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**GR-Heraklion: Application of good practice for CERTs — service aspects  
2013/S 085-143156**

**Contract award 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>

**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**

Application of good practice for CERTs — service aspects.

**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 framework agreement or a dynamic purchasing system (DPS)**

**II.1.4) Short description of the contract or purchase(s)**

ENISA requires the provision of specialised services dealing with service aspects for 'Application of good practice for CERTs'. The various services required have been presented as 3 lots, with the specific requirements for each lot as follows:

a) Lot 1: secure communication solutions for national/governmental CERTs: stocktaking and requirements:

This lot focuses on the communication solutions CERTs are using. The selected contractor will run a stocktaking study on the existing communication solutions (CRM, ticketing systems, incident-handling communication platform, etc.) and their usages among the CERTs community. The stocktaking information will then be analysed by the contractor together with the ENISA expert and discussed by a workgroup of experts in order to define functional and technical recommendations to better the efficiency of the exchange of information between national/governmental CERTs and other CERTs within their country.

b) Lot 2: good practice guide on alerts, warnings and announcements:

This lot focuses on one of the core services of CERTs. The prospective contractor needs to identify and define the processes behind 'Alerts, warnings and announcements', run stocktaking on types, solutions, channels, tools used by CERTs in collecting information and alerting their constituency along with identifying incident-handling methodologies.

c) Lot 3: ENISA CERT exercise material extended with cybercrime scenarios:

This lot focuses on providing cybercrime-related training and exercises for CERTs. The contractor will extend ENISA CERT exercise material with cybercrime scenarios and create a training suite suitable for use in Transits I CSIRT training legal issues package. Extended exercise and training material will cover legal, organisational, and technical aspects of cybercrime meeting the exact needs of the CERT community.

II.1.5) **Common procurement vocabulary (CPV)**

73000000

II.1.6) **Information about Government Procurement Agreement (GPA)**

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

II.2) **Total final value of contract(s)**

II.2.1) **Total final value of contract(s)**

Value: 178 850 EUR

Excluding VAT

**Section IV: Procedure**

IV.1) **Type of procedure**

IV.1.1) **Type of procedure**

Open

IV.2) **Award criteria**

IV.2.1) **Award criteria**

IV.2.2) **Information about electronic auction**

An electronic auction has been used: no

IV.3) **Administrative information**

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

ENISA P/17/12/TCD.

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

**Contract notice**

Notice number in the OJEU: [2012/S 241-395676](#) of 14.12.2012

**Section V: Award of contract**

Contract No: P/17/12/TCD

Lot No: 1 - Lot title: Secure communication solutions for national/governmental CERTs: stocktaking and requirements

V.1) **Date of contract award decision:**

20.2.2013

- V.2) **Information about offers**  
Number of offers received: 2
- V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**  
IDC CEMA s.r.o.  
Male Namesti 13  
110 00 Prague  
CZECH REPUBLIC
- V.4) **Information on value of contract**  
Initial estimated total value of the contract:  
Value: 60 000 EUR  
Excluding VAT  
Total final value of the contract:  
Value: 54 650 EUR  
Excluding VAT
- V.5) **Information about subcontracting**  
The contract is likely to be sub-contracted: no

Contract No: P/17/12/TCD

Lot No: 2 - Lot title: Good practice guide on alerts, warnings and announcements

- V.1) **Date of contract award decision:**  
20.2.2013
- V.2) **Information about offers**  
Number of offers received: 3
- V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**  
S-CURE BV  
Kastanjelaan 55  
3481 XG Harmelen  
NETHERLANDS
- V.4) **Information on value of contract**  
Initial estimated total value of the contract:  
Value: 60 000 EUR  
Excluding VAT  
Total final value of the contract:  
Value: 53 800 EUR  
Excluding VAT
- V.5) **Information about subcontracting**  
The contract is likely to be sub-contracted: yes  
Value or proportion of the contract likely to be sub-contracted to third parties:  
Proportion: 15 %

Contract No: P/17/12/TCD

Lot No: 3 - Lot title: ENISA CERT exercise material extended with cybercrime scenarios

- V.1) **Date of contract award decision:**  
20.2.2013
- V.2) **Information about offers**

Number of offers received: 2

V.3) **Name and address of economic operator in favour of whom the contract award decision has been taken**

S-CURE BV  
Kastanjelaan 55  
3481 XG Harmelen  
NETHERLANDS

V.4) **Information on value of contract**

Initial estimated total value of the contract:

Value: 80 000 EUR

Excluding VAT

Total final value of the contract:

Value: 70 400 EUR

Excluding VAT

V.5) **Information about subcontracting**

The contract is likely to be sub-contracted: yes

Value or proportion of the contract likely to be sub-contracted to third parties:

Proportion: 12 %

**Section VI: Complementary information**

VI.1) **Information about European Union funds**

The contract is related to a project and/or programme financed by European Union funds: no

VI.2) **Additional information:**

VI.3) **Procedures for appeal**

VI.3.1) **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.3.2) **Lodging of appeals**

VI.3.3) **Service from which information about the lodging of appeals may be obtained**

VI.4) **Date of dispatch of this notice:**

22.4.2013