

[Internal]



CALL OF TENDER

**“PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE SYSTEM
UPGRADE”**

Budget: €140.000,00

Piraeus, Greece

March 2026

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DEFINITIONS

For the purposes of understanding the terms of this Call, definitions of the following terms are given herein below:

- a) **“Assigning Company”** or **“the Company”** or **“PPA S.A.”**: the societe anonyme under the corporate name “Piraeus Port Authority S.A.”
- b) **“Concession Agreement”** means the 24.6.2016 amendment and codification into a single text of the Concession Agreement of 13.2.2002 between the Hellenic Republic and Piraeus Port Authority S.A., which was ratified by Law 4404/2016 as in force.
- c) **“Authorized Representative”**: a legal representative of the Candidate (according to the Candidates statutes/bylaws) thereof or a specifically authorised representative (by a decision issued by the Candidate’s competent body) who has the power to bind the Candidate and also has the authority to sign and submit the Candidate’s Offer;
- d) **“Solemn Declaration”**: refers to the Solemn Declaration as per Law 1599/1986 or in the case of a foreign candidate a text of analogous form of evidence, in accordance with the provisions of the country of provenance thereof signed by the Authorized Representative. In all cases where there is a reference to the term “Solemn Declaration”, it is intended that such is effected by certification of the original signature of the signatory.
- e) **“Tender”** or **“Call”**: the said document.
- f) **“Candidate”**: The Legal Entities, Companies participating in the Tender by submitting an Offer for the supply of equipment and services that are subject matter of this Call for Tender.
- g) **“Interested party”** means Legal Entities, Companies which intend to take part in the tender procedure by submitting an offer.
- h) **“Contractor”** or **“Supplier”**: the candidate to whom the procurement contract will be awarded, by virtue of the contract to be drafted and signed”
- i) **“Eligible Bank”**: means a credit or financial institution or insurance company within meaning of Article 14(1)(b) or (c) of Law 4364/2016 operating lawfully in an EU, EEA or OECD or Financial Action Task Force (FATF) country, which in accordance with the applicable provisions have such a right, or in a country with a credit rating for long-term investments of at least A- (or equivalent) or higher from at least any two of the rating’s agencies Moody’s, Standard & Poor’s or Fitch. Also ETAA - TSMED Fund is considered as acceptable Institution.
- j) **“Tender Evaluation Team”** or **“Committee”** means the PPA Tender Evaluation Committee which consists of senior company executives and will be established by PPA’s competent management bodies’ decision.
- k) **“Third Party Inspection Company”** means the accredited Third Party Inspection Company who will undertake the task of supervision of the entire project according to the present Call and its Annexes.

1. CONTRACTING AUTHORITY

The Contracting Authority is PPA SA. The address to which the offers are submitted is:
Piraeus Port Authority S.A.
PPA SA Headquarters
Procurement Department Office 209
Akti Miaouli 10, st.
185 38, Piraeus, Greece

2. SCOPE OF TENDER

The Digital Signage System is a critical component of the daily operations at the Cruise Passenger Terminals of Piraeus Port Authority S.A. It delivers real-time information to cruise passengers, including sightseeing opportunities, museum information, and vessel arrival and departure schedules. The system significantly enhances the overall passenger experience while contributing to the modern and professional image of the terminal facilities.

As the existing system has reached end-of-support status, a comprehensive upgrade and renewal is now necessary. The objective of this project is to ensure the uninterrupted provision of accurate and up-to-date passenger information services, while modernizing both the hardware infrastructure and the Content Management System (CMS) to meet evolving operational requirements and technological advancements.

The project requires the vendor to deliver, along with the digital signage monitors, a modern, enterprise-grade CMS that replaces the existing legacy system. The modernization of the Content Management System (CMS) will ensure a more reliable, secure, and scalable foundation for all digital signage operations.

The Vendor shall conduct complete system testing and commissioning. This shall include functional testing, performance verification, integration validation, and confirmation that all contractual and technical requirements have been fully met. Formal acceptance shall be granted only after successful completion of testing and written approval by PPA.

The Vendor shall provide a comprehensive three (3) year warranty, on a 24 hours per day, 7 days per week, 365 days per year (24x7x365) basis, covering all supplied hardware and software components. The warranty shall include preventive and corrective maintenance, software updates and upgrades, security patches, and full technical support in accordance with the agreed Service Level Agreement (SLA).

Upon expiration of the Warranty Period, the Vendor shall, at the request of Piraeus Port Authority S.A., provide maintenance and technical support services for an additional three (3) years. Such post-warranty maintenance shall cover all hardware and software components, including updates and technical support, under the same SLA terms and response times as those applicable during the initial warranty period.

The Vendor shall provide comprehensive training to designated system operators and administrators. Training shall include both theoretical and hands-on sessions and shall be accompanied by detailed operation manuals, system administration guides, and full configuration documentation in Greek or in English.

3. LEGAL & REGULATORY FRAME

The tender procedure shall be conducted in accordance with:

- i. Law 4404/2016 (Government Gazette 126/A/8.7.2016) as in force, ratifying the Concession Agreement on use and exploitation of certain areas and assets within the Port of Piraeus of 24 June 2016 ratified by Article 1 of that Law, together with its annexes, which agreement was entered into between the Hellenic Republic and PPA, under which the Hellenic Republic granted PPA the exclusive right to hold, use, manage, maintain, improve and exploit the assets conceded to it, in accordance with the terms of the agreement.
- ii. The EU General Data Protection Regulation in force (EU 2016/679) and Greek Law 4624/2019 as in

- force.
- iii. All relevant applicable Greek legislation in general.
 - iv. The applicable PPA Contracts and Sub concessions Regulations.
 - v. The provisions, terms and conditions outlined within the present Call.

4. TENDER PROVISIONS

As Piraeus Port Authority S.A. is a private-law entity, any objections or challenges concerning the content of this Call for Tender shall not be examined. The tender procedure shall be conducted in a single stage. PPA S.A. reserves the right, at its sole discretion, not to award the contract. It may assign or refrain from assigning the contract, or may postpone, repeat, amend, or cancel the supplier selection procedure, in whole or in part, at any stage of the process, without incurring any obligation to compensate or remunerate the Candidates.

If the procedure is postponed, repeated, or cancelled, any submitted offers that have not been opened may be returned to the respective Candidates, unless otherwise determined by PPA S.A.

Participation in the tender procedure is undertaken at the sole responsibility and expense of each Candidate. No compensation shall be payable for any costs incurred in connection with the preparation and submission of an offer or participation in the procedure generally.

