TED 046/2020

CALL FOR OPEN TENDER

FOR THE PROJECT

"INTEGRATED INFORMATION MANAGEMENT SYSTEM FOR THE FREE ZONE OF THE PORT OF THESSALONIKI– IIMS FZT"

SUMMARY OF THE TENDER

OPEN TENDER	
ECONOMIC OPERATOR	**THESSALONIKI PORT AUTHORITY SA** Main line of business: Port works Address: Within the Port of Thessaloniki PC: 54625, Thessaloniki Tel.: 2310593121, Fax: 2310510500 Email: secretariat@thpa.gr Website: https://www.thpa.gr
Deadline for the Submission of Offers	**22.06.2020**
Deadline for the Submission of Requests for clarifications	**15.06.2020**
Awarding Criterion	**Most economically advantageous offer based on the best value for money**
Information- clarifications	**For the tender procedure:** Chrissanthi Athanasiou e-mail: cathanasiou@thpa.gr Tel.: 302310593360.363 **For technical issues: Stella Fassa & Christos Papadopoulos** e-mail: sfassa@thpa.gr, cpapadopoulos@thpa.gr Tel.: 302310593323, 302310593380

Contents

1. Object of the Call

The object of the contract to be concluded is the implementation and maintenance of the Integrated Information Management System for the Free Zone of the Port of Thessaloniki - IIMS FZT, which will be the main supporting platform of ThPA SA as the Management Body of the Free Zone of Thessaloniki, for its

compliance and harmonization with the provisions of Decision num. DTISSE Δ 1144720 ΕΞ2018/27-09-2018 (Official Gazette Bulletin B' 4513/15-10-2018) of the Director of the Independent Authority for Public Revenue, specifying, inter alia, the operation of free zones and the procedures for entry and exit of goods to/ from them.

ThPA SA through the implementation of the software aims at the following:

- simplification of procedures at the port of Thessaloniki regarding cargo entry/exit at gates;
- automation of related operations;
- faster service to all port users and authorities involved in processes at the gates of ThPA SA;
- avoidance of congestion at the entrance gates of the FZT, which is very common today;
- facilitation of the work of the Customs Authorities and creation of a safe and functional environment for their employees, as well as for all stakeholders-users involved in the operations of the port;
- increase efficiency and effectiveness of the services which it is called to provide.

The main goal is that entry-exit points at the Free Zone are designed in such a way that continuous customs supervision is ensured by means of appropriate control procedures and control systems approved by the customs control office (Article 5, par. 3).

The object of the contract will also include the provision of the following services:

- Implementation - Requirement Analysis Study
- System Development Services
- System Installation Services
- Training Services
- Pilot Phase Services
- Production Phase Services
- Warranty and Maintenance Services

A detailed description of the object of the contract is provided in PART B of this call.

2. Duration

The term of the contract is set to sixty-six (66) months, including the implementation of the project as well as the System Warranty and Maintenance Period.

3. Right of Participation - Qualitative Criteria

3.1. Right of Participation

Participation in the procedure shall be open to natural or legal persons and, in the case of associations of economic operators, their members who have a professional activity related to the object of this call, i.e. **development of information systems.**

Participants shall:

- Not be under bankruptcy, liquidation or administration;
- Not have been irrevocably convicted (the administrators for the case of limited partnerships or limited liability companies, the Chairman and the CEO for the case of SAs and the natural persons performing management duties in other cases) for:

a) participation in a criminal organization, pursuant to article 2 par. 1 of Joint Action No. 98/733/JHA of the Council of the European Union;

b) corruption, as it is respectively defined in Article 3 of the Council Act dated 26th May 1997(21) and in Article 3, paragraph 1 of Joint Action No. 98/742/CFSP of the Council;

c) fraud within the meaning of article 1 of the Convention on the protection of financial interests of the European Communities;

d) money laundering, according to article 1 of the Council Directive 91/308/EEC of on the prevention of the use of the financial system for the purpose of money laundering;

e) embezzlement (Criminal Code 375);

f) fraud (Criminal Code 386-388);

g) extortion (Criminal Code 385);

h) forgery (Criminal Code 216-218);

i) perjury (Criminal Code 224);

j) corruption (Criminal Code 235-237);

k) fraudulent bankruptcy (Criminal Code 398).

Associations of economic operators, including temporary partnerships, are not required to have a specific legal form for bidding. The selected Consortium or Association of economic operators may be required to have a specific legal form insofar as the inclusion of such a legal form is necessary for the proper performance of the contract.

In the case of an offer by an association of economic operators, all its members are jointly and wholly liable to the contracting entity.

3.2. Economic and financial adequacy

Participants are required to have an annual turnover for the **three (3) last closed fiscal years,** greater than the amount of 700.000€.

3.3. Technical & Professional Capacity

Professional Capacity

Participants are required to have appropriately documented and proven professional capacity in the implementation of projects of a similar size and complexity to the project to be assigned.

