

CLARIFICATION TO TENDER: N° 03

**“Provision of Trusted Infrastructures and Services:
EU Overview”**

ENISA D.TCI.13.T01

Questions & Answers

Q1:	May we assume the TSPs will participate in de study by answering the questionnaire and any additional questions we may have? Does ENISA guarantee this? Or will the responsibility for collaboration of the TSPs be with the contractor?
A1:	The contact with TSPs, to ask them to answer the questions, will be done by the contractor on the behalf of ENISA. If needed, ENISA could help in finding the most suitable contact in some TSPs if ENISA considers that the TSP is relevant for the survey, but it's not expected that all TSPs identified will answer the survey. .
Q2:	How many TSPs does the survey need to take into account regarding the more detailed analysis? The study is supposed to give a general overview of trust services in the EU, but may we focus for the analysis of techniques and security measures only on the TSPs providing complementary trust services, like time-stamping services, long time preservation, etc.. Regarding the budget available for the study and the timelines, may we limit the number of TSPs of which the techniques and security measures are studied in detail to a maximum of 20?
A2:	The number of relevant of TSPs to be analysed will be agreed with the contractor, but we expect some representative of all the Member States that have TSP services recognised. Around 20 active participants sounds acceptable.
Q3:	Is it correct that the objective of phase 4 is twofold: on the one hand collaborate with (or provide recommendations to) the LSPs about the best way to incorporate TSPs in the LSPs and on the other hand provide recommendations to e-Gov portal managers, DG Conn, Member States about a minimal set mitigation measures to assure trust in the TSPs and their services? Could you comment on this?

A3:	You are right, but the most important part is the definition of the "minimal set mitigation measures".
Q4:	Could you explain the difference between the recommendations expected in phases 3 and 4 of the project? Phase 3 asks for requirements as input for policy makers and eGov service managers while also phase 4 asks for requirements for e-Gov portal managers which they may impose on the TSPs to ensure on-going trustworthiness of their services.
A4:	Phase 3 is more technical, and the recommendations are addressed mostly to TSP security managers. Phase 4 is more awareness oriented, and addressed to policy makers and regulators.