The submission of an offer constitutes full and unconditional acceptance of the terms and conditions of this Call for Tender. By submitting an offer, each Candidate declares that it has carefully reviewed all tender documents, has fully informed itself of the project requirements and implementation conditions, and expressly acknowledges and accepts all technical and contractual conditions relating to the proposed solution.

5. SUBMISSION OF OFFERS - OFFER DOCUMENTATION

Eligible and interested candidates are requested to do an on-site survey prior to submitting their offers to understand the exact requirements after communication with PPA team. The on-site survey will take place on **Wednesday 18th of March 2026 at 10:00**, following communication with PPA team, (contact person Mr. Stavroulakis Michael, Tel: 210 45 50 692, email: stavroulakism@olp.gr).

The proposed technical solution will be according to the evaluation criteria of table 12.1.

Interested parties are invited to submit their offer (alternative/second offers are excluded) until **Monday 30 March 2026 at 15:00** by email to the following email address: procurement@olp.gr.

Offer submission will be completely electronically through email as follows:

Each offer should consist of three (3) individual subfolders:

a. PARTICIPATION DOCUMENTS

b. TECHNICAL OFFER

c. FINANCIAL OFFER

2. All folders should be protected with separate/different passwords. The passwords will be sent to PPA separately at each evaluation stage of the tender to a specific e-mail which will be notified by PPA S.A. to all participants.

3. The offers' files only (not the passwords) should be sent directly to Procurement Department by the candidates at the following e-mail: procurement@olp.gr before the tender's expiry deadline with the indication: **"OFFER FOR THE PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE**

SYSTEM UPGRADE” The maximum acceptable size of each electronic offer should be 50 Mbytes, (except video demo (Art.10.B) that can be sent through cloud link password protected) while the acceptable type of offers’ compression is .zip (not .rar).

4. On the date and time of each evaluation stage (i.e. a. participating documentation – technical evaluation, b. financial evaluation), the requested passwords only (different password for each stage) should be sent to the group email which will be notified by the PPA to all participants in due time with the indication: **“PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE SYSTEM UPGRADE”**.

Interested candidates may receive additional information or clarifications in relation to the present Tender, by submitting questions up to **three working (3) days (included)** prior to the expiry of the time limit for the submission of offers in writing to PPA Procurement Department by e-mail to procurement@olp.gr;

After the lapse of the above time limit, no other communication or request for clarification as to any tender terms may be acceptable.

Offers shall bind the Candidates for at least four (4) months from the submission deadline date. Any offer which sets forth a term of validity less than the above-mentioned shall be rejected.

Participants are advised that they may be requested to extend the validity of their proposals for additional period until the contract award is completed.

It is at PPA S.A.’s sole discretion to cancel the whole bidding process without compensation to the bidders at any stage of the tender procedure.

All documents must be submitted either in Greek or/and in English language.

6. ELIGIBILITY OF PARTICIPATION - PREQUALIFICATION CRITERIA

To ensure the successful implementation of the project and the participation of reliable and experienced economic operators, Candidates must meet the following minimum eligibility and qualification requirements.

6.1 Eligible candidates must meet the following prequalifications criteria:

- 1 Be legally established and registered in the relevant commercial or professional register of their country of establishment.
- 2 The candidate must have a Minimum average annual turnover during the last three (3) years equal to 300.000,00 €.
- 3 Subcontracting is permitted until 40%. The Contractor will undertake full responsibility of the whole Project. Candidate’s intention to award a subcontracting contract for the Project must be declared, disclosed and described in the Candidate’s Offer.
- 4 Candidates must demonstrate relevant experience of implementing at least two (2) Digital Signage projects within the last five (5) years at least 20.000,00 € each. Sub-contractors’ experience will be also accepted.
- 5 Candidate is required to demonstrate compliance with internationally recognized standards for quality and information security management, ISO 9001 and ISO 27001 Certification. Equivalent certifications may be accepted.
- 6 Subcontracting is permitted until 40%. The Contractor will undertake full responsibility of the whole Project. Candidate’s intention to award a subcontracting contract for the Project must be declared, disclosed and described in the Candidate’s Offer.

In case of joint ventures criteria 2,4,5 can be met by one member only.

7. GUARANTEES

Guarantees shall be required for either participation to the tender procedure and or to the winning candidate of the procurement. The guarantees required (participation, good performance including the good operation for three years after the Final Acceptance of the implementation and proper maintenance) for this tender procedure may be in one of the following forms:

1. Letters of Guarantee in accordance to **Annexes C, D, E and F**.
2. Deposit to PPA (to one of the following PPA bank accounts) as a guarantee of the respective amount of money.

FINANCIAL INSTITUTION	BANK ACCOUNT (IBAN)
EΘNIKH (NBG) BANK	GR1501101900000019050500651
ALPHA BANK	GR7101401250125002320006462
EUROBANK	GR4902600250000440201113841

7.1 Participation Bank Guarantee Letter

For valid participation in the tender, the candidates must either deposit to one of PPA's abovementioned accounts the amount of three thousand euro (3.000 €) or submit a tender Participation Letter of Guarantee amounting to three thousand euro (**3.000 €**) according to **Annex C**. The participation guarantee letter will have a validity period equal to eight (8) months from the closing date of the tender.

The tender participation Guarantee shall be forfeited by PPA SA if, while it is in effect, (a) the candidate withdraws its offer or (b) the Contractor does not submit the award documentation in good time or does not come forward in good time to sign the contract or (c) the above persons provide false evidence or information relating to the grounds of disqualification.

The participation guarantee will be returned:

- (a) to the Contractor upon submission of the good performance letter of guarantee and
- (b) to unsuccessful candidates within two (2) months of the tender procedure being completed that is after contract signature.

7.2 Good Performance – Good Operation Bank Guarantee

A Good Performance Guarantee for the proper service implementation of agreed terms upon signing the Contract is required, either by bank deposit (in one of PPA's abovementioned bank accounts) or by submitting a Good Performance – Good Operation Letter of Guarantee . The Good Performance Guarantee Letter must be issued in accordance with the template of **Annex D** of this Call for Tender by an Eligible Bank in favour of PPA **for an amount equal to 10 % of the total cost of the contract, VAT excluded**. No Contract will be signed unless the good performance guarantee is delivered to PPA.

The Good Performance – Good Operation guarantee will be returned upon contract's duration expiration (implementation period plus 3 years warranty period), after the successful delivery of all services and the signature of the protocol of receipt by PPA.

