

## **Request for Quotation**

RFQ for Head Trainer Support for TRANSITS

Date of Issue: 01 November 2019  
Dissemination Level: GÉANT Public  
Owner: TF-CSIRT  
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Reference Number: 2019-transits-support

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## 1 Definitions

Terms	Definitions
<b>Attachment</b>	A document made available to Bidders in relation to this procurement.
<b>Bidder</b>	A Supplier submitting a tender for the supply of the requested Services.
<b>Commencement Date</b>	The date the Services start to be delivered.
<b>GÉANT</b>	<p>The contracting party, GÉANT, who is inviting Suppliers to participate in this procurement process.</p> <p>GÉANT Vereniging is a not-for-profit organisation, owned by its core membership of 41 NREs. More information on the GÉANT Project, Network and Services can be found at <a href="http://www.geant.org">www.geant.org</a>.</p>
<b>Service(s)</b>	The services as described in this document, which the supplier has agreed to offer under the standard contractual terms supporting the supply of goods and / or services and which GÉANT has instructed the Supplier to carry out in an order.
<b>Solution</b>	A Supplier's response to GÉANT's RFQ in the form of an offer capable of acceptance made by the Supplier as a proposal to meet the requirements set out in this document.
<b>Statement of Requirements</b>	A statement issued by GÉANT detailing its Service requirement issued in accordance with the RFQ.
<b>Supplier</b>	An Economic Operator and could be a registered company, charitable Organization, Voluntary Community and Social Enterprise, Special Purpose Vehicle or other form of entity, who is capable to offer the requested Services.
<b>Tender</b>	The bid(s) prepared and submitted by Bidder in response to this RFQ.

## 2 Introduction

### 1.1 Contact Person

The contact person for this RFQ is:

Irina Mikhailava

Head of Learning and Development

T: +31639570996

E: irina.mikhailava@geant.org

### 1.2 About GÉANT and TRANSITS

GÉANT (previously known as DANTE was established in 1993 to coordinate pan-European research and education (R&E) networking on behalf of Europe's NRENs. Since then, our role has evolved to that of a true services innovator, incorporating network planning, procurement, build and operation, as well as coordination of research programmes and development of innovative services. Working with NREN partners and the European Commission (EC), the high-speed networks that we build and operate connect NRENs to each other and to the rest of the world, enabling scientists, academics, innovators and students to collaborate across dedicated networks, regardless of their location.

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TRANSITS is a training framework for Computer Security and Incident Response Team (CSIRT) personnel. Its' ambition is to build and increase CSIRT capabilities through delivering high-quality, accessible training events. The framework covers the following four aspects of CSIRT teams' performance: Operational, Technical, Legal and Organisations and is delivered at two levels, TRANSITS Training- basic (TRANSITS I) and advanced (TRANSITS II).

### 1.3 Background

In order to support GÉANT with TRANSITS work and operations, we are seeking quotations for a Head Trainer to support the open registration courses. The open registration events are the events delivered as a community effort on the non-commercial basis. The successful bidder will work closely with the TRANSITS Coordinator and GÉANT Head of L&D to ensure that the training events are delivered in an effective, engaging and timely manner and to ensure that the course trainers are supported in their delivery.

### 1.4 Objective of this Procurement

The objectives for this procurement are as follows:

- To ensure the high-quality and consistency of delivery of open registration TRANSITS training events;
- To support TRANSITS operations;

## 2 Statement of Requirements

### 2.1 Procurement plan

Below indicated procurement plan, provides an overview of the key stages and dates in this procurement. GÉANT reserves the right to change these dates as necessary, although it will seek to minimise any changes.

- 1) RFQ issued: 01 November 2019
- 2) Deadline for clarification questions: 10 November 2019
- 3) Deadline for submitting answers: 10 December 2019
- 4) Deadline for Quotation responses: 10 January 2020
- 5) Contract evaluation / awarded: 24 January 2020
- 6) Commencement Date: 1 February 2020

### 2.2 Conditions of Contract

For the supply of the requested Services for values below the EC thresholds, the standard contractual terms supporting the supply of goods and / or services of GÉANT Association are applicable. These terms can be downloaded from: [https://www.geant.org/About/Joining\\_GEANT/Pages/Terms-and-Conditions.aspx](https://www.geant.org/About/Joining_GEANT/Pages/Terms-and-Conditions.aspx).

Applicable taxes are extra and must be itemized separately in your proposal and all and any additional costs must be detailed in your quotation.

The contract will be for the period 01 January 2020 - 31 December 2021.

GÉANT terms must be accepted to submit a quote. Specific details surrounding deliverables and milestones can be included in the Annexes to the resultant agreement but wholesale substitution of GEANT terms is not acceptable.

### 2.3 Specification

#### 2.3.1 Background

Cyber security is one of the key priorities for GÉANT community with TRANSITS as a flagship course in this area of expertise. TRANSITS is a training framework that provides affordable, high-quality training to both new and experienced computer security incident response team (CSIRT) personnel, as well as individuals with a bona-fide interest in establishing a CSIRT.

In connection with that, GÉANT is seeking for a TRANSITS Head Trainer who could assist the GÉANT Learning & Development team in delivering TRANSITS courses and safeguarding quality of training materials.

It is expected that the supplier will be required to manage personal data as part of this contract, therefore the supplier must be able to sign a data processing agreement with GÉANT.

