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**GR-Heraklion: Security and resilience of electronic communication networks and services  
2012/S 249-411670**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

**I.1) Name, addresses and contact point(s)**

European Network and Information Security Agency  
PO Box 1309  
Contact point(s): Procurement Officer  
710 01 Heraklion  
GREECE  
Telephone: +30 2810391280  
E-mail: [procurement@enisa.europa.eu](mailto:procurement@enisa.europa.eu)  
Fax: +30 2810391410

**Internet address(es):**

General address of the contracting authority: <http://www.enisa.europa.eu>  
Electronic access to information: <http://www.enisa.europa.eu/procurement>

**Further information can be obtained from:** The above mentioned contact point(s)

**Specifications and additional documents (including documents for competitive dialogue and a dynamic purchasing system) can be obtained from:** The above mentioned contact point(s)

**Tenders or requests to participate must be sent to:** The above mentioned contact point(s)

**I.2) Type of the contracting authority**

European institution/agency or international organisation

**I.3) Main activity**

Other: Network and information security

**I.4) Contract award on behalf of other contracting authorities**

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:**

Security and resilience of electronic communication networks and services.

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

Services

Service category No 8: Research and development services

Main site or location of works, place of delivery or of performance: Mainly at contractor's own premises.

NUTS code GR431

**II.1.3) Information about a public contract, a framework agreement or a dynamic purchasing system (DPS)**

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 dealing with 'Security and resilience of electronic communication networks and services'. The various services required have been presented as 3 lots, with the specific requirements for each lot as follows:

a) Lot 1: national roaming.

In this project, we analyse national roaming frameworks which allow customers to use the network of other mobile operators covering that area. The main goal of this work is to investigate how and if national roaming could be used to address the impact of outages. We are interested in technical, legal, financial and administrative issues that have to be addressed to set up national roaming.

b) Lot 2: power supply dependencies.

In the annual report about large telecom outages which ENISA published in 2012, power cuts are the second most common cause of failures. In this study ENISA aims at investigating the dependency of the electronic communications sector on power supply and issue recommendations on what can be done to mitigate incidents that are caused by the failure of power supply. The study should provide a stocktaking, a problem description, an analysis with alternative solutions and case studies from different Member States and recommendations for targeted stakeholders and good practice from different Member States.

c) Lot 3: resilience of European network interconnections.

Several EU Member States have asked the question how the Internet connection in their country would be affected by large cyber disruptions or cyber attacks, or what should be done to ensure that certain critical services still remain functional in the case of such events. This is impossible without a better understanding of the network interconnections in EU Member States and across the EU. This study aims to provide insight into the 'structure of the Internet' (or, more precisely, of the interconnections between services provider and 'eyeball' networks) at the network layer within a country, which could be used by governments or policymakers to develop a strategy to ensure that critical services still remain functional even if network performance or connectivity in general is broken. Secondly the study aims to identify gaps and if necessary find ways to work together with the relevant stakeholders, e.g. Internet service providers (ISPs) and/or their associations in order to improve the resilience of certain critical services.

II.1.6) **Common procurement vocabulary (CPV)**

73000000

II.1.7) **Information about Government Procurement Agreement (GPA)**

The contract is covered by the Government Procurement Agreement (GPA): no

II.1.8) **Lots**

This contract is divided into lots: yes

Tenders may be submitted for one or more lots

II.1.9) **Information about variants**

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 — 40 000 EUR;

lot 2 — 40 000 EUR;

lot 3 — 55 000 EUR.

Estimated value excluding VAT: 135 000 EUR

II.2.2) **Information about options**

Options: no

II.2.3) **Information about renewals**

This contract is subject to renewal: no

II.3) **Duration of the contract or time limit for completion**

Starting 15.3.2013. Completion 30.9.2013

**Information about lots**

Lot No: 1

Lot title: Security and resilience of electronic communication networks and services

1) **Short description**

In this project, we analyse national roaming frameworks which allow customers to use the network of other mobile operators covering that area. The main goal of this work is to investigate how and if national roaming could be used to address the impact of outages. We are interested in technical, legal, financial and administrative issues that have to be addressed to set up national roaming.

2) **Common procurement vocabulary (CPV)**

73000000

3) **Quantity or scope**

The project is envisaged to start in March 2013 with the final deliverable to be approved by end of September 2013.