7.3 Guarantee Letter of Proper Maintenance

In case PPA requests to exercise its option regarding the System Hardware and Software Maintenance services (Service Level Agreement) starting upon the expiry of the Good Performance - Operation Guarantee Period, then the Contractor will provide a Guarantee Letter of Proper Maintenance equal to

10% of the Maintenance price exclusive of VAT issued in accordance with the template of **Annex E**, or deposit the relevant amount to one of PPA's abovementioned bank accounts.

8. AWARD CRITERION

Award criterion is the most advantageous offer based on the best price-quality ratio as specified in **Article 12**.

9. PARTICIPATION DOCUMENTS

Each Candidate to participate in this tender procedure and to prove the fulfilment of the above-mentioned prequalification criteria of Article 9 should submit, on pain of rejection of the Offer, the following participation supporting documents as originals, legally certified copies or valid, simple, clear and easy-to-read information where applicable:

- A. Business profile (i.e. company profile presentation, company organization, offered products, customers, supplier network etc.)
- B. Candidate's Articles of Incorporation, or equivalent foundational documents. For domestic companies (Greece), this includes any amendments and the latest Articles of Representation (e.g., Government's Gazette and/or GEMI declaration). For international companies, equivalent documents according to their national legal framework, including any amendments and the latest representation documents or certificates, must be provided. GEMH registration certificate
- C. Registration certificate from the General Commercial Registry (G.E.MI.)
- D. A Detailed Certificate of Representation from the General Commercial Registry (G.E.MI.)
- E. The Participation Letter of Guarantee or confirmation of submission of payment as mentioned within par 7.1 and Annex C
- F. Financial statements of the Candidate of the last three (3) audited financial years (2022,2023, 2024) proving average annual turnover of 300.000 Euros or above
- G. In case of Subcontracting, a list of subcontractors must be provided with the percentage of their participation on the project and the above A, B, C, D documentation must be submitted for subcontractors too.

- H. Solemn Declaration affirming that:
 - 1. The Candidate is not bankrupt, in liquidation, is not in compulsory receivership, or bankruptcy compromise, the Contractor's operations have not been suspended or it is not any similar situation under any similar proceedings, is not in proceedings to be declared bankrupt or in proceedings to be placed in compulsory liquidation or compromise with creditors and is not in any similar situation (restructuring, etc.)
 - 2. The managing partners in the case of a limited or general partnership or limited liability Company, and the Chairman and Managing Director in the case of a Société Anonyme or the natural persons exercising management functions in all other cases must not have been convicted based on a final judgement for:
 - a. participation in criminal organizations within the meaning of Article 2(1) of Council Framework Decision 2008/841/JHA
 - b. bribery within the meaning of Article 3 of Council Act of 26 May 1997 and Council Framework Decision 2003/568/JHA.
 - c. fraud within the meaning of the Directive (EU) 2017/1371
 - d. money laundering within the meaning of repealed by the Directive (EU) 2015/849
 - e. Embezzlement, Fraud, Extorsion, Forgery, Perjury, Bribery according to the Penal Code or crimes

similar in their specific aspects to the above, provided for in foreign legal orders.

10. TECHNICAL OFFER DOCUMENTS

Within the technical offer folder, the following will be provided:

- A. Technical Compliance Table (Annex A, table B) properly filled accompanied with the relevant supporting documentation
- B. Video presentation of the provided software, including system usage and system configuration presentation, **related to evaluation criteria A and B**
- C. Proof of project implementation, of at least two (2) similar projects within the last five (5) years budgeted minimum 20,000 €, such as Submission of reference letters from clients, contracts and invoices **related to evaluation criteria C**. Sub-Contractors' experience will be also accepted.
- D. A Detailed description of the offered services, Implementation methodology & Time Plan in the form of Gantt chart **related to evaluation criteria D**
- E. Service Level Agreement (SLA) description in compliance with the technical specifications.
- F. Financial Table B1 rows 7, 8, 9, 11 filled without prices as per Annex B. No pricing will be included in said table

11. FINANCIAL OFFER

The Financial Folder will contain the Financial Proposal form as per **Annex B** filled and signed. Each candidate submits only one financial offer. The offered prices will be expressed in euros (€), limited to two decimal places, and will bind the candidate throughout the validity of the Offer. The mentioned costs, as stated in Annex C, will be fully borne by the candidate. Participants are requested to submit a financial offer according to the requirements of Annex B.

All financial forms will be filled and submitted but only table B.1 will be evaluated.

12. EVALUATION PROCESS

The evaluation will be conducted in two stages:

Stage 1: Technical Evaluation and

Stage 2: Financial Evaluation.

Only technically compliant offers shall proceed to financial evaluation.

12.1 Technical Evaluation (Maximum 100 points)

The Technical Score (St) will be evaluated according to the following criteria:

No	Technical Criterion	Description	Points	Evaluation Method
A	Software Platform Functionality	Evaluation of the proposed CMS including user interface, ease of content management, multilingual support, remote management, and real-time update capabilities.	0-40	Higher score achieving the CMS platform with better platform functionality.
B	Operational Efficiency & Maintainability	Ease of maintenance, monitoring tools, remote diagnostics, upgrade capability.	0-20	Higher score achieving the CMS platform with optimum operational efficiency and maintainability.
C	Past Performance & Relevant Experience	Proven implementation of Digital Signage projects, references, scale and complexity of previous projects.	0-30	Two (2) similar projects: 10 pts Three (3) similar projects: 20 pts Four (4) or more similar projects: 30 pts
D	Methodology & Programme of Works, Time Plan	Quality and clarity of project methodology, milestone planning, installation sequencing, minimization of operational disruption.	0-10	Higher score achieving a realistic time plan according to description.

Table 12.1 Evaluation criteria and scoring

Technical Score Formula

Maximum Technical Score (St) = 100 points.

12.2 Financial Evaluation

Financial Score (Sf) will be calculated as:

$$Sf = 100 \times FM / F$$

Where:

FM =Lowest Financial Offer

F = Price of the evaluated offer

12.3 Final Score

Weights:

Technical Weight (T) = 70%

Financial Weight (P) = 30%

Final Score:

$$S = (St \times 0.70) + (Sf \times 0.30)$$

The Candidate with the highest final score (S) will be ranked first.

In case of a tie, the offer with the highest Technical Score (St) shall prevail.

13. PAYMENT TERMS

- 30% payment in advance within thirty days after contract signature and with the obligation to submit an equal amount advance payment letter of guarantee, as per the form of Annex E.
- 20% payment upon equipment arrival and quantitative acceptance.
- 30% payment upon PPA SA final acceptance of the equipment.
- 10% payment one year after the Final Acceptance of the project and after the acceptance of the first year of the Warranty Period by the relevant acceptance committee.
- 10% payment one year after the Final Acceptance of the project and after the acceptance of the first year of the Warranty Period by the relevant acceptance committee.