Specifically, participants are required to have successfully implemented, during the last three (3) years, at least one (1) project, with a budget equal to or greater than 500.000€, which individually or in combination shall cover all the following fields:

- business process analysis and modeling;
- development of a system for collecting, processing, distributing data and providing selective access to it by third parties related to this project (for example, Central Port Authorities and/or Customs and/or other Public Authorities and/or Shipping Agencies and/or Transport Companies) based on their assigned roles and rights;
- development of online applications/software providing electronic/digital services and interoperability services.

Project team

Participants are required to have a Project Team with sufficient staff and sufficient skills to undertake the Project.

In particular, it is required that the staff comprising the Project Team shall have at least the following specializations:

- one (1) Project Manager with a University Degree in natural sciences, a postgraduate degree, a Project Management Professional (PMP) certification and at least 10 years of IT Project Management experience;
- one (1) Deputy Project Manager with a University Degree in natural sciences and at least 10 years of IT Project Management experience;
- one (1) Information Systems Analysis and Design Manager with a University Degree in Information Technologies and 5 years of professional experience in analyzing and modeling information systems requirements;
- one (1) Information Systems Security Specialist with a University Degree in Information Technologies and 5 years of professional experience in a related field;
- one (1) Database Expert with a University Degree in Information Technologies and 5 years of professional experience, specializing in:
  - database management;
  - design and implementation of databases;
- two (2) Senior Software Engineers, each with a University Degree in Information Technology and at least 5 years of professional experience in software development;
- two (2) Web Application Development Specialists, each with an IT training and 3 years of professional experience in at least 2 of the following areas:
  - implementation of WEB applications;
  - Web Services technologies;
  - web interface design;
- one (1) help desk specialist with IT training and 3 years of professional experience in technical support for IT projects.

For all project team members, the following shall be done:

- CVs shall be submitted (in accordance with the CV Template)
- their role in the proposed Management Scheme shall be described
- the subject matter that they will cover shall be declared
- their participation percentage in the Project and the man-months shall be declared
- their relationship with the candidate Contractor (exclusive employment executive, external partner, subcontractor's executive) shall be declared.
  The economic operator's Project Team will not differ substantially than the one proposed in his offer

3.4. Quality assurance standards

Economic operators involved in the process of concluding this contract will be required to have ISO 9001:2008 certificate for Integrated IT Solutions, including Software Design & Development and Certification as per ISO/IEC 27001:2005 in the field of Integrated IT Solutions.

4. Support in third-party capacity

Economic operators may, with regard to the criteria of economic and financial (paragraph 3.2) and technical and professional capacity (paragraph 3.3), rely on the capacity of other bodies, irrespective of the legal nature of their links with the latter. In this case, they shall demonstrate that they have the necessary resources at their disposal, by producing the relevant commitment of the bodies on which they rely.

In particular, with regard to the professional capacity criteria relating to University degrees and the relevant professional qualification or with the relevant professional experience, economic operators may only rely on the capacity of other bodies if the latter perform the tasks or services for which these skills are required.

Where economic operators rely on the capacity of other bodies in relation to the criteria relating to the economic and financial adequacy required by the Call, those economic operators and those on which they rely shall be jointly and severally liable for the performance of the contract.

Under the same conditions, associations of economic operators may rely on the capacity of participants in the association or other bodies.

5. Award Criterion

The Contract will be awarded according to the criterion of the most technically and economically advantageous offer based on the best value - quality ratio, which is set, based on the following criteria:

Evaluation Criteria	
1	General Principles & Requirements
2	System Operating Capabilities
3	Offered services

6. Offer Submission way and time

Offers shall be submitted electronically by the economic operators no later than **22/06/2020**, in Greek or English language, by email to cathanasiou@thpa.gr, also forwarding to gpapageorgiou@thpa.grand they shall not be dependent on any other term, condition, proviso or reservation. After the expiry of this date and time, the offer cannot be submitted. Offers submitted late will be disregarded.

7. Provision of Clarifications on the Call

Requests for clarifications shall be submitted by email to all of the following email addresses: cathanasiou@thpa.gr, sfassa@thpa.gr, cpapadopoulos@thpa.gr, gpapageorgiou@thpa.gr, no later than five (5) days before the closing date for submission of offers. Requests for clarifications submitted in any other way will not be considered. The clarifications are posted electronically on the website of ThPA SA. www.thpa.gr.

8. Extension, amendment, addition or cancellation of the tender

ThPA SA reserves the right to extend the time for submitting offers or to cancel the award procedure, or to decide to repeat it at any stage, without any liability, cost or penalty, following a decision by its competent body. It also reserves the right to modify the terms of the procedure with transparency.

9. Offer time validity

Offers submitted shall be valid and binding on economic operators for a period of six (6) months following the date of submission of the offers. Any offer setting a period of validity shorter than the one provided above shall be rejected.

