



REQUEST FOR PROPOSAL

## CONTINUOUS PHISHING AND PHISHING INCIDENT RESPONSE

PUBLIC PROCEDURE

REFERENCE NUMBER: ITR-1000954

Notwithstanding exceptions provided for by law, no part of this Request for Proposal may be duplicated and/or disclosed without the written consent of Enexis.

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## DEFINITIONS

In this Request for Proposal, the terms below have the following meaning if they are capitalized:

Name or abbreviation	Description
Administrator	Persons involved in the implementation or administration of the PIR and CP tooling: Modifies functional or technical configurations required for, for example, process preferences and integrations.
Agreement	The agreement between Enexis and the Tenderer to whom the Contract has been awarded.
Assignment	The Assignment put out to tender by Enexis in this Request for Proposal with respect to <b>Continuous phishing and Phishing incident response</b> .
Awareness officer	Security professionals involved in awareness programs and initiatives: coordinates training initiatives and analyses and reports on the results.
Award Criteria	Criteria in this Request for Proposal based on EMVI criteria (Economically Most Advantageous Proposal) to determine the Best Price-Quality Ratio (BPKV).
Business hours	From 08:00 till 17:00 (CET), Monday through Friday, excluding weekends and statutory public holidays in the Netherlands.
Consortium	A partnership of Tenderers as referred to in Section 3.50 in conjunction with 2.52 of the Public Procurement Act 2012.
Consortium Member	A Tenderer that forms part of a Consortium.
Continuous phishing	Setting up, sending, and managing simulations and campaigns aimed at increasing awareness around phishing. Both manual and automated campaigns fall within scope, as does deploying simulations for different target groups within the organization. Monitoring, reporting, and analyzing results are also part of Continuous phishing.
Contractor	The Tenderer with whom Enexis has concluded the Agreement.
Eligibility Requirements	Requirements showing that the Tenderer is fit to perform the Assignment. Sometimes also referred to as ER.
End user	Everyone with an employee account from Enexis. Participate in the training and report potentially dangerous messages they receive.
Enexis Personeel B.V.	Enexis Personeel B.V., also acting on behalf of the other companies belonging to the group, in which connection Enexis Netbeheer B.V. qualifies as a special sectors company. Hereinafter referred to as 'we' or 'Enexis'.
ESPD	European Single Procurement Document
Exclusion ground	A situation as referred to in Article 3.65 in conjunction with 2.86 and 2.87 of the Public Procurement Act 2012 that may result in exclusion of the Tenderer.
Minimum Requirements	The conditions the Tenderer must meet in order to qualify for award.
Phishing incident response	Facilitating a streamlined and standardized approach for reporting, assessing, and following up on phishing incidents reported by Enexis employees. This includes supporting the entire reporting process, providing the necessary capabilities to analyze phishing incidents, and automating steps within this workflow wherever possible.
Proposal	The offer made by the Tenderer based on the matters set out in the Request for Proposal.
Request for Proposal (RFP)	This document and related appendices.
SOC analyst	Security professionals involved in operational cyber security: analyses reported phishing messages and remediates any corresponding threats. Reports on threats and performance indicators.

Subcontractor	The company engaged by the Tenderer in the performance of the Assignment, in which connection full responsibility and liability within the context of the Agreement continue to lie with the Tenderer.
Tenderer	A company that will submit or has submitted a Proposal whether or not as part of a Consortium.
TenderNed	The digital tender platform (website) provided by TenderNed, which can be found at <a href="https://www.tenderned.nl/cms/nl">https://www.tenderned.nl/cms/nl</a> .

**Please note:** All times mentioned in this document constitute local time Central European Time (CET). All information concerning the Continuous phishing and Phishing incident response and public procedure for Enexis Personeel B.V. is provided below. We hope that this tender procedure appeals to you and we look forward to receiving your Proposal.

#### Reading guide

<b>PART I</b>	General introduction of Enexis and an explanation of the Assignment we are putting out.
<b>PART II</b>	Explanation of the procedure, the grounds for exclusion, the requirements and the schedule for this procedure.
<b>PART III</b>	Explanation of the Award Criteria we are asking Tenderers to meet, the points to be scored and the method of evaluation.
<b>PART IV</b>	The most important legal issues in this procedure.

## PART I - ENEXIS AND THE ASSIGNMENT

### 1.1 Description of the Assignment

#### Current situation

Enexis currently has a contract with Hoxhunt which covers two components: Continuous phishing and Phishing incident response. This contract will expire on 31 December 2026. The solution incorporates reporting training/simulation and real possible threats into a single report button in the user's mail client, respectively resulting in obtaining a training achievement or initiating the spam/phishing incident response workflow and in parallel submitting it to Microsoft as well.

#### Desired situation

Enexis requires a Continuous phishing simulation tool and a Phishing incident response tool. The Continuous phishing tool helps to ensure that everyone with access to our systems becomes aware of the risks associated with phishing. By conducting regular, realistic simulations, employees learn to recognize suspicious messages and how to respond appropriately. This contributes to a strong security culture in which alertness and safe behavior are second nature. As hackers become increasingly sophisticated, continuous training remains essential to protect both individual users and the organization from digital threats.

When security products are unable to block a phishing attack, it is important that recipients can report such incidents in a structured manner, receive timely clarification, and that any threats are mitigated quickly and effectively aided by the Phishing incident response tool.

#### In scope

- Continuous phishing awareness tool.
- Phishing incident response tool.

#### Out of scope

- Red Teaming (RT) activities for Enexis.
- Performing specific pen testing on software.
- Security incident management system (non-phishing).

#### Objectives

The services related to Continuous phishing and Phishing incident response involve training users to increase their resilience against phishing.

**The main objective is** to make Enexis resilient against digital phishing threats.

#### Variants

Submission of variants to this Assignment is not allowed.

#### Market consultation

A market consultation was conducted in preparation of this tender procedure. You can find a summary of this market consultation in Appendix 15. All findings relevant to Enexis have been processed in the tender documents. The appendices belonging to the market consultation are included in Appendix 16.

