motivate broader cooperation among the teams and with other parties, and to help with trust building.

b) Lot 2: policy recommendations on baseline capabilities of national and governmental CERTs.

ENISA envisages the derivation of policy recommendations for the governments of the EU Member States, based on the results gathered in 2009 and other information. The creation of a set of policy recommendations

with regards to national/governmental CERTs is the subject of this tender. These recommendations shall be based on organisational, operational and technical baseline capabilities generated in a 2009 report.

- II.1.6) **Common procurement vocabulary (CPV):**
73000000.
- II.1.7) **Contract covered by the Government Procurement Agreement (GPA):**
No.
- II.1.8) **Division into lots:**
Yes.
Tenders should be submitted for: one or more lots.
- II.1.9) **Variants will be accepted:**
No.
- II.2) **QUANTITY OR SCOPE OF THE CONTRACT**
- II.2.1) **Total quantity or scope:**
The maximum amount available for each lot is as follows:
lot 1 — 60 000 EUR,
lot 2 — 40 000 EUR.
Estimated value excluding VAT: 100 000 EUR.
- II.2.2) **Options:**
No.
- II.3) **DURATION OF THE CONTRACT OR TIME-LIMIT FOR COMPLETION:**
Starting: 20.5.2010. Completion: 29.9.2010.

INFORMATION ABOUT LOTS

LOT NO 1

TITLE: Good practice guide on Incident management

- 1) **SHORT DESCRIPTION:**
The objective of this lot is to produce a good practice guide on the organisational and operational aspects of incident handling for CERTs/CSIRTs in order to enhance the operational capabilities of such incident response teams, to motivate broader cooperation among the teams and with other parties, and to help with trust building. The target audience for the guide is primarily the computer emergency response teams that provide the service of incident handling to their constituency.
- 2) **COMMON PROCUREMENT VOCABULARY (CPV):**
73000000.
- 3) **QUANTITY OR SCOPE:**
The maximum volume of the contract will be 60 000 EUR, excluding VAT.
Estimated cost excluding VAT: 60 000 EUR.
- 4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION:**
Starting: 20.5.2010. Completion: 29.9.2010.
- 5) **ADDITIONAL INFORMATION ABOUT LOTS:**

LOT NO 2

TITLE: Policy recommendations on baseline capabilities of national and governmental CERTs

- 1) **SHORT DESCRIPTION:**

The objective of this lot is for the derivation of policy recommendations for the governments of the EU Member States, based on the results from a 2009 deliverable and other information. The creation of a set of policy recommendations with regards to national/governmental CERTs is the subject of this tender. The target audiences for the recommendations are those policy making bodies in the European Member States who are responsible to initiate and plan the establishment and operation of a national/governmental CERT, and who are responsible to create an adequate national policy framework for these tasks.

These recommendations shall be based on organisational, operational and technical baseline capabilities generated in 2009.

- 2) **COMMON PROCUREMENT VOCABULARY (CPV):**
73000000.
- 3) **QUANTITY OR SCOPE:**
The maximum volume of the contract will be 40 000 EUR, excluding VAT.
Estimated cost excluding VAT: 40 000 EUR.
- 4) **INDICATION ABOUT DIFFERENT DATE FOR DURATION OF CONTRACT OR STARTING/COMPLETION:**
Starting: 20.5.2010. Completion: 29.9.2010.
- 5) **ADDITIONAL INFORMATION ABOUT LOTS:**