Estimated value excluding VAT: 40 000 EUR

4) **Indication about different date for duration of contract or starting/completion**

Starting 15.3.2013. Completion 30.9.2013

5) **Additional information about lots**

Lot No: 2

Lot title: Power supply dependencies

1) **Short description**

In the annual report about large telecom outages which ENISA published in 2012, power cuts are the second most common cause of failures. In this study ENISA aims at investigating the dependency of the electronic communications sector on power supply and issue recommendations on what can be done to mitigate incidents that are caused by the failure of power supply. The study should provide a stocktaking, a problem description, an analysis with alternative solutions and case studies from different Member States and recommendations for targeted stakeholders and good practice from different Member States.

2) **Common procurement vocabulary (CPV)**

73000000

3) **Quantity or scope**

The project is envisaged to start in March 2013 with the final deliverable to be approved by end of September 2013.

Estimated value excluding VAT: 40 000 EUR

4) **Indication about different date for duration of contract or starting/completion**

Starting 15.3.2013. Completion 30.9.2013

5) **Additional information about lots**

Lot No: 3

Lot title: Resilience of European network interconnections

- 1) **Short description**  
Several EU Member States have asked the question how the Internet connection in their country would be affected by large cyber disruptions or cyber attacks, or what should be done to ensure that certain critical services still remain functional in the case of such events. This is impossible without a better understanding of the network interconnections in EU Member States and across the EU. This study aims to provide insight into the 'structure of the Internet' (or, more precisely, of the interconnections between services provider and 'eyeball' networks) at the network layer within a country, which could be used by governments or policymakers to develop a strategy to ensure that critical services still remain functional even if network performance or connectivity in general is broken. Secondly the study aims to identify gaps and if necessary find ways to work together with the relevant stakeholders, e.g. Internet service providers (ISPs) and/or their associations in order to improve the resilience of certain critical services.
- 2) **Common procurement vocabulary (CPV)**  
73000000
- 3) **Quantity or scope**  
The project is envisaged to start in March 2013 with the final deliverable to be approved by end of October 2013.  
Estimated value excluding VAT: 55 000 EUR
- 4) **Indication about different date for duration of contract or starting/completion**  
Starting 15.3.2013. Completion 31.10.2013
- 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 governing 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**  
The performance of the contract is subject to particular conditions: 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 the requirements are met: As stated in the tender documentation.
  - III.2.2) **Economic and financial ability**  
Information and formalities necessary for evaluating if the requirements are met: As stated in the tender documentation.
  - III.2.3) **Technical capacity**  
Information and formalities necessary for evaluating if the requirements are met:  
As stated in the tender documentation.
  - III.2.4) **Information about reserved contracts**

**III.3) Conditions specific to services contracts**

**III.3.1) Information about a particular profession**

Execution of the service is reserved to a particular profession: no

**III.3.2) Staff responsible for the execution of the service**

Legal persons 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) Information about electronic auction**

An electronic auction will be used: no

**IV.3) Administrative information**

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

ENISA P/27/12/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: 29.1.2013

Payable documents: no

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

4.2.2013 - 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 months: 9 (from the date stated for receipt of tender)

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

Date: 14.2.2013 - 11:00

Place:

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

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

Additional information about authorised persons and opening procedure: 1 representative of each tendering party. Tenderers wishing to attend must send an e-mail or fax at least 2 working days prior to the opening session.

**Section VI: Complementary information**

- VI.1) **Information about recurrence**  
This is a recurrent procurement: no
- VI.2) **Information about European Union funds**  
The contract is related to a project and/or programme financed by European Union funds: no
- VI.3) **Additional information**
- VI.4) **Procedures for appeal**
- VI.4.1) **Body responsible for appeal procedures**  
Court of Justice of the European Union  
boulevard Konrad Adenauer, Kirchberg  
2925 Luxembourg  
LUXEMBOURG  
E-mail: [cfi.registry@curia.europa.eu](mailto:cfi.registry@curia.europa.eu)  
Telephone: +352 4303-1  
Fax: +352 4303-2600
- Body responsible for mediation procedures**  
The European Ombudsman  
1 avenue du Président Robert Schuman, CS 30403  
67001 Strasbourg  
FRANCE  
E-mail: [eo@ombudsman.europa.eu](mailto:eo@ombudsman.europa.eu)  
Telephone: +33 388172313  
Internet address: <http://www.ombudsman.europa.eu>  
Fax: +33 388179062
- 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:**  
18.12.2012