14. INSURANCE

The Contractor must take all appropriate measures for the safety of the works and the prevention of damage or accidents that may be caused by him or by the persons hired by him or by the materials and machinery used, being responsible for any damage or accident caused to O.L.P. S.A., to the work being performed, and being obliged to comply with the current provisions and all generally applicable regulations. O.L.P. S.A. bears no responsibility for any damage or accidents to the contractor's personnel or any third party, for which the Contractor has civil, administrative and criminal liability.

14.1 Personnel insurance

The contractor is obliged to insure all personnel it employs with the E.F.K.A. and with the special insurance funds of main and auxiliary insurance.

14.2 Project Insurance

Upon signing the contract, the Contractor shall submit the Insurance Policy (all risks) for the Project to one or more insurance companies, which operate legally within the European Union, which shall be valid for the entire duration of the project and an additional six months after the Certificate of Completion of the project. In the event of an extension of the project (for any fault), the validity of the insurance policies shall be extended accordingly. The insurance policy shall also include "Third Party Liability" and shall name the Greek State as an additional insured party, in accordance with article 17 of the Concession Agreement between the Greek State and PPA S.A., as ratified by Law 4404/2016 (Government Gazette A' 126/8-7-2016). in the context of or due to the construction of the project, with at least the following minimum compensation limits:

I. General Civil Liability against third parties:

- € 250.000,00 for personal injuries per person,
- € 500.000,00 material damage per accident or series of accidents with the same cause,
- € 1.000.000,00 for a group accident which constitutes the maximum limit of the contract during the works.

II. Employer's liability for the contractor's personnel that will be employed during the execution of the project and towards third parties of the amount of:

- € 500.000,00 per person and group accident per incident.
- € 500.000,00 maximum limit of Employer's Liability coverage.

It is noted that:

- The all-risk insurance policy will also provide for extensive maintenance coverage, for the period of the Contract.
- The insurance will cover the League (PPA S.A.) and their authorized bodies, the Contractor and all personnel employed in any contractual relationship with the project, the Contractors and Subcontractors, Engineers, Designers, etc. as well as their personnel and generally those involved in the project.
- The insurance company will waive the right of recourse against PPA.
- PPA employees, who are not involved in the project and its consultants, are considered third parties.

15. CONFIDENTIALITY

Throughout the duration of the Contract and after its expiration or termination and for a period of at least five (5) years, the Contractor shall undertake to keep confidential and not to disclose to any third party any documents or information that may come to its knowledge during the performance of the services and the fulfillment of its obligations.

It shall also undertake not to disclose part or all of the Project that it will execute without the prior written consent of PPA.

Specifically:

11.1. The Contractor shall ensure a secure information environment so that no third party, superior or subordinate to it, may have access to its information network without its prior approval.

11.2. The Contractor shall maintain confidentiality regarding confidential information and data related to the activities of PPA. Confidential information and data are understood to mean those that are not known to third parties, even if they have not been classified as confidential by PPA.

11.3 The Contractor is obliged to avoid any interference of its interests with the interests of the PPA, to deliver upon the termination of the Contract all data, documents, studies, plans, etc. in its possession that concern the PPA, to maintain a complete set of files and documents and other material relating to the implementation and administration of the Project as well as to the services that will be provided by it within the framework of the Project.

11.4. The Contractor must take all necessary measures to ensure that its employees/collaborators are aware of and comply with the above obligations. The contracting parties agree that in the event of the Contractor's failure to comply with the above confidentiality obligations, the Contractor will pay PPA a penalty clause equal to the amount of its remuneration under the Contract. Furthermore, PPA S.A. reserves the right to demand from the Contractor compensation for any further damage.

11.5. PPA undertakes to keep confidential for five (5) years the data made available to it by the Contractor if they concern technical data or information and know-how or intellectual property rights provided that they bear the indication "confidential document". In no case does confidentiality bind PPA S.A. to the authorities of the Greek State and the European Union.

11.6. Confidentiality is automatically lifted in the event of pending litigation, objection, mediation or arbitration, to the extent strictly necessary and exclusively for use by the parties, mediators, court officials and arbitration judges.

12. COPYRIGHT

All results - studies, data and any other document or file related to the Project, where permitted and not merely a grant of a license, as well as all other deliverables that will be acquired or developed by the

Contractor at the expense of the Project, will be the exclusive property of PPA, which may fully manage and exploit them.

The results will always be at the disposal of the legal representatives of PPA during the validity of the Contract, and if they are in the possession of the Contractor, they will be delivered to PPA upon the expiration or termination of the Contract in any way. In the case of files with data in electronic format, the Contractor is obliged to accompany their delivery with written documentation and instructions for their recovery / management.

Upon final acceptance of the Project, the intellectual property rights that will be generated during the execution of the Project and do not fall under the above paragraphs are transferred by the Contractor automatically to the PPA, which will now be the exclusive beneficiary of the Project and will bear all the powers deriving from it.

16. APPLICABLE LAW – ARBITRATION – GENERAL TERMS

16.1. The conduct of the Competition, the execution of the Contract as well as the obligations of the Contractor are governed by Greek and EU Law, Law 4404/2016 (Government Gazette A 126), as is the general legislation on PPA.

16.2. The Contractor and the PPA will try to settle amicably any dispute that may arise in their relations during the Tender process and the execution of the Contract to be signed.

In the event of a dispute, any dispute will be resolved by the Greek courts, specifically the courts of Piraeus, which will have exclusive jurisdiction, and the applicable law is always Greek and EU law. However, it is not excluded that, for certain cases, if both parties agree, the Contract may provide for the parties to resort to mediation, always in accordance with Greek legislation and with what they agree between them.

16.3. If a Candidate is found to have made false or misleading claims or statements, PPA reserves the right to reject at any time, any offer submitted by or on behalf of that Candidate. Candidates should be aware that giving false or misleading information is a serious offence under the Hellenic Criminal Code.

16.4. . Nothing in this Call, any offer, or any conduct or statement made before or after the issue of this Call is to be construed so as to create legitimate expectations or give rise to any contractual or other obligations, express or implied.

ANNEX A: TECHNICAL DESCRIPTION

A.1 SCOPE – DESCRIPTION

The digital signage system is essential for the enhancement of daily operations at the PPA Cruise Passenger Terminals. It facilitates the information pictures, videos etc) that the cruise lines want to share with their passengers in regard to their vessels serviced at the terminals. It provides real-time information about PPA facilities, ship allocations, directions, weather forecast, safety messages, etc. The system directly contributes to an improved passenger experience and the modern appearance of the terminal.