SECTION III: LEGAL, ECONOMIC, FINANCIAL AND TECHNICAL INFORMATION

III.1) CONDITIONS RELATING TO THE CONTRACT

- III.1.1) **Deposits and guarantees required:**
As stated in the tender documentation.
- III.1.2) **Main financing conditions and payment arrangements and/or reference to the relevant provisions regulating them:**
As stated in the tender documentation.
- III.1.3) **Legal form to be taken by the group of economic operators to whom the contract is to be awarded:**
As stated in the tender documentation.
- III.1.4) **Other particular conditions to which the performance of the contract is subject:**
No.
- III.2) **CONDITIONS FOR PARTICIPATION**
- III.2.1) **Personal situation of economic operators, including requirements relating to enrolment on professional or trade registers:**
Information and formalities necessary for evaluating if requirements are met: as stated in the tender documentation.
- III.2.2) **Economic and financial capacity:**
Information and formalities necessary for evaluating if requirements are met: as stated in the tender documentation.
- III.2.3) **Technical capacity:**
Information and formalities necessary for evaluating if requirements are met:
as stated in the tender documentation.
- III.2.4) **Reserved contracts:**
No.
- III.3) **CONDITIONS SPECIFIC TO SERVICES CONTRACTS**
- III.3.1) **Execution of the service is reserved to a particular profession:**

No.

III.3.2) **Legal entities should indicate the names and professional qualifications of the staff responsible for the execution of the service:**

Yes.

SECTION IV: PROCEDURE

IV.1) **TYPE OF PROCEDURE**

IV.1.1) **Type of procedure:**

Open.

IV.1.2) **Limitations on the number of operators who will be invited to tender or to participate:**

IV.1.3) **Reduction of the number of operators during the negotiation or dialogue:**

IV.2) **AWARD CRITERIA**

IV.2.1) **Award criteria:**

The most economically advantageous tender in terms of the criteria stated in the specifications, in the invitation to tender or to negotiate or in the descriptive document.

IV.2.2) **An electronic auction will be used:**

No.

IV.3) **ADMINISTRATIVE INFORMATION**

IV.3.1) **File reference number attributed by the contracting authority:**

ENISA P/04/10/TCD.

IV.3.2) **Previous publication(s) concerning the same contract:**

No.

IV.3.3) **Conditions for obtaining specifications and additional documents or descriptive document:**

Time limit for receipt of requests for documents or for accessing documents: 6.4.2010 - 17:00.

Payable documents: no.

IV.3.4) **Time-limit for receipt of tenders or requests to participate:**

12.4.2010 - 17:00.

IV.3.5) **Date of dispatch of invitations to tender or to participate to selected candidates:**

IV.3.6) **Language(s) in which tenders or requests to participate may be drawn up:**

English.

IV.3.7) **Minimum time frame during which the tenderer must maintain the tender:**

Duration in month(s): 9 (from the date stated for receipt of tender).

IV.3.8) **Conditions for opening tenders:**

Date: 22.4.2010 - 10:00.

Place: ENISA, Science and Technology Park of Crete, Vassilika Vouton, 700 13, Heraklion, GREECE.

Persons authorised to be present at the opening of tenders: yes.

1 representative of each tendering party. Tenderers wishing to attend must send a fax or e-mail at least 2 working days prior to the opening session.

SECTION VI: COMPLEMENTARY INFORMATION

VI.1) **THIS IS A RECURRENT PROCUREMENT:**

No.

VI.2) **CONTRACT RELATED TO A PROJECT AND/OR PROGRAMME FINANCED BY EU FUNDS:**

No.

VI.3) **ADDITIONAL INFORMATION:**

VI.4) **PROCEDURES FOR APPEAL**

VI.4.1) **Body responsible for appeal procedures:**

General Court of the European Union, rue du Fort Niedergrünwald, 2925 Luxembourg, LUXEMBOURG. E-mail: CFI.Registry@curia.europa.eu. Tel. +352 43 03-1.

Body responsible for mediation procedures:

The European Ombudsman, 1, avenue du Président Robert Schuman, Post box 403, 67001 Strasbourg, FRANCE. E-mail: euro-ombudsman@europarl.europa.eu. Tel. +33 388172313.

VI.4.2) **Lodging of appeals:**

VI.4.3) **Service from which information about the lodging of appeals may be obtained:**

VI.5) **DATE OF DISPATCH OF THIS NOTICE:**

17.2.2010.