The validity of the offer may be prolonged in writing, if requested by ThPA SA, prior to its expiry, for a maximum period of time equal to the one specified above.

10. Language

The official languages of the proceedings are Greek and English. All details of the offers shall be either in Greek or English (if they are drafted in the language of their country of origin) and accompanied by an official translation into one of the above languages. In case of disagreement the prevailing wording is always the translation in one of the official languages of the tender.

11. Principles applied in the conclusion process

Participants undertake to:

a) comply and continue to comply during the performance of the contract, if selected, with their obligations arising from the provisions of environmental, social and labor law laid down in EU law, national law, collective agreements or international environmental, social security and labor provisions.

Compliance with these obligations shall be monitored and verified by the bodies overseeing the performance of the contract and the competent public authorities and services acting within the limits of their responsibility and competence;

b) not act unlawfully, illegally or abusively throughout the award process, but also at the stage of performance of the contract, if selected;

c) take the appropriate measures to safeguard the confidentiality of information classified as such.

12. Proof of meeting the participation criteria

In order to demonstrate that the participants meet the relevant selection criteria of article 4 - Right of Participation- Qualitative Criteria, they shall submit, with their offer, the following participation documents:

- Decision of the competent body of the Candidate by which it approves the participation of the Candidate in the Tender and the submission of the offer.
- A Solemn Statement through which the Candidate declares that he has taken note of the specific requirements and particularities of the Object of the Tender and that he unconditionally accepts the terms of the Call;
- A Solemn Statement through which the Candidate declares that he has taken note of the terms of the 2.2.2018 Concession Agreement between ThPA and the Hellenic Republic and all obligations arising therefrom in relation to the services currently being analyzed.A Solemn Statement through which the Candidate declares that there are no grounds for exclusion, as set out in paragraph 3.1, for the economic operator and his authorized representatives and that there are no grounds for believing that such impediments will occur during the period of validity of the offer and any possible extensions thereof;
- In the cases where the economic operator is a legal person, to prove its legal constitution and representation, the legal documents of constitution
  and legal representation shall be submitted (such as statutes, body composition of BoD, in the case of SAs etc published in the General Commercial Register, General Commercial Register

Certificate, , , , depending on the legal form of the participant). The above documents shall specify the lawful establishment, all relevant amendments to the statute, the person(s) legally binding the company on the date of the tender (legal representative, right of signature, etc.), any third parties authorized to represent the Contractor, as well as the term of office of the person(s) and/or the members of the management body/legal representative;

- A certificate of registration or attestation of the respective Chamber of Commerce, or trade register of the State of establishment, in which their special profession will appear;
- In order to prove their economic and financial adequacy, they shall provide financial statements for the fiscal years 2016-2018;
- A table listing project experience as per paragraph 4.3, including a brief description of the project, the body for which the project was performed, project duration (start date - end date), participation rate (budget), in accordance with the table below

SERIAL NUMBER	CLIENT	BRIEF PROJECT DESCRIPTION	DURATION OF THE PROJECT	BUDGET	BRIEF DESCRIPTION OF CONTRIBUTION TO THE PROJECT (Works performed)	PARTICIPATION RATE IN THE PROJECT (Budget)	DOCUMENTING ELEMENT (Type & date)

- A table including the **employees of the Economic Operator** participating in the Project Team, in accordance with the table below

SERIAL NUMBER	Company (In the case of an Association/Consortium)	Project Team Member Name & Surname	Position in the Project Team	Man-months
SUBTOTAL (1)				

- Table of subcontractor executives, if any, in accordance with the table below

SERIAL NUMBER	Subcontractor Company Name	Project Team Member Name & Surname	Position in the Project Team	Man-months
SUBTOTAL (2)				

- A table including the tenderer's external partners participating in the Project Team, in accordance with the table below

SERIAL NUMBER	Project Team Member Name & Surname	Position in the Project Team	Man-months

SUBTOTAL (3)			

- In addition, Solemn Statements of cooperation with the External Partners and Subcontractors shall be submitted, where it shall be stated that they have been aware of the project and the obligations arising therefrom;
- Project Team CVs, in accordance with the respective template;
- A Copy of the Quality Assurance Certificate in force, issued by an independent accredited body for service quality management in accordance with the international standard EN ISO 9001:2008 or a later version for the Provision of Integrated IT Solutions including Software Design & Development, as well as a valid certificate of compliance with ISO/IEC 27001:2005, issued by an independent accredited body;
- Participation Guarantee for the tender, in accordance with the relevant article herein.