### 1.2 The tender procedure

For Continuous phishing and Phishing incident response, Enexis is searching for a Contractor who in the coming years wishes to perform the service requested for Enexis. Within the context of the requested services Enexis wishes to conclude an Agreement with a start date of 1 January 2027 and an end date of 1 January 2029. Thereafter, Enexis will be able to renew the Agreement up to three times for a period of two years each (2+2+2+2 in years). The maximum term, including extensions, runs until 1 January 2035.

**Tip: read all documents belonging to this tender procedure carefully**

Several appendices have been attached to this tender procedure. We recommend that you read these carefully. It includes important information about the Assignment, such as indexation formulas, the ordering and payment process and the contract-specific privacy and security conditions.

### Lot structure

We opted not to divide the contract into lots, because:

- the end result of two separately acquired products is considered less effective and harder to maintain.
- the total costs (preparation, tendering process, realization, operation and maintenance) are much higher if the contract is divided into lots. Not dividing into lots is reducing administrative burden for both the market and Enexis.
- most of the market parties indicated during the market consultation that they are able to submit a bid, either individually or as Consortium, if the Assignment is issued as a single lot.

### Reserve contractor agreement

A ranking order arises based on the assessment of the Proposals. The Tenderer who ranks second will be placed on reserve.

We conclude a reserve contractor agreement with this party. It is included as an appendix to the tender documents, appendix 04. It provides among other things that the Tenderer in question will extend the period of validity of its Proposal for the duration of one year after the effective date of the Agreement.

In case of premature dissolution of the Agreement, we will be able to award the Assignment to the Tenderer with which we concluded the reserve contractor agreement subject to the conditions of this tender procedure. We can exercise this right for the duration of the reserve contractor agreement, namely up to twelve months after conclusion of the Agreement with the winning Tenderer.

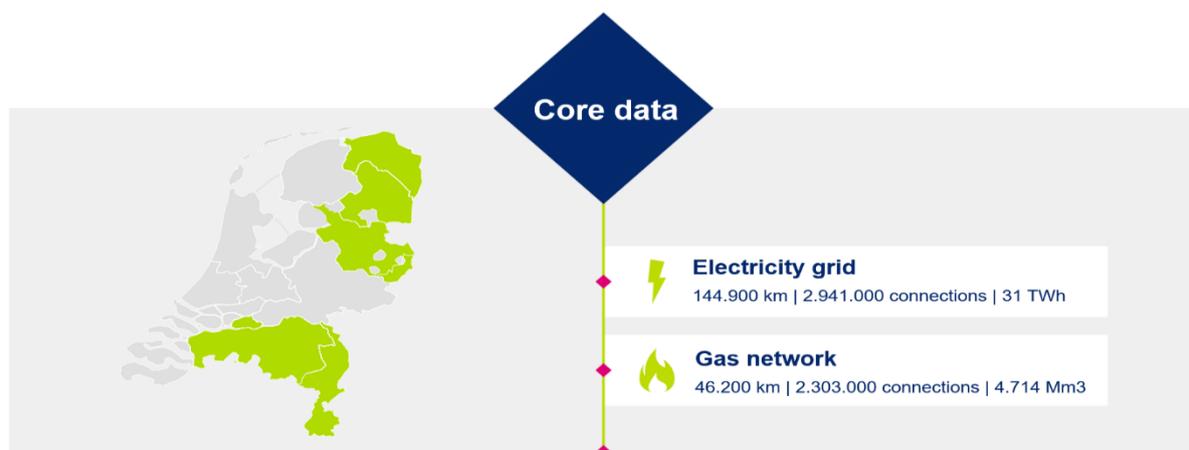
### 1.3 Value/scope

Based on the information currently available, we estimate the value of the Assignment at a maximum of € 1.600.000 for the duration of the Agreement, including extension options and inflation.

### 1.4 Enexis as an organization

Enexis is a network operator with subsidiaries, each of which has its own specific area of focus. The whole of our activities is organized in Enexis Groep. With our infrastructure, we ensure that millions of customers in the Netherlands have access to electricity and gas. Our employees ensure a safe and reliable energy supply day and night, and also work hard to make the energy system in the Netherlands more sustainable. On the one hand by connecting wind farms, solar meadows and charging points for electric transport. On the other by making socially optimal choices for the energy system of the future, together with our stakeholders.

Enexis operates in the provinces of Groningen, Drenthe, Overijssel, North Brabant and Limburg. In this service area, Enexis develops and manages regional electricity and gas networks.



We refer to our website for more comprehensive information: <https://www.enexisgroep.nl>

### Safety first

Working with gas and electricity implies serious risks. Safety constitutes an important part of our daily activities. We wish to reduce unsafe situations and incidents further, at Enexis and at our partners in

the chain. Unfortunately, many of our accidents are the consequence of unsafe conduct, therefore safety awareness and our conduct are the key to success in this connection. The Safety Culture Ladder (SCL) helps us measure and improve safety awareness and conscious safe conduct within our organization. The ladder ensures that working safely becomes a structural part of the company culture. The ladder has 5 steps in the growth of safety awareness and safety conduct:



**Step 5 – Progressive**

\* Safety is highly valued, everyone adheres to it and it is part of our DNA.

**Step 4 – Proactive**

\* Continuous investment in safety awareness, problems are addressed and people think ahead and take initiative.

**Step 3 – Calculative**

\* Takes responsibility, but self-interest comes first, systems are in place to control risks and involvement mainly at (senior) management level.

**Step 2 – Reactive**

\* Only change AFTER something has gone wrong, response based on ingrained patterns and no forward thinking.

**Step 1 – Pathological**

\* As long as we comply with the law, nothing goes wrong here, and no time to waste on preventive matters.

In 2024, Enexis has certified all of its branches for step 4 (Proactive). Whereas the Safety Culture Ladder contributes to strengthening our contractual relationship, we ask the same of you.

**Socially Responsible Procurement**

Enexis wishes to take its responsibility in the area of sustainability and thus make a contribution to the Social Development Goals (SDGs) formulated by the United Nations. In this connection, we contribute actively to the following SDGs:

**CORE ACTIVITIES**



**7. AFFORDABLE AND RENEWABLE ENERGY**



**9. INDUSTRY, INNOVATION AND INFRASTRUCTURE**

**SUPPORTING SOCIAL ACTIVITIES**



**4. QUALITY EDUCATION**



**8. HONEST WORK AND ECONOMIC GROWTH**



**12. RESPONSIBLE PRODUCTION AND CONSUMPTION**



**13. CLIMATE ACTION**

You can find more information about the SDGs at <https://sustainabledevelopment.un.org/sdgs>.

