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**Greece-Heraklion: Security and resilience of electronic communications networks and services  
2013/S 247-429841**

**Contract notice**

**Services**

Directive 2004/18/EC

**Section I: Contracting authority**

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

European Union Agency for Network and Information Security  
PO Box 1309  
Contact point(s): Procurement Officer  
710 01 Heraklion  
GREECE  
Telephone: +30 2814409710  
E-mail: [procurement@enisa.europa.eu](mailto:procurement@enisa.europa.eu)

**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 communications 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)**

Lot 1 — Methodologies for the identification of critical information infrastructure assets and services

The goal of the 2014 study is to follow up the work of the 2013 'Guidelines for enhancing the resilience of data communication networks' and based on the outcomes, develop a methodology that would help Member States to identify critical information infrastructure assets and services; foster cross border cooperation on these matters and help providers of critical services to procure appropriate security and resilient communication networks and services.

Lot 2 — Recommendations to address electronic communications dependencies on ICT products and services.

ENISA requires a contractor which will assist the Agency to determine:

The existing dependencies on ICT services and products, supporting the core processes; the most common types of ICT services and products being procured or outsourced; the security requirements of SLAs governing the outsourced services and products; how providers currently set and impose security requirements on ICT services and products they procure or outsource from third parties; the issues or problems providers are experiencing regarding the procurement or outsourcing of ICT services and products; which existing material is already available to help providers with these issues; develop guidelines for providers, which allow them to better deal with security requirements in the procurement or outsourcing of ICT services and products.

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 the services required for both lots is 100 000 EUR.

Estimated value excluding VAT: 100 000 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 10.3.2014. Completion 31.10.2014

**Information about lots**

Lot No: 1

Lot title: Lot 1 — Methodologies for the identification of critical information infrastructure assets and services

1) **Short description**

The goal of the 2014 study is to follow up the work of the 2013 'Guidelines for enhancing the resilience of data communication networks' and based on the outcomes, develop a methodology that would help Member States to identify critical information infrastructure assets and services; foster cross border cooperation on

these matters and help providers of critical services to procure appropriate security and resilient communication networks and services.

- 2) **Common procurement vocabulary (CPV)**  
73000000
- 3) **Quantity or scope**  
Budget available to a maximum of 50 000 EUR.
- 4) **Indication about different date for duration of contract or starting/completion**
- 5) **Additional information about lots**

Lot No: 2

Lot title: Lot 2 — Recommendations to address electronic communications dependencies on ICT products and services

- 1) **Short description**  
ENISA requires a contractor which will assist the Agency to determine:  
The existing dependencies on ICT services and products, supporting the core processes; the most common types of ICT services and products being procured or outsourced; the security requirements of SLAs governing the outsourced services and products; how providers currently set and impose security requirements on ICT services and products they procure or outsource from third parties; the issues or problems providers are experiencing regarding the procurement or outsourcing of ICT services and products; which existing material is already available to help providers with these issues; develop guidelines for providers, which allow them to better deal with security requirements in the procurement or outsourcing of ICT services and products.
- 2) **Common procurement vocabulary (CPV)**  
73000000
- 3) **Quantity or scope**  
Budget available up to a maximum of 50 000 EUR.
- 4) **Indication about different date for duration of contract or starting/completion**
- 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 D-COD-13-T31.

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: 30.1.2014

Payable documents: no

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

30.1.2014 - 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: 11.2.2014

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

Additional information about authorised persons and opening procedure: 1 representative of each tendering party. Tenderers wishing to attend must send an e-mail 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**

Please find all tender documentation published on the ENISA website <http://www.enisa.europa.eu/procurement>

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:**

10.12.2013