13. Award Criteria

The contract award criterion is the most advantageous tender based on best quality-price ratio, which is calculated based on the following criteria:

SERIAL NUMBER	Evaluation Criteria	Importance Rate
1.	**General Principles & Requirements**	**30%**
1.1.	Understanding of the Project	15%
1.2.	Overall Implementation Approach and Proposed Solution Features	15%
2.	**System Operating Capabilities**	**50%**
2.1.	User and role management	15%
2.2.	Collection, processing and distribution of data	15%
2.3.	Internet Portal, Registry Management, Interconnection with third party systems	10%
2.4.	Report Creation	10%
3.	**Offered services**	**20%**
3.1.	Project Implementation Services	10%
3.2.	Warranty and Maintenance Services	10%

	TOTAL	**100%**

Explanation of the Criteria:

The following are evaluated per category and criterion:

Group 1 - General Principles & Requirements

1.1 – Understanding of the Project

- The Contractor's overall understanding of the object of the project, its goals and objectives, the critical success factors and risks, as well as the ways and methods of dealing with them.
- The Contractor's understanding of the context of the project and in particular its stakeholders, beneficiaries, the factors that add inertia or may contribute to speeding up the procedures and in particular the measures to be taken to exploit the potential of the stakeholders, to the benefit of the project.
- The Contractor's documented understanding of the parameters that make up the current situation at both an operational and technological level.

1.2 Overall Implementation Approach and Proposed Solution Features

The overall approach of the Contractor for the implementation of the project, the coverage of the relevant requirements, the documented and comprehensive proposal on the implementation of the solution (Methodology, Deliverables, etc.) as well as the technical characteristics of the proposed solution.

Group 2 - System Operating Capabilities

For each of the Operating Capabilities:

- The coverage of the operational and technical requirements of the Project
- The detailed and documented description of the implementation of the required Subsystems
- Additional functionalities offered beyond the required herein, which are considered to contribute to the objectives of the Project

Group 3 – Offered services

3.1 Project Implementation Services

- Implementation - Requirement Analysis Study
- System Development Services
- System Installation Services
- Training Services
- Pilot Phase Services
- Production Phase Services

3.2. Warranty and Maintenance Services

- The Warranty and Maintenance services provided during the Warranty and Maintenance Period (WMP)

Rating and ranking of offers

A. Rating of Technical offers

The technical offers shall be rated in accordance with the "Evaluation Criteria" as specified in the table of article 13.

The rating of each evaluation criterion **varies from 100 points** if all the requirements of the technical specifications are met and **may increase to 120 points** when the requirements of that criterion are exceeded.

Each evaluation criterion is scored individually based on the information included in the offer.

A score of less than 100 points (i.e. an offer that does not cover/deviates from the technical specifications herein) results in the offer being rejected.

The weighted score for each criterion will be derived from the product of the individual weighting coefficient on its score and the total bid score ($\mathbf{B_i}$) will be derived from the sum of the weighted scores of all the criteria.

B. Configuration of the comparative cost of the offer

The comparative cost K of each offer includes:

- the total cost of implementing the Project, excluding VAT (see ANNEX 2– Financial Offer Template)
- the cost of Maintenance for the years following completion of the project and for a total of five years comprising the WMP, excluding VAT (see ANNEX 2– Financial Offer Template)

as shown in the Tenderer's Financial offer Tables and as aggregated in Table of ANNEX 2– Financial Offer Template.

It is clarified that the maintenance cost for the five-year total duration of the WMP is included in the Project budget.

C. Ranking of offers

The most economically advantageous offer is the one with the **largest Λ** calculated on the basis of the following formula:

$$\mathbf{\Lambda_i = (80) * (B_i / B_{max}) + (20) * (K_{min}/K_i)}$$

whereby:

B_{max} is the overall rating received by the best Technical Offer

B_i is the overall rating of the Technical Offer i

K_{min} the total comparative cost of the offer with the lowest price

K_i the total comparative cost of the offer i

Λ_i which is rounded to 2 decimals.

14. Offer content

The offer details are defined as follows:

A) Participation documents

B) Technical offer

C) Financial offer

14.1 Participation documents

Participants shall submit the details and supporting documents described in detail in the relevant article for fulfilling the participation criteria.

14.2. Technical Offer

The technical offer shall cover all the requirements and specifications hereof and in particular of PART B of this Call, describing precisely how those requirements and specifications are met.

It shall include in particular the supporting documents based on which the suitability of the services provided will be evaluated, on the basis of the award criterion, in accordance with the details set out in the above Annexes, along with a copy of the Financial offer Tables, based on the relevant Template, without any value/price appearing on them, on an exclusion penalty.

In addition, economic operators shall indicate in their technical offer the part of the contract which they intend to subcontract to third parties and the subcontractors they propose.

14.3. "Financial Offer"

The financial offer shall be drafted in accordance with **ANNEX 2– Financial** Offer Template and submitted under the Sub-envelope "Financial Offer".

Prices shall be provided in euros per unit of measurement and in total, plus VAT

The prices offered shall be stable throughout the contract and not adjusted.

One of the payment methods described in article 19.2 shall be clearly selected in the financial offer.

15. Participation guarantee

For the valid participation in the process of concluding a contract, participants shall submit a participation guarantee of seven thousand euros (€ 7,000.00).

