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**GR-Heraklion: support and enhance cooperation between CERTs and with other communities
2012/S 30-047383**

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
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

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:

Support and enhance cooperation between CERTs and with other communities.

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 for supporting and enhancing cooperation between CERTs and with other communities. The services required have been presented as 3 lots, with the specific requirements for each lot as follows:

(a) lot 1: good practice guides for CERTs in addressing operational and legal/regulatory NIS aspects of cybercrime. For the good practice guide on operational NIS aspects of the fight against cybercrime, the focus should be on the operational, technical and practical barriers, challenges and incentives for the information-sharing and cooperation of CERTs and LEAs in Europe.

For the good practice guide on legal/regulatory NIS aspects of cybercrime, the focus should be:

— on the legal/regulatory and procedural challenges and the incentives for the information-sharing and cooperation of CERTs and LEAs in Europe,

— on the legal/regulatory and procedural challenges and the incentives for the information-sharing and the cooperation of CERTs from Europe with CERTs and LEAs of third countries;

(b) lot 2: development and deployment of EISAS — pilot project. ENISA aims at procuring services for launching and coordinating a pilot of EISAS basic toolset deployment in 1 European Union Member State (EU MS) with support and cooperation of another EU MS;

(c) lot 3: CERT inventory update & upgrade. The prospective contractor will need to build upon the existing CERT inventory (Web version & downloadable documents) and develop a comprehensive, newly designed CERT inventory document along with an interactive map of CERT teams in Europe with the emphasis on the national and governmental CERTs.

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 — 110 000 EUR

lot 2 — 50 000 EUR

lot 3 — 10 000 EUR.

Estimated value excluding VAT: 170 000 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 1.5.2012. Completion 30.11.2012

Information about lots

Lot No: 1

Lot title: Good practice guides for CERTs in addressing operational and legal/regulatory NIS aspects of cybercrime

1) **Short description**

For the good practice guide on operational NIS aspects of the fight against cybercrime, the focus should be on the operational, technical and practical barriers, challenges and incentives for the information-sharing and cooperation of CERTs and LEAs in Europe. Best and good practices should be collected and recommendations should be made to improve the operational, technical and practical aspects CERTs are facing in their fight against cybercrime. Particular attention should be given to the cooperation between CERTs and LEAs, both at a national and international level, in this field and should give an overview as well of the current initiatives, organisations and cooperations active (in Europe) in the fight against cybercrime. The work done for this good practice guide should take into account the work done so far in this field and more specifically the recommendations and conclusions of the ENISA 2011 good practice guide for CERTs in addressing NIS aspects of the fight against cybercrime.

For the good practice guide on legal/regulatory NIS aspects of cybercrime, the focus should be:

— on the legal/regulatory and procedural challenges and the incentives for the information-sharing and cooperation of CERTs and LEAs in Europe,

— on the legal/regulatory and procedural challenges and the incentives for the information-sharing and the cooperation of CERTs from Europe with CERTs and LEAs of third countries.

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

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3) **Quantity or scope**

The project is envisaged to start in May 2012 with the final deliverable to be approved by the end of September 2012.

Estimated value excluding VAT: 110 000 EUR

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

Starting 1.5.2012. Completion 30.9.2012

5) **Additional information about lots**

Lot No: 2

Lot title: Development and deployment of EISAS — pilot project

1) **Short description**

With this tender ENISA aim at procuring services for launching and coordinating a pilot of EISAS basic toolset deployment in 1 European Union Member State (EU MS) with support and cooperation of another EU MS.

The goal of the general EISAS framework is to:

— empower all EU citizens and SMEs with the knowledge and skills necessary to protect their IT systems and information assets,

— build on national capabilities of EU Member States, and

— enhance cooperation between national/governmental CERTs in the EU Member States.

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

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3) **Quantity or scope**

The project is envisaged to start in May 2012 with the final deliverable to be approved by mid-November 2012.

Estimated value excluding VAT: 50 000 EUR

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

Starting 1.5.2012. Completion 15.11.2012

5) **Additional information about lots**

Lot No: 3

Lot title: CERT inventory update & upgrade

1) **Short description**

The prospective contractor will need to build upon the existing CERT inventory (Web version & downloadable documents) and develop a comprehensive, newly designed CERT inventory document along with an interactive map of CERT teams in Europe with the emphasis on the national and governmental CERTs.

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

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3) **Quantity or scope**

The project is envisaged to start in May 2012 with the final deliverable to be approved by 20.8.2012.
Estimated value excluding VAT: 10 000 EUR

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

Starting 1.5.2012. Completion 20.8.2012

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/01/12/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: 16.3.2012 - 17:00

Payable documents: no

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

20.3.2012 - 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 tenders**

Date: 29.3.2012 - 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

Additional information about authorised persons and opening procedure: 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) **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**

General Court of the European Union
rue du Fort Niedergrünwald
2925 Luxembourg
LUXEMBOURG
E-mail: cfi.registry@curia.europa.eu
Telephone: +352 4303-1

Body responsible for mediation procedures

The European Ombudsman
1 avenue du Président Robert Schuman, PO Box 403
67001 Strasbourg
FRANCE
E-mail: euro-ombudsman@europarl.europa.eu
Telephone: +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:**

2.2.2012