## PART II - THE PROCEDURE, EXCLUSION GROUNDS, REQUIREMENTS AND PLANNING

You are required to submit a Proposal in order to qualify for award of this tender procedure. In this section we will inform you of the components you must include in your Proposal, you can read about the Exclusion grounds, Minimum Requirements and Eligibility Requirements and we inform you about the steps of the process up to the performance of the Assignment. In *Appendix 01 - Checklist of documents to be submitted with the Proposal* you can see which documents need to be submitted with your Tender, and which documents you must submit if you are awarded the Assignment provisionally.

### 2.1 Tender procedure

#### European public tender procedure

We opted for a public procedure in connection with this tender procedure, because:

- Enexis expects that some of the market parties will submit a joint bid via Consortium, resulting in a reduction of the number of participating parties.
- A non-public (restricted) tender procedure would require a significant amount of time for both the market and Enexis, and this effort would not outweigh the time required for a public tender procedure.
- The estimated contract value exceeds the European threshold value.

#### TenderNed

We use TenderNed, <https://www.tenderned.nl/cms/nl>, for the publication of our invitations to tender, the submission of Proposals and all information that is exchanged during a tender procedure. If you have questions concerning the operation of this platform, you may use the platform's online help function or the helpdesk via +31 70 379 88 99 or <https://www.tenderned.nl/cms/en/english/tenderned-dutch-governments-online-tendering-system>.

#### Memorandum of Information: additional questions/proposals for improvement

It is possible to request further information concerning this Request for Proposal (at the latest until the date Submit questions for *Memorandum of Information II* mentioned in paragraph 2.6) by using *Appendix 17 – Memorandum of Information Format*.

You may also ask individual questions, questions that contain information that results in (economic) damage if the question becomes public. Please note that you will have to substantiate why this is the case. We can choose to answer this question individually. The question will be rejected if the substantiation is lacking or if we are of the opinion that the substantiation is insufficient.

The answers to the questions and any changes resulting from the questions raised in the Memorandum of Information will be published on TenderNed.

### 2.2 European Single Procurement Document (ESPD)

Exclusion grounds apply to each European tender procedure. The ESPD is used throughout Europe. It makes it easier for you to submit a Proposal. The ESPD applies as temporary and partially evidence that you are suitable to perform the Assignment and that no Exclusion grounds apply. This means that you are not required to produce the full evidence immediately. This will save you a considerable administrative burden at an early stage. You can find more information about the ESPD on the Piano website: [Aandachtspunten voor ondernemers - UEA | PIANOo - Expertisecentrum Aanbesteden](#)

**Note:** The ESPD (Appendix 11) must be signed by an authorized representative of the Tenderer(s) and added to the Proposal.

**Note:** In *Appendix 01 - Checklist of documents to be submitted with the Proposal* is specified which documents the Tenderer must submit with the Proposal and which documents will be requested from the successful Tenderer after the provisional award.

## Exclusion grounds

Exclusion grounds related to criminal convictions and payment of premiums and taxes apply mandatorily in case of a European tender procedure and you can find them in part III A and B of the ESPD. Part III C includes what are known as the optional Exclusion grounds. We have checked the optional Exclusion grounds we consider to apply to this tender procedure.

## 2.3 Minimum Requirements and Eligibility Requirements (ER)

You are required to indicate in your Proposal that you meet the Minimum Requirements and the Eligibility Requirements as set out below. You may do so by answering 'yes' in part IV of the ESPD and by completing the reference statement (see below).

### ER1: Registration in the Trade Register

You are listed in the national professional or commercial register in accordance with the requirements that apply in the country in which your company is established. This means in the Netherlands an extract of registration in the Commercial Register of the Chamber of Commerce ("Chamber of Commerce Extract", in Dutch: Uittreksel Kamer van Koophandel). By current we mean valid proof of registration not older than six months at the time the Proposal is submitted (counting from the final closing date for submission of the Proposal). By current, we mean a valid proof of registration that is not older than six months at the time of the final submission date.

Based on the extract from the Chamber of Commerce, the authority to represent of the signatory(ies) of the documents to be signed, and thus the legal validity of the submission, is established. Therefore, we ask you to upload the extract already when submitting your application.

### Financial and economic capacity

**ER2: Liability insurance:** you declare that you are insured for (legal) liability, with a minimum coverage of €2.500.000, - per incident. The insurance costs are included in the price.

### **ER3: Auditor's Statement: audit opinion with an unqualified conclusion and without a continuity paragraph.**

The Tenderer possesses an unqualified auditor's report for the past three (3) financial years, demonstrating that there is no doubt regarding the continuation of the organization. If the Tenderer is not required to have an auditor's report, a compilation report issued by an accountant for the past three (3) financial years with the same conclusion will suffice.

### Technical competence, general

**ER4: Information Security:** The Tenderer has an information security management system that meets the requirements of ISO 27001 (or equivalent). If the Tenderer does not possess an information security certificate, the Tenderer must have an information security manual. In that case, the Tenderer shall attach the table of contents of the information security manual to the Proposal together with a description demonstrating that the Tenderer applies and manages an effective information security system equivalent to the aforementioned certificate.

### National security – vital infrastructure

**ER5: Government Procurement Act:** All Tenderers wishing to submit a Proposal must, **on penalty of exclusion**, declare that they meet the following requirements:

- a) They are established, registered, and operational in a country that has signed the Government Procurement Agreement (GPA). This applies to the individual Tenderer, all members of a Consortium, the main Contractor/Subcontractor, and any Third Party relied upon to meet the suitability requirements (see also b and c).
- b) If a Tenderer is financially and/or economically dependent on another entity, that entity must also be established, registered, and operational in a country that has signed the Government Procurement Agreement (GPA).
- c) If a Tenderer is technically and/or professionally dependent on another entity, that entity must likewise be established, registered, and operational in a country that has signed the Government Procurement Agreement (GPA).
- d) Upon our request, the Tenderer must provide sufficient evidence demonstrating compliance with this suitability requirement. We will determine whether the evidence provided is adequate.