The project requires the vendor to deliver, among the digital signage monitors, a modern, enterprise-grade CMS that replaces the existing legacy system. The modernization of the Content Management System (CMS) will ensure a more reliable, secure, and scalable foundation for all digital signage operations.

A.2 KEY OBJECTIVES

- Replace old and unsupported equipment.
- Ensure uninterrupted, up-to-date passenger information services.
- Modernize hardware and CMS to meet evolving operational needs and new technology.

A.3 SUMMARY

- Monitors to be replaced: 27
- Monitors to be removed and not to be replaced: 4
- Monitors to be repositioned: 4 (included in the above 27 monitors)
- New monitors to be added: 3
- Media players: 30
- Content Management System (CMS) to be replaced: 1

A.4 TIMEPLAN

The duration of the time plan that will be submitted must not exceed 90 calendar days. The final time plan will be agreed upon project initiation in cooperation with PPA's project team in accordance with operational schedule of cruise terminals.

B. COMPLIANCE TABLE

No	Description	Requirement	Response	Cross Reference (page number of the relevant technical sheet)
OVERVIEW				
1	The vendor shall provide a new digital signage system at the cruise terminals, including old signage monitors replacement, new signage monitors installation, software/CMS installation and configuration.	Mandatory		
2	The vendor shall provide full project implementation services including procurement, installation, testing, commissioning of all components, the removal of the old monitors and support of the entire system after the implementation.	Mandatory		
3	The system architecture shall be scalable, allowing the addition of new displays, media players, or integrations without major reconfiguration.	Mandatory		
HARDWARE & OS				
4	Number of 32-inch LCD monitors required	9		
5	Number of 43-inch LCD monitors required	15		
6	Number of 75-inch LCD monitors required	3		
7	Number and dimensions of LED monitors (E12 gates)	2 monitors, approximately 1x6m each.		
8	Number and dimensions of LED monitors (Terminal A "Miaoulis" entrance)	1 monitor, approximately 0,7x4m		

9	The media player may be integrated within the monitor or provided as an external unit.	Mandatory		
10	The number of media players required, in case of supply of monitors without a built-in media player and in case all the monitor types need a media player.	30		
11	Vendor must ensure the compatibility between monitors and media players, in case of provision of external media players.	Mandatory		
12	Media players shall operate on an up-to-date, stable, and vendor-supported OS platform (e.g., Windows IoT, Linux, or Android). The OS and CMS shall receive official vendor security updates and support for a minimum of 6 years from the project delivery date.	Mandatory		
13	Displays and media players shall connect via a secure LAN network using encrypted communication protocols (TLS 1.2 or higher).	Mandatory		
14	Displays and players shall support scheduled power control (ON/OFF) and energy-saving features.	Mandatory		
15	Wake on LAN feature will be preferred	Optional		
16	Displays and media players should be able to be remotely powered on in case of network connectivity failure.	Mandatory		
17	Displays shall support Full HD (1920x1080) or higher resolution.	>1920x1080		
18	75-inch monitors should operate in vertical position also.	Mandatory		
19	All monitor models should have been released in the past two years.	Mandatory		
20	The appropriate brightness of outdoor monitors at daylight	≥8000 nits		
21	The appropriate brightness of outdoor monitors at night	2000-3000 nits aprox. (shall		

		be adjusted upon suitability)		
22	Operational temperature range for indoor monitors and relative humidity	0°C to 40°C or higher / 80% or higher		
23	Operational temperature range for outdoor monitors, relative humidity and other requirements for harsh conditions.	-20°C to 50°C or higher / 90% or higher. They should include active cooling or thermal management to prevent overheating. Shall be IP66 rated or higher with UV and salt resistant materials.		
24	Viewing angle	178°/178°		
25	Displays shall be securely mounted, compliant with terminal infrastructure and local safety regulations.	Mandatory		
26	Vendor must guarantee the suitability of the existing installed support bases in relation to the monitors proposed for procurement, as well as the suitability of the new support bases. Vendor shall guarantee the static adequacy for the monitors/video walls to be installed.	Mandatory		
27	All components shall comply with relevant international and local standards (CE and applicable safety directives).	Mandatory		
CMS				
28	The system shall include a centralized CMS, enabling remote scheduling, management, and content distribution to all displays.	Mandatory		
29	The users must be able to schedule the content of each	Mandatory		

	display/monitor for a maximum period of at least month.			
30	The users must be able to schedule different content to be displayed in each monitor or group of monitors.	Mandatory		
31	The vendor shall install, configure, and implement the CMS software to ensure full functionality across all media players and displays.	Mandatory		
32	The CMS or a unified solution shall support remote firmware updates, remote reboot, and health diagnostics for each media player and display.	Mandatory		
33	The CMS shall provide real-time device monitoring, alerts, and performance reports for all connected displays and media players.	Mandatory		
34	The system should support emergency messaging functions, allowing urgent alerts to override scheduled content when triggered.	Mandatory		
35	The CMS shall include role-based access, authentication, and user activity logging for audit and security compliance(MFA).	Mandatory		
36	The system shall support multiple media formats including JPEG, PNG, MP4, HTML5, RSS feeds, and live data streams.	Mandatory		
37	The CMS and media players should be possible to play multiple content sources in different areas of the screen	Mandatory		
37	The CMS and media players shall include redundancy or fallback capability to maintain content playback in case of network or server failure.	Mandatory		
39	All system components shall synchronize time via NTP to maintain consistent scheduling and display accuracy.	Mandatory		
40	The new CMS will be hosted in a VM environment or could be	Mandatory		

	provided as a service in cloud environment.			
41	In case of VM hosting, the vendor shall provide the required specifications for the virtual machine, including CPU (number of vCores), RAM (GB), disk capacity (GB), operating system, and the desired backup schedule (e.g., once per day, etc.)	Mandatory		
42	In case of cloud solution offered, must support MFA	Mandatory		
43	The CMS login shall support user's authentication through Microsoft Entra or Active Directory	Mandatory		
44	The CMS must be able to be integrated with the PPA ERP for real-time data exchange and automated content updates, through secure web service or API.	Mandatory		
IMPLEMENTATION SERVICES				
45	The vendor shall provide a 3-Year 24x7x365 warranty for all hardware and software, including updates and technical support.	Mandatory		
46	The vendor shall provide maintenance service for three more years after the expiration of the Warranty Period for all hardware and software, including updates and technical support, upon PPA's request , with same SLA terms as the warranty period.	Mandatory		
47	The vendor shall provide training for system operators, along with operation manuals and configuration documentation.	Mandatory		
48	The vendor shall perform complete testing and commissioning of the system prior to handover, ensuring all functionality requirements are met.	Mandatory		
49	Number of monitor removals without replacement	4		