In the case of an association of economic operators, the participation guarantees shall also include the term that shows coverage of the obligations of all economic operators involved in the association.

The participation guarantee shall be valid for at least thirty (30) days after the expiration of the time of offer validity, as specified in the documents of the contract.

ThPA SA. may, before the expiry of the offer, ask the tenderer to extend the term of validity of the offer and of the participation guarantee before their expiry.

The participation guarantee is returned to the Contractor upon presentation of the performance guarantee.

The participation guarantee shall be returned to the other tenderers after the award.

Instead of a letter of guarantee, participants may deposit the corresponding amount of money in the Treasury/Bank account of ThPA SA. A copy of the deposition receipt shall be included in the offer envelope.

16. Offer opening-evaluation

The opening of offers will take place without the presence of participants.
During the evaluation, ThPA SA may address requests to the economic operators concerned for clarifications

and economic operators must provide clarifications within the time limits set.

After completion of the evaluation, participants are informed of the acceptance or rejection of their offer.

17. Contract-Amendments

After the announcement of the result of the tender, a contract is signed between ThPA SA and the Contractor.

The contract may be modified during its duration, without the need for a new contract procedure, only upon the mutual agreement of the parties.

18. Special terms for the performance of the contract

18.1. Performance Guarantee

For the signing of the contract, the Contractor is required to submit a Performance Guarantee, the amount of which is set at a rate of up to five percent (5%) of the value of the contract, excluding VAT and the Contractor shall submit it before or at the signing of the contract.
The performance guarantee shall be forfeited in the event of a breach of the terms of the contract, as specifically stated in the contract.
The performance guarantee concerning the contract covers in total and without exceptions the application of all terms of the contract and any claims of ThPA SA against the Contractor.

18.2. Subcontracting

18.2.1. The Contractor shall not be relieved of his contractual obligations and responsibilities due to the subcontracting of the performance of part(s) of the contract. Subcontractors' compliance with the obligations deriving from the contract shall not waive the liability of the main Contractor.

18.2.2. When signing the contract, the main Contractor is obliged to indicate to ThPA SA the name, contact details and legal representatives of his subcontractors who are involved in the performance of the contract, if known at the time. In addition, he is obliged to notify any changes to this information during the contract, as well as the required information on any new subcontractors that the main Contractor subsequently uses in that contract, providing the relevant agreements/declarations of cooperation. In case of termination of the Contractor's cooperation with the subcontractor(s), he shall immediately notify the Contracting Authority of such termination. Also, he shall ensure that the part(s) of the contract are properly executed either by himself or by a new subcontractor, the information of which shall be sent to the contracting authority in accordance with the above procedure.

18.2.3. ThPA SA verifies the possibility of exclusion of subcontractors if the part(s) of the contract which the Contractor intends to subcontract to third parties cumulatively exceed(s) thirty percent (30%) of the total value of the contract.

Where the above verification shows that there are grounds for exclusion, it shall require or may require his replacement.

18.3. Monitoring of the contract

Monitoring and management of the implementation of the Contract will be carried out by the Project Monitoring and Reception Committee (PMRC) which will report to the Contracting Authority's competent decision-making body on all matters pertaining to the proper performance of all contract terms and conditions and the fulfillment of the obligations of the Contractor, taking the necessary measures due to non-compliance with the above conditions and in particular in matters relating to the modification of the object and the extension of the term of the contract.

For the proper and timely reception of deliverables/services, the Contractor shall keep the delivery schedule of the partial deliveries hereof.

18.4. Reception of the object of the contract

Reception of the services and/or deliverables and monitoring of the proper performance of the contract shall be carried out by a competent Project Monitoring and Reception Committee (PMRC) set up by the Contracting Authority and in accordance with the details set forth below.

The Contractor shall be obliged to deliver the Project within the time limits set forth in the timetable of Par. 1.5.11.1 as will be specified in the Contractor's Offer and referred to in the Contract.

The delivery of each deliverable by the Contractor and its reception by the PMRC shall be done as follows:

The Contractor shall submit to the PMRC each deliverable with the indication "Version 1". The PMRC shall review and submit in writing to the Contractor - no later than **ten (10) calendar days** after the day after the date of delivery - any observations on the deliverable, in order for the Contractor to comply with it and to submit it properly corrected and completed within **ten (10) calendar days** from receiving the observations. The revision process of deliverables may be carried out up to two (2) times in accordance with the above procedure, therefore the corrected and completed deliverables are submitted under the titles "Version 2" and "Version 3".