**Note:** The Tenderer to whom the Agreement is awarded must, before signing the Agreement, submit any supporting documents proving compliance with the stated requirements.

Exclusion (or contract termination) will follow if the Tenderer, during this procurement procedure and during the performance phase (after signing the Agreement, throughout the contract duration), does not (or no longer) meet the suitability requirements. We reserve the right to terminate or refrain from signing the Agreement if the requirements are not met and/or if sufficient evidence is not provided within a deadline set by us.

By signing the European Single Procurement Document (ESPD), you declare that you comply with the above requirements.

## 2.4 Technical competence, core competences

As proof of technical competence, the Tenderer submits a single reference for a project for the core competence demonstrating that you comply with the following core competence:

- **Core competence 1:** The Tenderer must have carried out at least one assignment including both continuous phishing and phishing incident response, in which a minimum of 1000 users were provided with phishing simulations and phishing incident response.

You demonstrate the required competence using at most one reference contract for core competence 1. Supplementary to the ESPD, you submit Appendix 12 Reference statement, with the Proposal.

A reference contract must meet the following criteria:

- In case of a completed assignment, the date of completion of the reference assignment is not older than 3 years, counting from the date of publication of this Request for Proposal.
- In case of an ongoing assignment, the start date of the reference assignment is older than one year calculated from the date of publication of this Request for Proposal.
- In case of an ongoing assignment, you only use the results already achieved in order to demonstrate your competence. A forecast of results is insufficient.
- If you were/are part of a partnership in the reference assignment, you are required to set out what your part is or was in the performance. Only your share in the reference assignment is taken into account in the assessment of whether this Eligibility Requirement has been met.
- The reference assignment has been carried out or will be carried out successfully and to the satisfaction of the client in question. **Note:** Enexis reserves the right to check references. You should therefore inform the reference companies provided by you that they may be contacted by Enexis.

The following applies if you decide to submit a joint Proposal:

- Subcontractor(s): if you submit a Proposal as main Contractor with Subcontractor(s), only the main Contractor will have to demonstrate that it holds the required core competences.
- If you submit a Proposal with Subcontractor(s) in order to be able to meet the required core competences in this way, the Subcontractor(s) will demonstrate that they hold the required core competences.
- Consortium: if you submit a Proposal as a Consortium, the members of the Consortium will demonstrate jointly that they hold the required core competences.

We reserve the right to check the correctness of the reference(s) by contacting the contact named in the reference.

## 2.5 Formal requirements

In addition to the Exclusion grounds, the Minimum Requirements and the Eligibility Requirements we also require that you accept the draft Agreement and that you comply with the requirements and conditions at the moment you submit your Tender. You will also have to confirm that in case of a possible award you will sign what is known as the "Russia Declaration", in which you declare that neither you nor your suppliers have/had ties with Russia.

## 2.6 Planning, contact and submission of Proposal

You can read about the planning for this tender procedure below. We reserve the right to change this planning.

Tender procedure	Date
Publication of the Request for Proposal	Wednesday 1 April 2026
<b>Submit questions for Memorandum of Information I</b>	<b>Wednesday 15 April 2026, before 10:00 AM</b>
Publication of Memorandum of information I	Wednesday 22 April 2026
<b>Submit questions for Memorandum of Information II</b>	<b>Monday 11 May 2026, before 10:00 AM</b>
Publication of Memorandum of information II	Monday 18 May 2026
<b>Submit Proposal</b>	<b>Tuesday 2 June 2026, before 10:00 AM</b>
Opening the vault containing the Proposals	Tuesday 2 June 2026, at 10:30 AM
Award decision	Wednesday 1 July 2026
Verification with the winner of the tendering process	Wednesday 15 July 2026
End of standstill period	Wednesday 22 July 2026
Award	Thursday 23 July 2026
Implementation period	Tuesday 1 September 2026
Start Agreement	Friday 1 January 2027

**PLEASE NOTE: submit your Proposal in time!**

Your Proposal must have been received at the latest on the date and at the time referred to above. TenderNed will close automatically thereafter and it will no longer be possible to submit Proposals and you will not or no longer be able to participate in this tender procedure. The risk of submitting the Proposal too late therefore lies entirely with you as Tenderer, with the exception of technical breakdowns at TenderNed that make it impossible to submit a Proposal. In such cases, the term for submitting Proposals will be extended for at least 4 hours after the technical breakdown has been resolved.

### Communication during the procedure

On behalf of Enexis **Rick Tuinman** is the contact for this Request for Proposal. In his absence, he will be replaced by Jasper van Geel. You can reach the contact via TenderNed.

It is not allowed to contact other persons at Enexis concerning this tender procedure. If you do contact a person other than the contact with respect to this tender procedure you can be **excluded from participation** in this tender procedure.

## 2.7 Submitting the Proposal: checklist concerning the (naming of) documents to be submitted

The overview below shows which documents you have to submit with your Proposal. In order to improve clarity, we ask that you add the name of your organization after the name of the document concerned. In *Appendix 01 - Checklist of documents to be submitted with the Proposal* is also specified which documents the Tenderer must submit with the Proposal and which documents will be requested from the successful Tenderer after the provisional award.

To be submitted electronically with the Proposal	Name upon submission
Completed - Appendix 07 - Signing Proposal	Signing Proposal – Name Tenderer
European Single Procurement Document (ESPD), completed and legally signed (completed Appendix 11)	ESPD - Name Tenderer
Registration in the Trade Register	Registration - Name Tenderer

ER4: ISO 27001 certificate (or equivalent)	Certificate (or equivalent) – Name Tenderer
Reference statement (completed Appendix 12)	References - Name Tenderer
Signed Russia Declaration (completed Appendix 13)	Russia Declaration – Name Tenderer
<b>Award Criteria</b>	<b>Name upon submission</b>
Pricing sheet (completed Appendix 10)	Pricing sheet - Name Tenderer
Sub-award Criterion 1.1 Implementation Plan	SC1.1 - Name Tenderer
Sub-award criterion 1.2 Innovation and Quality Plan	SC1.2 - Name Tenderer

### Opening of the Proposals

We will not be able to read the Proposals until after the final moment for submission has expired and we have opened the “digital safe”.