50	Number of monitors repositions	4		
51	For damage or abrasions that any removal or replacement of the monitors will leave back, restoration works must be carried out.	Mandatory		
52	Replacement works of the existing monitors and installation of the new monitors.	Mandatory		
53	The old monitors must be collected and recycled by the contractor.	Mandatory		
54	Software/CMS installation and configuration.	Mandatory		
NETWORK-RELATED TASKS AND TECHNICAL WORK				
55	For every screen relocation or the installation of a new screen at a new spot, a new UTP cable must be routed to the location designated by PPA.	Mandatory		
56	UTP cable types: Indoor: CAT6 with solid conductor diameter of AWG 22, EU CPR Certified Indoor Outdoor: CAT6 with solid conductor diameter of AWG 22, EU CPR Certified Outdoor	Mandatory		
57	The cable protection pipes must be made of thermoplastic HDPE 450Nt, and according to EN 61386-24, NF P98-332/EN 12613 & EN 50520 (type GEOSUB/FLEX)	Mandatory		
58	The vendor shall do a site survey prior to the installation works, in order to decide the quantity of required items they will be needed for any technical works (utp cable length, etc)	Mandatory		
59	The vendor shall be solely responsible for the correctness of quantities, measurements and technical design identified during the site survey. No additional costs shall be accepted due to vendor errors or omissions.	Mandatory		
60	The vendor should patch any new utp cable that needs to be patched to our network nodes.	Mandatory		

61	The infrastructure should be implemented with three basic criteria: a) the shortest possible length of the cables, b) appropriate technical way and c) the most elegant possible way.	Mandatory		
62	The contractor shall comply with the safety directions, legal framework and standards described in chapter D	Mandatory		
WARRANTY AND MAINTENANCE PERIOD SERVICES				
63	Warranty period duration	≥ 3 years		
64	Periodic visual and functional inspection of all devices at least once every two months and submission of relevant reports of proper operation.	Mandatory		
65	Preventive maintenance of all devices at least four (3) times a year.	Mandatory		
66	The Contractor is obliged to deliver two-months report for the entire period of the services provided including maintenance actions provided and devices' status and up-to-date inventory of all system components, including software versions and third-party libraries.	Mandatory		
67	Sufficient spare parts for the entire duration of the contract.	Mandatory		
68	Immediate restoration of application bugs or device errors pursuant to SLA terms provided hereinunder.	Mandatory		
69	Installation of firmware or software updates and upgrades in off peak hours mutually agreed.	Mandatory		
70	Depending on the nature of the issue, remote or onsite support will be provided.	Mandatory		
71	Ensuring that interface with ERP operates properly with the latest version.	Mandatory		
72	All maintenance work will be carried out in accordance with health and safety regulations for personnel and passengers.	Mandatory		

C.1 Duration of warranty & maintenance services

The Contractor is required to provide Warranty and Maintenance services for the equipment and software that will be offered, for at least six (6) years from the final acceptance of the project.

In particular:

- The Good Operation Guarantee period starts from the final acceptance of the project and will last for at least three (3) years. If the Contractor offers a Good Operating Guarantee period in addition to what is requested, it should cover a whole number of years and cover the entire offered solution.
- The Maintenance Period will start at the end of the Good Operation Guarantee Period and will last for as many years as cumulative with the Good Operation Guarantee period of **at least six(6) years in total**. The Contractor is obliged, if PPA wishes, to sign a maintenance contract after the end of the offered Warranty Period and at the cost defined in their offer. Please note that PPA reserves the right to a written and unilateral declaration to the Contractor to exclude or reinstate any equipment / software products by adjusting the maintenance costs accordingly. In the event of reinstatement in the maintenance of an exempted product, the Parties still have the same obligations and rights as would have been if the product in question had never been exempted from maintenance.
- During the Warranty and Maintenance Periods, the Contractor should provide the services described in §C.2 of this call of tender.

In regard to maintenance costs:

- The annual maintenance cost should be fixed and same for at least three years. The maintenance price of each product may in no case exceed the current maintenance price stated in the Vendor 's official price list for the respective product.
- Candidate will have to submit to their financial offer the maintenance costs, each year separately.
- Maintenance costs include all incidental travel, subsistence and staff costs, spare parts, parts (excluding consumables) that are considered necessary to correct the problem. The candidate must specify in their offer the items considered consumables.

C.2 Observance of Warranty Service Level – Penalties

The Contractor is required to carry out the entire Project while providing the necessary technical support services to meet the minimum availability limits set out below. It is emphasized that the terms mentioned in this paragraph apply to the warranty and maintenance periods (for the latter, if a Maintenance Agreement is signed).

The hardware and software included in this project must be available 24 hours a day for all days of the year (24 X 7 X 365) including holidays.

The Availability of the equipment, measured on a monthly basis, must be greater than or equal to:

- 99,9% for all equipment and software

Damage/Malfunctions recovery times:

Kind of Damage/Malfunction	Response Time	Recovery Time	Permitted Unavailable monthly time (based to 99,9% availability)
Management software / CMS	30 min	6 hours	43 minutes 49 seconds
32" monitors and related media players		Next Calendar Day	43 minutes 49 seconds
43" monitors and related media players		Next Calendar Day	43 minutes 49 seconds
75" monitors and related media players		Next Calendar Day	43 minutes 49 seconds

Unpermitted available time=Total unavailable time – Permitted time

Unit unavailability - Penalties:

In the case of exceeding the recovery time, the Contractor shall be charged the higher of the following two values:

- 0.5% of the contract price of the unit that is out of service

for each additional hour of been out of service.

Contractor shall provide a **vulnerability report every 2 months** for all components.

- **Critical vulnerabilities** must be patched **within 14 days**.
- **High vulnerabilities** must be patched **within 30 days**.
- **All other vulnerabilities** must be patched **within 2 months**.

D. Safety directions, legal framework and standards

With the signing of the contract, the Contractor shall prepare, in accordance with the applicable regulations, and submit to the Work Department of PPA S.A. the Health & Safety Plan (H.S.P.) and the Health & Safety File (H.S.F.) of the project.

The Contractor is also obliged to notify PPA S.A. of the Supervising Engineer of the project as well as the Safety Technician (and to provide the relevant declarations of acceptance), who will be solely responsible for implementing the provisions of this contract and of the File that will be prepared. PPA S.A. and its personnel responsible for the execution and supervision of the project bear no responsibility whatsoever regarding the adoption of the appropriate measures for the safety of the works and the contractor's personnel, for which the Contractor alone is exclusively responsible.