### 2.3.2 Evaluation Criteria

GÉANT will award the proposal deemed to be the most economically advantageous tender following evaluation against the following criteria:

- Knowledge and experience of TRANSTIS framework and materials
  - A person must have experienced TRANSITS framework at least once
- Knowledge and experience with training delivery and/or adult training
  - A person must have delivered or delivers training sessions at least twice a year
- Knowledge and awareness of CERT work and TF CSIRT community
  - A person must have attended or engaged with TF CSIRT community in the past year
- Pricing

The following scoring mechanism will be used:

Score	Criteria	Judgement
6	Response provides a clear and comprehensive solution to GÉANT's requirements and brings significant added value and benefit to the project, which is supported by evidence (where relevant) and which presents no concerns in relation to deliverability and/or performance and/or transfer of risk to GÉANT.	Exceeds the stated requirements
5	Response provides a clear and comprehensive solution to GÉANT's requirements, which is supported by evidence (where relevant) and which presents no concerns in relation to deliverability and/or performance and/or transfer of risk to GÉANT.	Fully meets the stated requirements
3	Response provides clear and comprehensive solution to GÉANT's requirements but there are minor deficiencies in the evidence provided (where relevant) and minor concerns in relation to deliverability and/or performance and/or transfer of risk to GÉANT.	Minor Reservations
1	Response provides a solution to GÉANT's requirements but there are major deficiencies in the evidence provided (where relevant) and major concerns in relation to deliverability and/or performance and/or transfer of risk to GÉANT.	Significant Reservations
0	The response does not meet requirements.	Not Answered / Unacceptable

GÉANT reserves the right not to award a Contract.

### 2.3.3 Specifications

The supplier will be expected to support the following work items:

1. Providing support for training workshops including:
  - o performing the "head trainer" duties at three open registration training workshops a year (two TRANSITS-I workshops and one TRANSITS II workshop) at the European level, which means coordinating the programme, presenting modules, reviewing materials and assisting with logistics when required;
  - o assisting in allocating trainers and their ongoing support with the delivery;
  - o helping to maintain a list of trainers and their special expertise.

### 2.3.4 Milestones

Requirements	Deliverable	Timeline
Coordinate events dates	Calendar options	5 months prior to the delivery date of the training event
Recommend and advise on trainers	List of names with the contact information	3 months prior to the delivery date of the training event
Event schedule with the module allocation for each trainer	Schedule	1 month prior to the delivery date of the training event
Participation in delivering two TRANSITS I and one TRANSITS II events per calendar year	Events Report or Debriefing Contributions to TF CSIRT Streeting committee report	Within 1 months after the delivery date of the training event

2. Using available TRANSITS materials, adopting, preparing and finalising the version of either TRANSITS-I or TRANSITS-II to be used during a specific training event

Requirements	Deliverable	Timeline
Liaise with the module authors to check for updates and changes	Updated and reviewed set of materials dedicated for an event	2 months prior to the delivery date of the training event
Deliver a final set of materials for a specific training event	Updated and reviewed set of materials dedicated for an event	1 month prior to the delivery date of the training event

3. Participating in one high-level brainstorming meeting on cyber security once per annum

Provider Name	GEANT Association Terms and Conditions Accepted (Yes or No)

### Q1 – Proposal

Please outline how you will deliver the work outlined in this RFQ. Please see marking criteria in 2.3.2 evaluation criteria

*Please enter your response in the box below or in a separate Appendix. [ Make 4 sides of A4].*

Click here to enter text.

### Q2 – Experience and Track Record

Please give examples of your previous work, experience with the community and how this will be relevant to this contract. Please see marking criteria in 2.3.2 evaluation criteria

*Please enter your response in the box below or in a separate Appendix. [Max 1 side of A4].*

Click here to enter text.

### Q3 – Pricing

Please give a pricing quote within the parameters shown below. Proposals will be reviewed based on Most Economically Advantageous Tender. Please see marking criteria in 2.3.2 evaluation criteria

*Please enter your response in the box below or in a separate Appendix. [Max 1 side of A4].*

Click here to enter text.

### 2.3.5 Hours and Pricing

Proposals should clearly state the rate per hour for the consultancy and a proposal for how hours will be allocated to work items. Payment will be in monthly instalments invoiced in arrears, linked to deliverables / milestones. A maximum budget of 12,000 euros per annum is available for this work. Payment by GÉANT will be within 30 days of receipt of invoice when the deliverables and milestones as specified in section 2.3.3. are met and accepted.

Up to 4000 euros will be made available for travel per annum. All travel must be agreed with the TRANSITS Coordinator before being undertaken and must be billed against the GÉANT Travel Policy rules. Please see the summary below:

Cost	Claimable
<b>Hotel cost</b>	Where accommodation is not provided. Actual cost will be reimbursed up to 150 euros per night including breakfast. A total of 3 nights (accommodation) may be claimed.
<b>Air travel</b>	All air travel should be Economy Class flights.
<b>Rail travel</b>	All rail travel should be second class rail.
<b>Local travel</b>	Most efficient and reasonably priced method of travel between point of arrival (airport, train station), hotel and venue.
<b>Travel Insurance</b>	Actual cost up to a limit of 20 euros for 6 days travel.
<b>Lunch</b>	If not provided. Actual cost up to a limit of 18 euros per day.
<b>Dinner</b>	If not provided. Actual cost up to a limit of 50 euros per day.
<b>Travel Visa Fees</b>	May be supported by scans of Visa in passport showing cost.