### 2.8 Assessment process

We have represented in the visual below how the Proposals will be assessed:



Only Proposals that are submitted (in time) in TenderNed in accordance with the prescriptions in this Request for Proposal will be handled. Proposals that fail to comply with the requirements imposed are declared invalid.

The sequence of assessment steps in the visual is a guideline, but it does not bind Enexis, and you cannot derive any rights from it. For example, a deficiency in the formal requirements, Exclusion grounds, and suitability requirements discovered during or after the assessment of quality and price or after the announcement of the award decision can still lead to exclusion or invalidation. If it turns out that the information provided is incorrect or that information is missing, we can exclude the relevant Tenderer(s) from further participation in the tendering procedure.

### Award decision

Following the assessment of the Proposals, we will announce the award decision to all Tenderers. This award decision does not imply acceptance of an offer.

If two or more Tenderers finished in first place, the winner will be determined by consecutively:

- The Tenderer with the highest score on Award Criterion SC 1.2.
- If the scores of the Tenderers on the above Award Criterion are also exactly equal, the winner will be determined by the lowest total price in Appendix 10 – Pricing sheet.
- If the total price in Appendix 10 – Pricing sheet of the Tenderers is also exactly equal, the winner will be determined by drawing lots.

## 2.9 Verification/ submission of evidence

We will request evidence from Tenderer who received a positive award decision to verify the correctness of the declarations in the ESPD and the Minimum Requirements. We will plan a verification meeting with the winner of the tendering process. The various items of evidence are listed in this schedule:

Exclusion grounds	ESPD part III	Evidence
Participation in a Criminal Organization	A	Certificate of Conduct for Procurement
Corruption	A	Certificate of Conduct for Procurement
Fraud	A	Certificate of Conduct for Procurement
Terrorist offences or criminal offences in connection with terrorist activities	A	Certificate of Conduct for Procurement
Money laundering or funding terrorism	A	Certificate of Conduct for Procurement
Child labour and other forms of human trafficking	A	Certificate of Conduct for Procurement
Taxes / Social Security Contributions	B	Statement from tax and customs authorities
Breach of obligations pursuant to environmental, social or employment law	C	Certificate of Conduct for Procurement
Bankruptcy	C	Extract from the Commercial Register
Bankruptcy, insolvency or similar	C	Certificate of Conduct for Procurement
Grave Misconduct (Infringements of Competition Law)	C	Certificate of Conduct for Procurement
Conflict of interest due to its participation in the procurement procedure	C	Certificate of Conduct for Procurement
Guilty of misinterpretation, withheld information, unable to provide required documents	C	Certificate of Conduct for Procurement
Eligibility Requirements	Evidence	
ER1: Registration in the Trade Register	Commercial register in accordance with the requirements that apply in the country in which your company is established	
ER2: Liability insurance	Policy sheet + proof that the premium has been paid or a current insurance certificate from the insurer.	
ER3: Auditor's Statement:	Audit opinion with an unqualified conclusion and without a continuity paragraph.	
ER4: Information Security	ISO27001 Certificate or equivalent	
ER5: Government Procurement Act	Self-declaration by signing the ESPD.	
Reference declaration(s)	Completed appendix 12 – Reference statement	
Other	Evidence	
Russia Sanctions Package (see formal requirements)	Signed Russia Declaration	

Further information regarding the items of evidence:

- The **extract from the Registration in the Trade Register** (including power of attorney if applicable) must not be older than 6 months at the moment the term for submission of the Proposal ends.

The **Certificate of Conduct for Procurement** must be applied for in time in connection with the processing term (approximately 8 weeks for a legal entity). See for more information:

[www.justis.nl/producten/gva](http://www.justis.nl/producten/gva)

The Certificate of Conduct for Procurement must not be older than two years counting back from the closing date of the Proposal.

#### **Foreign Companies**

Foreign companies cannot apply for a Certificate of Conduct for Procurement from the Justis service. Instead, an equivalent document from the Tenderer's home country will suffice. If this document is unavailable, it can be replaced by a sworn statement or a solemn declaration. This declaration must be made before a competent judicial or administrative authority, a notary, or a competent professional organization in the country of establishment.

#### **e-Certis**

The European Commission has compiled the [e-Certis database](#), which contains information about the most common supporting documents used in tender procedures across Europe. Here, you can verify which equivalent proof for a Certificate of Conduct for Procurement is accepted.

- The **Payment history report concerning compliance with tax obligations** issued by the Tax and Customs Administration, by way of evidence that you have paid your mandatory taxes and national insurance contributions. This report must not be older than 6 months at the moment the term for submission of the Proposal ends.

In the event it concerns a Consortium that is awarded the Agreement, each member of that Consortium will be obliged to submit these items of evidence. If it concerns a Subcontractor who is engaged in order to satisfy the Eligibility Requirements that have been imposed, each Subcontractor will be obliged to deliver the supporting documents for the relevant Eligibility Requirements.

#### **You must submit the required documents no later than 10 days after the dispatch of the award decision via the messaging module of TenderNed.**

In the event the items of evidence are not in keeping with the declarations or in the event the documents are not submitted in time, we will exclude the Tenderer in question from the award, without any entitlement to compensation of the costs and we will deliver a new award decision.

### **2.10 Award**

We award the Agreement to the Tenderer that submitted the Proposal with the Best Price-quality ratio, provided no objections were lodged in the prescribed manner within the standstill period (see Part IV of this document) and in the event no summons for preliminary relief proceedings were issued within that term.

The definitive award will only be made to a Tenderer that satisfies all requirements imposed in this Request for Proposal. In addition, we are and will remain authorised to withdraw the tender procedure and not proceed with the award before the Agreement is concluded for reasons of our own.

#### **Signing of the Agreement**

Once the award has become final, we will make the Agreement definitive as soon as possible and it will be signed digitally by yourself and us via the DocuSign program. The implementation phase of the Agreement will commence thereafter.

#### **What happens after the Agreement has been signed?**

When the Agreement has been signed, we will prepare for the implementation period. The implementation period starts 1 September 2026.