Legal Framework – Standards

The conduct of the Tender, the execution of the project as a whole, and the obligations of the Contractor are governed by Law 4404/2016 (Government Gazette A 126), “On the ratification of the modification of 24 June 2016 and the codification into a single text of the Concession Agreement of 13 February 2002 between the Hellenic Republic and Piraeus Port Authority S.A., and other provisions,” as currently in force. The works shall be carried out based on the following standards and regulations, as currently in force:

- The Hellenic Technical Specifications (ELOT TP–ETEP), approved by Decision No. DIPAD/OIK/273 (Government Gazette B/2221/30-7-2012).
- Presidential Decree 305/1996 “Minimum safety and health requirements to be applied on temporary or mobile construction sites in compliance with Directive 92/57/EEC.”
- The DIN and ISO specifications for the respective categories of work.

ANNEX B: FINANCIAL OFFER SUBMISSION FORM

To: _____

[Name and address of PPA]

We, the undersigned, offer [.....] in accordance with your Invitation entitled “**PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE SYSTEM UPGRADE**” dated [Date] and our Offer. Our attached Financial Proposal is for the sum of Euros [Amount in words and figures] and is our full and final DDP offer for “Ready to operate” status of equipment and does not include VAT.

DIGITAL SIGNAGE SYSTEM UPGRADE OFFER (part 1)				
No	Item	Unit price	Quantity	Total price (exc. VAT)
1	Monitor of 32-inch LCD		9	
2	Monitor of 43-inch LCD		15	
3	Monitor of 75-inch LCD		3	
4	LED monitors 1x6m each (E12 gates)		2	
5	LED monitors (Terminal A “Miaoulis” entrance) 0,7x4m		1	
6	Media player (in case of supply of monitors without a built-in media player)		30	
7	CMS software		Filled by the candidate	
8	Implementation and configuration Services ¹		[] man days	
9	Training services		[] man days	
10	Warranty		[3] years	
11	Other Costs ²			
12	TOTAL NET EQUIPMENT PRICE (€):			
13	VAT			
14	TOTAL NET EQUIPMENT PRICE VAT INCLUDED (€):			

Table B.1

¹ including all tenders required services, except for training and Warranty Period cost

² Other costs if any related to project implementation, installation, commissioning etc. must be detailed declared in the financial table by adding extra rows.

DIGITAL SIGNAGE SYSTEM UPGRADE OFFER (part 2)				
No	Item	Unit price	Quantity (years)	Total price (exc. VAT)
15	Maintenance Cost after the Warranty Period, optional for PPA, 3 years period.		3	
16	TOTAL NET EQUIPMENT PRICE (€):			
17	VAT			
18	TOTAL PRICE VAT INCLUDED (€):			

Table B.2

DIGITAL SIGNAGE SYSTEM UPGRADE OFFER (part 2)				
No	Item	Unit price	Quantity	Total price (exc. VAT)
19	Man-month cost for extra implementation in CMS in case PPA requests any CR.		1	
20	TOTAL NET EQUIPMENT PRICE (€):			
21	VAT			
22	TOTAL PRICE VAT INCLUDED (€):			

Table B.3

Our Offer shall be valid and binding (without any terms) vis-à-vis PPA for four (4) months after the expiry of submission date of the offers, plus additional months if PPA requests so, according to the tender terms.

We understand you are not bound to accept our Proposal and that we are not entitled to any compensation in case of non-acceptance or withdrawal of our proposal.

All costs and procedures in order for the equipment to be delivered “Ready to Operate” at PPA S.A. premises will be fully borne and conducted by us, such as: All test and certification costs & procedures, including the costs & procedures of issuance of type-approvals, registration plates, license registries and, in general, for the fulfilment of any other relevant legal requirement, related to the use and function of the equipment according to Greek Law. Provision of all documentation, manuals and specific tools and instruments as stated in this Tender document. Costs & procedures of transportation, related insurance and customs clearance.

Yours sincerely,

_____ [Authorized Signature]

_____ [Name and Title of Signatory]:

_____ [Name of Firm]

_____ [Address]

ANNEX C: FORM OF TENDER PARTICIPATION BANK GUARANTEE LETTER

Piraeus Port Authority S.A. (PPA S.A.)

10, Akti Miaouli, 185 38, Piraeus Greece

Date:

Dear Sirs,

1. We have been advised that:

a)[Full Name], a [Type of Entity], lawfully established under the laws of [jurisdiction], with registered offices at [Full Address of Registered Office], registration number [number of corporations' or similar register], as lawfully represented (the "Candidate") intends to submit a binding offer (the "Offer"), in response to a Call of Tender entitled "**PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE SYSTEM UPGRADE**", issued by Piraeus Port Authority S.A. ("PPA" or "you") and dated (The "Call"). Capitalised terms not defined herein shall be used as defined in the Call.

2. We have been advised that the obligations of Candidates regarding their participation in the tender process are several and accept to be bound by and to honour this letter of guarantee whether or not a call on this instrument results from the act or omission of any of the persons named at the beginning of paragraph 3 below.

3. In view of the foregoing and at the request and for the account of the Candidate, we [Full Name of Eligible Bank], acting through our [●] branch of [Full Address], hereby guarantee irrevocably and unreservedly to PPA S.A. for the full and proper observance by, and compliance of the Candidate with the terms and conditions applicable to their participation in the Process, as well as for any and all other financial and non-financial obligations of the Candidate relating to its participation in the Process, each pursuant to Call and the provisions of applicable law, up to a maximum aggregate amount of (€)

4. We shall commit the above amount and shall pay same to you in whole or in such part as you may specify in writing, without any objection or pretext, within two (2) Athens business days following receipt of your first and simple demand in writing or by authenticated SWIFT making reference to this letter of guarantee and stating that the candidate(s) failed to comply with the terms

5. We hereby expressly and irrevocably waive the benefit of division and discussion, our right to invoke any of the objections of the prime obligor, including personal and non-personal objections and, in particular, any objection provided for under Articles 852-855, 862-863, ~~866~~, 867 and 869 of the Greek Civil Code and waiving also any and all of our rights under the said Articles.

6. No approval, act or consent on the part of any of the Candidates, the applicant(s) hereof or any third party shall be required for payment of any amounts hereunder. In addition, no objection or disagreement of any of the foregoing persons or their eventual recourse to courts of any jurisdiction or arbitral tribunals seeking non-forfeiture of this letter of guarantee shall be taken into consideration.