Upon completion of this process, the PMRC:

a) If it considers that the deliverable, as amended and supplemented as above, fully complies with the terms of the contract, it shall draft a reception protocol for the deliverable, which it shall submit to the contracting authority that will decide within thirty (30) days of its submission at the latest. In case of non-fulfillment of this deadline, the reception shall be considered to have been made automatically.

b) If it considers that the deliverables, as amended and supplemented as above, do not fully comply with the terms of the contract, it shall draft a provisional protocol mentioning the deviations found and providing an opinion about whether they affect the suitability of the deliverable and, consequently, whether it can cover the needs of the contract. In the case of affirmative response, using the same protocol, the PMRC recommends a discount on the contractual price proportional to the deviations found. Otherwise, it recommends rejection and, if appropriate, replacement of the deliverable. This protocol is submitted by the PMRC to the contracting authority which decides on the acceptance and deduction of the contractual price. If the contracting authority decides to accept the deliverable with deviations, the PMRC drafts a final reception protocol based on the decision of the contracting authority.

The final reception protocol shall be approved by the competent decision-making body by its decision, which shall be obligatorily notified to the Contractor. If more than 30 days have elapsed since the date of its submission and no decision has been taken to approve or reject it, the reception shall be deemed to have been approved automatically.

Irrespective of the aforementioned automatic approval and payment of the Contractor, the contractual checks shall be carried out. Advance and performance guarantees shall not be returned until all necessary checks have been completed and the relevant protocols are drafted.

During the reception procedure, the above check is carried out and the Contractor may also be invited to attend.

18.5. Monitoring and Reception Committee

For the implementation needs of the Project of this Call, the "Project Monitoring and Reception Committee (PMRC)" is established, whose responsibility is to monitor the implementation of the Project, evaluate deliverables and suggest partial and definitive reception of the Project.

The Contractor shall, within the framework of his works, submit to the above Committee any relevant information - data and documentation that may be required from him, in the framework of the implementation of the project and comply with the Committee's recommendations.

1. PART B - TECHNICAL-SPECIAL TERMS

Object of the project

1.1. Introduction

Following the publication of the Decision of the Director of the Independent Authority for Public Revenue, with ref. num. DTISSE Δ 1144720 ΕΞ2018/27-09-2018 (Official Gazette Bulletin B' 4513/15-10-2018), ThPA SA, as the managing body of the Free Zone of Thessaloniki, intends to immediately take any appropriate and necessary action in order to comply with the provisions of the aforementioned Decision. In particular, the above decision specifies, inter alia, the operation of free zones and the procedures for cargo entry and exit to/from it.

ThPA SA through the implementation of the software aims at the following:

- simplification of procedures at the port of Thessaloniki regarding cargo entry/exit at gates;
- automation of related operations;
- faster service to all port users and authorities involved in processes at the gates of ThPA SA;
- avoidance of congestion at the entrance gates of the FZT, which is very common today;
- facilitation of the work of the Customs Authorities and creation of a safe and functional environment for their employees, as well as for all stakeholders-users involved in the operations of the port;
- increase in the efficiency and effectiveness of the services it is called to provide.

The main goal is that entry-exit points at the Free Zone be designed in such a way that continuous customs supervision is ensured by means of appropriate control procedures and control systems approved by the customs control office (Article 5, par. 3).

1.2. Brief Object Description-Goals

The project relates to Software Implementation, Installation and Configuration, in accordance with the technical specifications and the set of terms specified in this issue, which will meet the needs of ThPA SA. **with regard to the legislation on free zones** (Official Gazette Bulletin B' 4513/15-10-2018 and all subsequent or explanatory notes to this Bulletin).

More specifically, the document with Ref. Num. E.2176/25.09.2019 of the IAPR regarding "Instructions for moving containers to/from the Free Zone - Application of the Decision num. DTISSE Δ1144720 ΕΞ2018/27-9-18 of the Director of the Independent Authority for Public Revenue (Official Gazette Bulletin 4513/B/15-10-18 – Online Publication Number: ΩΠΨΨ46ΜΠ3Ζ-ΗΑ7) "Establishment and operation of Free Zones.", specifies many provisions of the above Official Gazette Bulletin. This text presents in detail the operating requirements of the system. The aim is to simplify procedures while ensuring customs supervision.

According to the text, "The Free Zones consist of a special status which allows the storage in the customs territory of the Union of non-Union goods as a rule which, during their stay, are not subject to tariff and other charges, as well as commercial policy measures, provided such measures do not relate to any prohibition of entry or exit to / from that customs territory", with specific features which are detailed in paragraph 1.2 of this Directive.

1.3. Feasibility and Expected Benefits

The purpose of the project is to create an integrated information system to meet the needs of ThPA SA with regard to the legislation on free zones (Official Gazette Bulletin B' 4513/15-10-2018). In addition, the introduction of the integrated information system will support the overall development and upgrading of the Authority's services.

Through this, ThPA SA aims at the following:

- compliance with current legislation;
- streamlining its operations by introducing new technologies to meet its current, short-term and medium-term needs, in order to play a more competitive role in maritime cargo transport and in general in the field of combined transport;
- simplification of the Authority's operational procedures;
- improvement of the competitiveness of the Port of Thessaloniki in relation to other ports of the wider region;
- improvement of the quality and completeness of the information received by the Management of ThPA SA.