## PART III - METHOD USED AND SCORE

The Proposal will be assessed on the basis of the Best Price-Quality Ratio. The various Award Criteria and their value are set out in the schedule below:

Criteria	Weighting criteria
Sub-award Criterion 1.1 Implementation Plan	35
Sub-award Criterion 1.2 Innovation and Quality Plan	45
Award Criterion Price	20
<b>Total</b>	<b>100</b>

### 3.1 Award Criteria

#### Sub-award criterion 1.1 Implementation Plan

##### *Background Information*

Enexis requests an implementation plan for the deployment of Continuous phishing and Phishing incident response tooling, to ensure that the proposed solution is implemented effectively, securely, and in a manageable way within the Enexis application landscape.

##### *Objective of sub-award criterion 1.1*

The objective of sub-award criterion 1.1 is to gain insight into the technical setup, the required processes, the integration with existing systems, and the planned adoption activities for the implementation. This helps to minimize risks during the implementation, clarify expectations, and ensure that the proposed solution delivers immediate value as of the Agreement's effective date.

##### *What is expected from the Tenderer*

For sub-award criterion 1.1 Implementation Plan, the Tenderer must provide a plan of no more than **three A4 pages, written in Arial font size 10**. In this section, the Tenderer **must** address at least the following:

1. The planning of the implementation phase, including for each phase the key milestones, deliverables, and review moments to safeguard progress, quality, and timely completion.
2. The risks identified by the Tenderer for each phase regarding the implementation, and the control measures the Tenderer will apply to manage and mitigate these risks.
3. What the Tenderer expects from Enexis during the implementation, and how the Tenderer will support Enexis in this process.
4. The manner in which the Tenderer will support Enexis employees with an administrative role in managing the proposed solution during the implementation period.

##### *Sub-award criterion 1.1 will be assessed on:*

- The extent to which the Tenderer addresses the proposed measures in a concrete and clear manner, and the degree to which the proposed measures have a positive effect on achieving the objective of the sub-award criterion.
- The manner in which the Tenderer, through substantiation, makes it plausible that the proposed measures will actually be implemented and that the objective of the sub-award criterion will be achieved.

## Sub-award criterion 1.2 Innovation and Quality Plan

### *Background Information*

Enexis values digital security greatly, therefore it is essential that Enexis keeps pace with the latest trends, developments, and innovations in the field of digital security. It is crucial that the quality and security of Continuous phishing and Phishing incident response remain safeguarded and continue to improve.

### *Objective of sub-award criterion 1.2*

Enexis wants to gain insight into how the Tenderer incorporates innovations, attack tactics, and attack techniques from the market into the execution of the Assignment during the term of the Agreement, while maintaining or improving the quality of the offering.

### *What is expected from the Tenderer*

For sub-award criterion 1.2 Innovation and Quality Plan, the Tenderer must submit a plan of no more than **three A4 pages, written in Arial font size 10**. In this section, the Tenderer **must** address at least the following:

1. How the Tenderer responds to new threats, techniques, and trends and innovations in phishing, how these are incorporated into the Assignment throughout the Agreement's term, and how Enexis is informed and involved in this process.
2. How the Tenderer guarantees that the tool will continue to function and remain secure, taking into account ongoing technological developments, updates, and security changes.
3. How, and with what frequency, Continuous phishing and Phishing incident response are further developed and updated (e.g., regarding functionalities and updates) and how these are integrated into the Assignment.
4. In what manner the Tenderer promotes and maintains user engagement, taking into account user-friendliness.

### *Demo-video to substantiate the proposed measures for sub-question 4*

To support the Tenderer's response to sub-question 4 in sub-award criterion 1.2, a demo-video may be added to the Proposal. The demo video may be used to substantiate the proposed measures. The demo-video must have a maximum duration of **10 minutes and a limit of 1,9GB**. Adding a demo-video is not mandatory. The demo video will not be assessed separately and is part of the assessment of sub-award criterion 1.2. Not adding a demo video will not result in reduction of points.

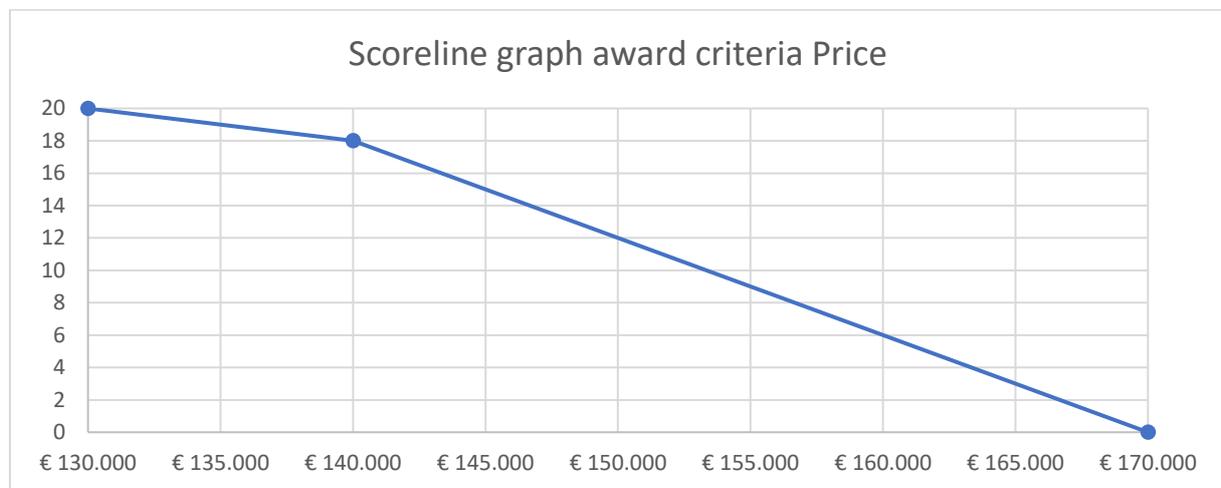
### *Sub-award criterion 1.2 will be assessed on:*

- The extent to which the Tenderer addresses the proposed measures in a concrete and clear manner, and the degree to which the proposed measures have a positive effect on achieving the objective of the sub-award criterion.
- The manner in which the Tenderer, through substantiation, makes it plausible that the proposed measures will actually be implemented and that the objective of the sub-award criterion will be achieved.