7. Subject to paragraph 8 below, this letter of guarantee is of indefinite duration and in any case shall remain in full force and effect until the earlier of: (a) the date on which all amounts available hereunder have been fully and actually drawn and paid to you; (b) upon receipt of your confirmation in writing or by authenticated SWIFT to the effect that you finally and irrevocably release us from any obligations hereunder.

8. This guarantee shall be governed and construed in accordance with Greek law. The courts of Piraeus, Greece shall have exclusive jurisdiction to resolve any disputes associated with this instrument.

Respectfully,

For [Eligible Bank]

[Authorized Signatures]

ANNEX D: FORM OF GOOD PERFORMANCE BANK GUARANTEE

(TENDER BANK GUARANTEE)

To: Piraeus Port Authority S.A. (PPA S.A.)
10, Akti Miaouli
185 38, Piraeus Greece
Date:

Dear Sirs,

1. Herewith we guarantee, irrevocably and unconditionally, waiving the right to divide and to require the debtor to pay first, in favour of Piraeus Port Authority S.A. Akti Miaouli 10, 18538 Piraeus, Greece and up to the amount of euro [.....] for the good performance of the contract with [...company name....], [...company address..], concerning the tender procedure initiated on [...date..], as subsequently amended accordingly of Piraeus Port Authority S.A. Akti Miaouli 10, 18538 Piraeus, Greece, with the subject: **“PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE SYSTEM UPGRADE”** of total value euro [.....], in accordance with the number [....] purchase order of yours dated [.....].
2. The above amount of guarantee is held at your disposal which we are obliged to pay to you in whole or in part without any rejection or objection on our behalf and without considering the merits of your claim within three (3) days upon your written notice.
3. For the purpose of identification your written demand for payment and all other correspondences has to be presented to us in full by authenticated swift message to our swift address [.....] through the intermediary of a bank. Within the validity period of this guarantee, confirming that your original demand for payment or any other correspondence has been sent to us by registered mail or special courier and that the signatures appearing thereon are authentic and legally binding upon your company. Your written demand or other correspondence by registered mail of special courier shall be accompanied by a cover letter issued by the intermediary bank confirming that the signatures appearing on the beneficiary's attached document are authentic and legally binding upon your company. Your written demand and all other correspondence shall be issued in Greek or English language. For the avoidance of doubt, your demand for payment or any other correspondence shall be deemed to have lodged on the date on which your demand for payment or any other correspondence sent via registered mail of special courier is in our possession at our counters in [.....]
4. This guarantee is valid until [...] at the latest and will automatically become null and void, if your claim in the above form has not been received by us on or before the above mentioned expiry date regardless of such date being a banking day or not. Upon expiry, we shall be automatically released and discharged from all our liabilities under this guarantee, whether this guarantee is returned to us from cancellation or not.
5. This guarantee is personal to you and is neither assignable nor transferable.
6. If the guarantee is forfeited, the amount of the forfeiture is subject to the applicable stamp duty.
7. This guarantee is governed by Greek law and it is subject to the exclusive jurisdiction of the courts of Piraeus, Greece.

Respectfully,

For [Eligible Bank]

[Authorized Signatures]

ANNEX E: FORM OF ADVANCE PAYMENT BANK GUARANTEE

(TENDER BANK GUARANTEE)

To: Piraeus Port Authority S.A. (PPA S.A.)
10, Akti Miaouli
185 38, Piraeus Greece
Date:

ADVANCE PAYMENT LETTER OF GUARANTEE NUMBER: EURO

We are honoured to notify you that we hereby expressly, unreservedly and irrevocably guarantee, waiving the benefit of division and discussion, our right to invoke any of the objections of the prime obligor, including personal and non-personal objections and, in particular, any objection provided for under Articles 852-856, 862- 869 of the Greek Civil Code and waiving also any and all of our rights under the said Articles and any other provision of law, in favor (in the case of an individual company) of the Company Address Up to the amount of Euro, for the advance payment of the company within the framework of the contract between them and PPA with the subject: "PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE SYSTEM UPGRADE".

The present letter will remain at your disposal and will pay it to you in whole or in part, in accordance with your instructions, without any objection or demurral from us and without investigations the justification of your claim within three (3) days of your written notification.

The present letter is valid until it is returned back from your side or until we receive from you written statement with which it will be considered that our Bank is free from any liability whatsoever.

This present Guarantee is subject to Greek Law and to the exclusive jurisdiction of the Courts of Piraeus.

We confirm that by we are responsible for issuing the present letter of guarantee and that there is no violation of the provisions regarding the maximum amount limit of issuance of letters of guarantee by our Bank.

(Authorized Signature) For [Eligible Bank]

ANNEX F: GUARANTEE LETTER OF PROPER MAINTENANCE

(PROVISION OF GUARANTEED AVAILABILITY LEVEL (SLA))

PUBLISHER.....

Date of issuance

To: Piraeus Port Authority SA

Akti Miaouli 10

185 38 Piraeus

Our Letter of Guarantee No for euro

Herewith, we guarantee, irrevocably and unconditionally, waiving the right to divide and to require the debtor to pay first, in favor of

{In the case of an individual company: The Company Street Number postcode.}

and up to the amount of euro, for the good performance of the maintenance services of the subject of the contract with number concerning the “PROVISION OF SERVICES FOR THE CRUISE TERMINAL DIGITAL SIGNAGE SYSTEM UPGRADE” of total value, in accordance with the number Call for Tender of PPA S.A.

The above amount of the guarantee is held at your disposal which we are obliged to pay to you, in whole or in part, without any rejection or objection on our behalf and without considering the merits of your claim within three (3) days upon your written notice.

We hereby expressly and irrevocably waive the benefit of division and discussion, our right to invoke any of the objections of the prime obligor, including personal and non-personal objections and, in particular, any objection provided for under Articles 852-855, 862-863, 866, 867 and 869 of the Greek Civil Code and waiving also any and all of our rights under the said Articles.

No approval, act or consent on the part of any of the Candidates, the applicant(s) hereof or any third party shall be required for payment of any amounts hereunder. In addition, no objection or disagreement of any of the foregoing persons or their eventual recourse to courts of any jurisdiction or arbitral tribunals seeking non-forfeiture of this letter of guarantee shall be taken into consideration.

The present is valid until it is returned to us or until we receive a written statement of yours citing that we can consider our Bank as being free of any obligation.

If the guarantee is forfeited, the amount of the forfeiture is subject to the applicable stamp duty.

This guarantee shall be governed and construed in accordance with Greek law. The courts of Piraeus, Greece shall have exclusive jurisdiction to resolve any disputes associated with this instrument.

(Authorized signature)