

Πειραιάς, 16/10/2024

PROVISION OF TENDER CLARIFICATIONS

Subject: REPLACEMENT OF MS OFFICE LICENCES (MIGRATION TO 365 LICENCES-3 YEAR LICENCES)

The interested parties are kindly requested to refer to all the clarifications and any additional information published by PPA S.A. regarding the present tender. Therefore, please visit PPA S.A.'s website regularly to be informed about the latest information concerning the present tender.

The present reply constitutes an integral part of the Call

Question 9:

"..... Will on-site support be needed for users? (enroll devices)"

Answer 9:

On-site support is not mandatory.

Question 10:

"..... Are there corporate procedures in-place for document management? (Classification levels, user groups & document restrictions). Classification process involves Labeling etc. In order to be able to determine the feasibility of the requirement within the time frame requested, please clarify if there is an internal process already in place for document Classification....."

Answer 10:

Implementation should follow Microsoft security best practices and combine existing PPA's policies and procedures. The final configuration proposal will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 11:

"..... What are the models and manufacturers of the firewalls?"

Answer 11:

This information cannot be disclosed during the open tender process.

Question 12:

"..... Is there a 3rd party Antispam solution implemented?"

Answer 12:

There is no 3rd party Antispam solution implemented.

Question 13:

"..... In "Hybrid Active Directory", is Hybrid Entra ID Join required?"

Answer 13:

Yes

Question 14:

"..... In Defender for office 365, are any specific policies required or can we propose our own?"

Answer 14:

Implementation should follow Microsoft security best practices. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 15:

"..... In Defender for Endpoint Plan 1 is there a preferred onboarding method required or can we propose our own?"

Answer 15:

Candidates can propose onboarding method according to Microsoft best practices. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 16:

"..... In Defender for Endpoint Plan 1, are any specific policies required or can we propose our own?"

Answer 16:

Implementation should follow Microsoft security best practices. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 17:

"..... In Intune Plan 1, is there a preferred enrolment method or can we propose our own?"

Answer 17:

Candidates can propose enrollment method according to Microsoft best practices. The final proposed method will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 18:

"..... In SharePoint online, what is the scope of the services required? For example, Security, Compliance, Retention, Sharing etc."

Answer 18:

All above mentioned features required.

Question 19:

"..... In Data Loss Prevention for Office 365, are there any existing Business Processes (Manual or automated) to prevent Data Loss?"

Answer 19:

Implementation should follow Microsoft data loss best practices and combine existing PPA's processes. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 20:

"..... In Sensitivity Labeling Policies for Emails and Files in Office 365, are there any existing Confidentiality Levels in the organization?"

Answer 20:

Implementation should follow Microsoft Sensitivity Labeling Policies best practices and combine existing PPA's policies. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 21:

"..... In Entra ID Plan 1, are there any specific features required, or can we propose our own?....."

Answer 21:

Implementation should follow Microsoft security best practices. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 22:

"..... In Entra ID for Office 365, since Entra ID is integrated into all Microsoft Cloud Services as an Identity Provider, which are the specific requirements for this service?"

Answer 22:

Implementation should follow Microsoft security best practices. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 23:

"..... In Microsoft Teams, are there any specific Organizational Policies and Configurations required, or can we propose our own?....."

Answer 23:

Implementation should follow Microsoft best practices. The final proposed configuration will be reviewed and approved by PPA with the selected bidder prior to implementation.

Question 24a:

"..... In Single Sign-On (SSO) for VPN Access via Microsoft 365, are you looking to integrate VPN Authentication to your On Premises VPN Gateways with Entra ID and MFA....."

Answer 24a:

Yes

Question 24b:

"..... If yes, how many VPN gateway Devices are there and what is the brand/model of each device?....."

Answer 24b:

There is one Firewall VPN gateway in cluster configuration. Model cannot be disclosed during the open tender process

Question 25:

"..... What is the scope of the Training Services? For example, Teams Administration, SharePoint Online Administration, Microsoft 365 Administration etc....."

Answer 25:

Microsoft 365 Administration including all implemented services.

Question 26:

"..... Is there any on site visit requirement or is full remote acceptable?....."

Answer 26:

Onsite visit is not mandatory unless is necessary for specific implementation.

Question 27:

"..... Please confirm that support services 24x7x365 refer to ticket reception and registration....."

Answer 27:

*During the 36 months of services provision the candidate must provide a 24*7*365 technical support services for the resolution of any issue related to service malfunction or service interruption.*

Question 28:

"..... Do you need to migrate from current SharePoint sites to SharePoint online? What is the number of the sites and the size of the data stored?"

Answer 28:

We currently have a SharePoint Online site in production that stores approximately 250 GB of data. There is no SharePoint on-premises.

Question 29:

"..... Based on Paragraph 5.1-Submission of Offers: "Offers should be submitted to PPA in-person by the Candidate himself, by post or by the Candidate's Authorized Representative in hard-copy form. Offers shall be submitted to PPA headquarters at the below address"

Please confirm that it is acceptable to submit a digitally signed offer, where the documents of the "hard copy" for all envelopes will be the print out of the digitally signed documents, also submitted in electronic

form (1 soft copy), in which the validity of the digital signature and therefore the originality and validity of the offer can be proven.....”

Answer 29:

It is clarified that it is acceptable to submit a digitally signed offer, where the documents of the “hard copy” for all envelopes will be the print out of the digitally signed documents. Furthermore, according to par.5.2 “All pages of the original folder to be clearly and consecutively numbered (i.e. 1 – 200).