## Price

The prices submitted by the Tenderer in Appendix 10 (Pricing sheet) for Continuous phishing (cell C7) and Phishing incident response (cell C8) are converted into a price per End user. Cell D7 contains the price per End user for Continuous phishing over 1 year, and cell D8 contains the price per End user for Phishing incident response over 1 year. To assess all Tenderers in a fair and transparent manner, a fictitious total of 8,000 End users has been used. During the agreement, when the actual number of End users at Enexis increases or decreases, the price per End user will remain the same, but the total price will adjust accordingly. It is expected that the number of End users will increase slightly in the future, but that growth will probably stagnate.

The points that the Tenderer scores on the Award Criterion Price are obtained on the basis of the total costs calculated over 1 year, as submitted by the Tenderer in Appendix 10 (cell C11). The Award Criterion Price is assessed based on a bandwidth. Below, the bandwidth for the Award Criterion Price is shown.



The formula used to calculate the weighted score for the Award Criterion Price is:

*Before the tipping point:*

$$= 0 + (18 - 0) / (140.000 - 170.000) * (\text{Costs calculated over 1 year} - 170.000)$$

*After the tipping point:*

$$= 18 + (20 - 18) / (130.000 - 140.000) * (\text{Costs calculated over 1 year} - 140.000)$$

The Pricing sheet is enclosed as Appendix 10. The prices submitted in the pricing sheet must be based on:

- The requirements.
- This Request for Proposal.
- Your elaboration of the Award Criteria.

The Pricing sheet meets the following Minimum Requirements:

- The price sheet has been completed in full, which means that each yellow line is completed, also if the price is 'not applicable' and is therefore '0'.
- Prices are entered under that subject, where they belong.
- The price sheet does not contain negative prices.
- If the total costs, calculated over 1 year, exceed €170.000, the Tenderer will be excluded from further participation in the tender procedure. If the total costs, calculated over 1 year, fall below €130.000, the Tenderer will receive 20 points for Price.
- The prices and rates are in accordance with market conditions and realistic. The prices/costs must be of such a nature that the Contractor cannot and will not charge any additional costs during the performance of the Agreement. All costs associated with the Assignment must be included in the Tenderer's offered pricing, unless otherwise specified in the tender documents.
- The prices submitted are exclusive of VAT.

## Index

Article 3.1 of the Agreement describes how the price is indexed during the term of the Agreement.

### 3.2 The assessment committee and the manner of assessing

We have composed a multidisciplinary team of subject matter experts who will assess the Proposals received independently and individually. They assess the quality criteria absolutely without having taken notice of the price. In an absolute assessment, the scores that a Tenderer receives do not depend on the assessment of other Tenderers.

Following the individual assessment, there will be a plenary session in which the individual assessments are discussed and challenged. The score for the sub-award criteria is formed on the basis of consensus. The final score is the sum of the score of quality and price. The following scores are awarded in the assessment:

Rating	Weight	Sub award 1.1	Sub award 1.2	Explanation
<b>Very good</b>	100%	35	45	Awarded if the information requested under the sub-award criterion is substantively elaborated and the elaboration exceeds expectations. The assessment committee sees little to no room for improvement.
<b>Good</b>	80%	28	36	Awarded if the information requested under the sub-award criterion is substantively elaborated and the elaboration exceeds expectations on some points. The assessment committee sees room for improvement.
<b>Sufficient</b>	40%	14	18	Awarded if the information requested under the sub-award criterion is elaborated, but the elaboration hardly meets expectations. The assessment committee sees considerable room for improvement.
<b>Insufficient</b>	0%	0	0	Awarded if the information requested under the sub-award criterion is elaborated, but the elaboration shows (significant) shortcomings.
<b>No response</b>	Excluded for further participation	Excluded for further participation	Excluded for further participation	This rating is awarded if the questions under the sub-award criterion have not been answered.

**Please note:** For each sub-award criterion, a maximum number of A4 pages has been set. It is not permitted to submit more than the maximum number of A4 pages. If more than the stated maximum number of A4 pages is submitted, only the specified maximum number of A4 pages will be assessed. It is not permitted to add appendices and/or audio files to the response and/or to refer to appendices and/or to internet pages. It is only allowed to add a demo-video for sub-award criterion 1.2 sub-question 4.

For each sub-award criterion, the required font size to be used is specified. If the Tenderer does not comply with the prescribed font type, the Tenderer's font type will be adjusted to the required font type. If this leads to more pages than the stated maximum number of A4 pages, only the specified maximum number of A4 pages will be assessed.

## PART IV - PROCEDURAL

As Enexis qualifies as a Special Sector Company, this tender procedure is carried out under part 3 of the Public Procurement Act 2012 (Aanbestedingswet). Several procedural and other matters that we consider additional information or that are otherwise relevant to be able to submit a Proposal have been included in this chapter.

### Working Language

The language of this tender procedure is English. All documents must be submitted in English.

### Confidentially

The Tenderer may only use the data that Enexis makes available to them in this procurement procedure for the purpose for which it has been provided. The Tenderer is liable for any unauthorized use of the data. Enexis will treat the information it receives from Tenderers as confidential, unless laws and regulations require otherwise from Enexis.

### Submitting the Proposal

You can submit your Proposal in several ways:

1. **Independently:** the Tenderer submits a Proposal with its own company and does not rely on the knowledge, experience and/or financial capacity of other companies.
2. **As part of a Consortium:** the Tenderer submits a Proposal together with other companies or natural persons. The Consortium designates a lead Contractor who represents the Consortium (this is the Tenderer). The Consortium may rely on the knowledge, experience and/or financial capacity of the Consortium Member(s). The Consortium Members are jointly and severally liable for the performance of the Assignment.
3. **With reliance on Subcontractor(s)/other entities** in order to meet the Minimum Requirements: the independent Tenderer or Consortium submits a Proposal together with Subcontractors and is able to rely on the knowledge, experience and/or financial capacity of the Subcontractor(s). As main Contractor, the Tenderer remains jointly and severally liable for the conduct of the Subcontractor(s). See part IIC of the ESPD.
4. **Together with Subcontractors** you wish to deploy in the performance of the Assignment. If they are already known, you are required to indicate these Subcontractors in the ESPD in part IID.