1.4. Critical Success Factors

Successful completion of the project requires the Contractor to deal with the following issues that are critical to the success of the project:

- The transition to the new operating status shall aim at not disturbing the operations of the Port Facility and the Port in general, as well as the company's services.
- The successful Pilot Session period shall solve all current operating problems in a way that earns the trust of the user.
- The existence of continuous and good quality preventive and repair maintenance.
- During the implementation of the project the Contractor shall be responsible for:
    - Timely implementation of the software
    - Implementation of the adjustments and configuration required for the proper functioning of the information system, as specified by its specifications and technical proposal
    - Providing relevant documentation for the software as well as any additional installation and configuration actions performed on it, which will be updated at each change phase.
    - Information and training of technicians and users of ThPA SA on any matter the Contractor deems necessary and described in his proposal.

1.5. Architecture

1.5.1. General Principles of System Design

The general principles, at operational and technological level, governing all Subsystems to be **developed** or **adapted** are the following:

1. **N-tier Architecture**, for the flexibility of cost and load sharing between central systems and workstations, for the efficient network utilization and scalability, based on established standards, to ensure:
    - smooth cooperation and operation between the individual Subsystems of the information system

- network cooperation between applications and/or systems located on different computing systems
- easy intervention in the functionality of the Subsystems (maintainability)
- the highest level of data security of transactors.

2. **Modular Architecture** of the system, to allow for future extensions, changes and replacements, integrations, or upgrades or changes to discrete software components, while enabling the scale up - scale out of the solution in order for the growing needs to be met immediately. Wherever possible, it is strongly desirable that the architecture be based on loosely coupled Containers for optimal utilization of the virtualization environment that will host the information system.
3. Operation of the individual Subsystems and solutions, which will be separate parts of the solution offered, in a **web-based environment**, which will constitute the main "workspace" for the "administrators" and the authorized users of the applications, aiming at:
   - achieving the highest uniformity in the interfaces between the different subsystems and how they work
   - choosing common and user-friendly ways of presenting user interfaces with applications.
4. Ensuring **full functionality** over the Internet by making use of standard Web Browsers without the need for additional software or third-party installation by end users.
5. Use of **relational database management systems (RDBMS)** for ease of handling the expected large amount of data, the ability to create user-friendly applications and increased system availability.
6. The **application development, maintenance and management tools** to be used must be compatible with all of the infrastructure software provided by the Contractor (Web, application and database servers).
7. Use of **graphical user interface (GUI)** for efficient management and use of Subsystems and ease of learning.
8. **Error messages** in Greek and alerting users on terms familiar to them.
9. Use of auditing tools by all Subsystems to **track** user actions.
10. Classified access to the Subsystems, depending on the type of service and the identity of the users.
11. Ensuring the **completeness, integrity, confidentiality and security** of the Subsystems data during their use and network traffic.
12. Optimal use of the storage system so that the ever-increasing volume of data does not affect the performance of the system.
13. System documentation through the detailed description of the Database and Subsystems. Compilation of system manuals, as well as detailed operation and user manuals.
14. Possibility to extract all or part of the Subsystem elements from the database into open standards (XML, JSON, CSV) and import external structure-specific elements.

1.5.2. Logical architecture

The development and operation model to be implemented will be the Web n-tier platform. It shall be based on multilevel architecture (N-tier architecture), which includes at least the following:

- The **client tier/presentation tier/User Interaction**, responsible for the end-user interface and presentation of data. Users will have access to the services through a technologically integrated platform, which will provide the user with authentication and personalization capabilities. This tier

shall be implemented with a single technologically advanced platform so that it can be easily expanded with the new functionality.

- The **integration tier**, which is responsible for providing all the necessary infrastructure and interfaces for the interconnection and communication of Information System functionalities (subsystems) both with each other and with third party Information Systems.
- The **application tier - application/business logic tier**, which integrates the business logic, i.e. all the business rules that govern the operation of each application. It concerns the subsystems that cover the required functionality (processes and services) and which shall operate on technologically uniform platforms. At this tier, it is necessary for the individual subsystems to be SOA-enabled, that is, to be loosely-coupled and to enable horizontal equipping processes using web services technologies.
- The **data tier**, which is responsible for storing data. It concerns information storage and management systems, whether transactional data, master data, or aggregate data. Application tier subsystems shall be able to share common data models and common data infrastructure.

All of the above tiers are built on the Shared Infrastructure which deals with the physical infrastructure of the system, that is, the hardware systems and their corresponding architecture as described in the next paragraph herein.

