

Πειραιάς, 18/10/2024

### **TENDER EXTENSION | 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.

Please also be informed that an extension of the tender's deadline has been granted until **Friday, 25.10.2024**.

The present reply constitutes an integral part of the Call

#### **Question 35:**

"..... For the proof of successful implementation of at least one (1) Microsoft 365 project for a minimum of 300 users, such as contracts, invoices, and an acceptance protocol from the client, accompanied by the client's complete contact details, we cannot provide contracts and invoices of our customers since we have NDAs signed, is the acceptance protocol from the customer, sufficient evidence?....."

#### **Answer 35:**

*" It is clarified that acceptance protocol is sufficient evidence accompanied by the clients full contact details. "*

#### **Question 36:**

"..... For every calendar day of delay beyond the stipulated completion date, a penalty of 500 € shall be imposed, up to a maximum of 10% of the total annually contract value, the 10% total annually contract value refers for the services provided or does it include also the contract value of the licenses?....."

#### **Answer 36:**

*" It is clarified that the 10% total annually contract value refers to the equivalent contractual amount of the licenses for one (1) year. For example if the Total Cost for 3 years (€) (without VAT) is 300,000 € then the maximum penalty will be calculated as 10% of 100,000 €."*

#### **Question 37:**

"..... Given the complexity of the project, which involves activating multiple services, the significant number of users affected by these changes, and the considerable time required from the PPA administrators, we believe that a one-month schedule is very tight. Therefore, we would like to suggest the implementation delivery period to be determined depending on the final scope during the kick off....."

#### **Answer 37:**

*" During one-month period bidder should successfully proceed with deployment for sample devices following Microsoft standard practices. Part of administrators training can exceed this one-month period. An extension of the implementation timeline beyond one month may be accepted upon mutual agreement, for justified reason."*

**Question 38:**

"..... Please provide us with more information regarding the number of workstations and servers, as well as their operating systems (edition and version), on which Defender for Endpoint will be deployed....."

**Answer 38:**

*" Bidder should successfully proceed with deployment for sample devices (e.g. Windows 10, Windows 11, Windows Server). Full deployment will be done by PPA."*

**Question 39:**

"..... Please inform us if Defender for Office 365 replaces an existing product currently used for email protection, SharePoint protection, and OneDrive protection? If so, please provide the count of relevant policies for whitelists/blacklists, workflows, exclusions, and quarantine policies....."

**Answer 39:**

*" Defender will not replace existing product."*

**Question 40:**

"..... Please confirm our understanding that your requirement "SSO for VPN Access via Microsoft 365" is to utilize Microsoft Entra ID/Active Directory as Identity Provider for VPN access of a third-party VPN provider, e.g. through NGFW. ...."

**Answer 40:**

*"Yes"*

**Question 41:**

"..... Regarding the 24-7-365 service, please confirm that your requirement is for PPA to be able to report any issues related to the services provided under this contract....."

**Answer 41:**

*" 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 42:**

"..... Can we meet to discuss technical details with the responsible persons of PPA? These kind of projects need more details and interaction with the customer. ...."

**Answer 42:**

*" Implementation should follow Microsoft standard practices. Technical details will be analyzed with the final bidder prior to implementation"*

Interested parties are required to submit their offers no later than **Friday 25<sup>st</sup> of October 2024, Greece local time 15:00 pm (Greece Time).**