You can also become involved in the tender procedure as member of a Consortium or as a Subcontractor if you are able to demonstrate that the Consortium's Proposal or that of another company was formulated independently of the personal Proposal and that confidentiality was observed in this connection. All Proposals involved will be excluded if this cannot be demonstrated.

### PLEASE NOTE:

*Each company involved sends in its own ESPD*

Do you submit a Proposal as a Consortium or do you rely on a Subcontractor in order to meet a Eligibility Requirement? If so, send in multiple ESPDs, one for each organization involved.

### Standstill period and objections

The day after the award decision is sent, the standstill period of twenty (20) days begins. During this period, each Tenderer has the opportunity to take legal action against the award decision. A Tenderer that objects to the award decision is required to present its objections in preliminary relief proceedings to the District Court of Oost-Brabant (rechtbank Oost-Brabant), which has exclusive jurisdiction. At the risk of forfeiture of rights, you must have the summons served within the standstill period.

Moreover and at the risk of forfeiture of rights, the Tenderer is obliged to send a digital copy of the summons to the contact for this tender procedure via TenderNed within this term.

After this due date has passed, any right to contest the award decision and the subsequent Agreement and any liability on the part of Enexis as contracting entity will lapse.

In the event a Tenderer initiates preliminary relief proceedings, the period of validity of the Proposal will be extended up to 15 days after the date of the judgement of the Court in preliminary relief proceedings.

### Complaints

If you have a complaint concerning this tender procedure, the Request for Proposal or an appendix, you may present this complaint, accompanied by a substantiation, to:

[klachtenloket.aanbesteden@enexis.nl](mailto:klachtenloket.aanbesteden@enexis.nl)

How complaints should be submitted Procurement & suppliers - Enexis ([enexisgroep.nl](http://enexisgroep.nl)) and the further course of the procedure can be read here:

### Errors and inconsistencies

We have composed and formulated all documents belonging to this tender procedure with the greatest care. If you discover errors, unlawfulness, irregularities, inconsistencies or uncertainties, you are required to notify us as soon as possible via TenderNed, at the latest on the final date for asking questions as included in the planning in Part II.

If you do not inform us in the prescribed manner on the alleged error, unlawfulness, irregularity, inconsistency or uncertainty it cannot be held against us after you have submitted a Proposal. If you think that we have not answered a question or an objection sufficiently in the Memorandum of Information, you will be obliged to repeat your question or objection or reformulate it during a next round of questions at the risk of inadmissibility or forfeiture of your rights. If no next round of questions or subsequent Memorandum of Information is published, you will be obliged to initiate preliminary relief proceedings concerning the subject in question before the District Court of Oost-Brabant (Rechtbank Oost-Brabant) at least 3 days before the Proposals must be submitted at the risk of inadmissibility or forfeiture of your rights.

### Reimbursement of expenses and suspension/termination of the procedure

Costs that must be incurred for the formulation of the Proposal are in principle not reimbursed. We also reserve the right to suspend and/or terminate all or part of the tender procedure. In this case, you will not be entitled to any form of compensation, unless this is disproportionate in view of the costs you have already had to incur at that moment.

### Period of validity

The period of validity of the Proposal is **nine months** after the date of submission of the Proposal.

### Intellectual property Request for Proposal

All intellectual property rights including the copyright to the documents and information provided by Enexis within the context of this tender procedure are vested in Enexis. Save for the exceptions provided for in the Copyright Act (Auteurswet), nothing from the documents provided by us, as well as the related appendices, may be reproduced without Enexis' written approval if and insofar as this is reasonably necessary for being able to answer the questions correctly and completely, or for the purpose of being able to formulate a Proposal.

### Confidentiality

The documents provided by Enexis within the context of this tender procedure must be treated confidentially and provided or shown only to employees who have to take note of them for the purpose of submitting the Proposal.

Subject to the provisions below, the Tenderers do not make information concerning this tender procedure available to third parties in any way and in any form. The Tenderer is allowed to make information about the tender procedure available to Subcontractors and/or Consortium Members if and insofar as this is necessary to be able to formulate a Proposal.

### Amount of Proposals

A Tenderer must, **on penalty of exclusion**, submit only one Proposal. A company may submit a Proposal for the contract only once, either independently or as part of a Consortium. Multiple companies belonging to the same group may submit a Proposal only if each of them has prepared its Proposal independently and without any coordination with the other Tenderers belonging to the same group, fully respecting fair competition and maintaining confidentiality. By submitting a Proposal, the Tenderer agrees to this condition.

### Information provision

Only information provided via TenderNed is legally binding. Other communications from Enexis in (offline) conversations, meetings, etc., have no legally binding value and are merely informative.

### Acceptance of the terms and conditions

By submitting a Proposal, you agree unconditionally to this Request for Proposal, the requirements and conditions imposed herein as well as all documents belonging to this tender procedure.

### License terms from Tenderer

Tenderers are allowed to add license terms to the Proposal (with version number and date). The Tenderer's license terms may not conflict with the provisions set out in the Request for Proposal and its associated appendices. If the license terms conflict with Enexis' conditions and/or requirements, the conditions and requirements of Enexis shall prevail, see also *Article 1.3* of the Agreement.

### PLEASE NOTE:

Proposals that are conditional or that are made subject to reservations are invalid and are disregarded.

## Appendices

- Appendix 01 - Checklist of documents to be submitted with the Proposal
- Appendix 02.1 - Schedule of Functional Requirements
- Appendix 02.2 - Schedule of Non-functional Requirements
- Appendix 03 - Agreement Continuous phishing and phishing incident response
- Appendix 04 - Reserve Contractor Agreement
- Appendix 05 - DVP Addendum medium
- Appendix 06 - Data Processing Agreement (DPA) within EEA
- Appendix 07 - Signing Proposal
- Appendix 08 - Enexis Purchasing Conditions 2025
- Appendix 09 - The Invoicing requirements Enexis Personeel B.V.
- Appendix 10 - Pricing sheet
- Appendix 11 - ESPD
- Appendix 12 - Reference statement
- Appendix 13 - Statement Russia Sanction Package
- Appendix 14 - Declaration of consortium
- Appendix 15 - Anonymized market consultation report
- Appendix 16 - Documents related to the market consultation
- Appendix 17 - Memorandum of Information Format