The platform of logical architecture is completed by the vertical levels:

- **Enterprise Security**: It concerns the security infrastructure that shields the IIMS, which must be unified across architecture and tackle issues of secure user access, automated attribution/revocation of user rights, data encryption, data leakage protection and extensive reporting functionality for issues related to system security.
- **Enterprise Management**: It concerns the provided management functionality that will allow the administrator to oversee the operation of all tiers of architecture as much as possible from a single graphical or web-based environment and to perform both management and troubleshooting tasks through that environment.
- **Enterprise Development**: It concerns the tools and development frameworks to develop the provided subsystems but also to extend the functionality of the subsystems by reusing the infrastructure provided within the SOA architecture. In particular, emphasis shall be given on the compatibility of the tools provided with advanced, open and widespread technologies, e.g. Web Services, XML, JSON, OASIS SCA, BPEL/BPMN etc.

1.5.3. Solution architecture

The candidate Contractor, in his Technical Offer, is invited to design and present the proposed architecture of the offered solution to meet the requirements of the Project.

1.5.4. Deliverable Environments

For the operation of the IIMS FZT, two operating environments are required: a Test and a Production environment. The Contractor is obliged to develop the system in his own infrastructure and deliver each time the new features, additions and changes to the TEST environment of ThPA SA to be tested, so as not to disrupt the smooth operation of the Production system.

1.5.5. Available Infrastructure

ThPA SA intends to host the IIMS FZT in its infrastructure. At this moment, at the premises of ThPA SA, 2 VMWARE clusters are in operation (with 3 & 2 hosts respectively and over 50 active virtual machines). The

infrastructure of ThPA SA is in the process of being replaced with newer and up-to-date equipment estimated to be installed and operational long before the project is completed.

1.5.6. Resources Required

The candidate Contractor, in his Technical Offer, is invited to complete the following table with the resources required for each subsystem/software/service, in order for the system to be hosted in the infrastructure of ThPA SA.

The resource allocation will be grouped by virtual server.

The following table can be modified during the Analysis Phase and in accordance with the results of the Implementation Study.

Serial Number	Description	Hosted services	Number of cores	Memory (GB)	Disc (GB)
1	(e.g.) Server				
2	E.g. Storage				
3	Etc.				
….					

1.5.7. Ready-made Software

Ready-made Software refers to the infrastructure software (or system software) on which the rest subsystems of the IIMS FZT will base their operation. Accordingly, ready-made software includes operating systems, software of web servers, database management systems (RDBMS), etc.

Part of the ready-made software can also be a ready-to - use software system-application that will be customized to suit the project requirements, having as a prerequisite the application to be finally delivered being part of the whole system (and not a different subsystem) and allowing presentation of any information in Greek.

In any case, the total cost of the Ready-made Software shall not exceed ten percent (10%) of the total cost offered for the Project.

1.5.8. Operating requirements of the IIMS-FZT (exactly the same with 7.1.2.2)

1.5.8.1. Description of Required Functionality

The project relates to Software Implementation, Installation and Configuration, in accordance with the technical specifications and the set of terms specified in this issue, which will meet the needs of ThPA SA. **with regard to the legislation on free zones** (Official Gazette Bulletin B' 4513/15-10-2018 and all subsequent or explanatory notes to this Bulletin).

More specifically, the document with Ref. Num. E.2176/25.09.2019 of the IAPR regarding "Instructions for moving containers to/from the Free Zone - Application of the Decision num. DTISSE Δ1144720 ΕΞ2018/27-9-18 of the Director of the Independent Authority for Public Revenue (Official Gazette Bulletin 4513/B/15-10-18 – Online Publication Number: ΩΠΨΨ46ΜΠ3Ζ-ΗΑ7) "Establishment and operation of Free Zones."," specifies many provisions of the above Official Gazette Bulletin. This text presents in detail the operating requirements of the system. The aim is to simplify procedures while ensuring customs supervision.

According to the text, "The Free Zones consist of a special status which allows the storage in the customs territory of the Union of non-Union goods as a rule which, during their stay, are not subject to tariff and other charges, as well as commercial policy measures, provided such measures do not relate to any prohibition of entry or exit to / from that customs territory", with specific features which are detailed in paragraph 1.2 of this Directive. Within this framework, ThPA SA, as the managing body of the FZ, is obliged, inter alia, to perform the following:

- keeping a logistics warehouse with a record of all required legal documents for the delivery of cargo. The above documents may be kept electronically upon approval by the customs control office. The warehouse logistics applies to all cargo entering the free zone, including cargo passing through without storage therein, must at all times reflect the true state of the cargo and shall include any change in the items or its state or its packaging. The logistics warehouse shall be kept electronically and be directly accessible by the customs control office which can perform searches on it in real time. After entry of the cargo into the free zone, the entry in the warehouse logistics system is made and the Warehouse Logistics Registration Number (WLRN) is attributed and then credited at the exit of the cargo from the free zone; The managing body shall notify the customs control office of the Warehouse Logistics Registration Number (WLRN) for any cargo entering into the free zone, as well as of any change, that may occur and shall be recorded, by electronic access to the warehouse logistics.
- take the necessary measures to ensure that cargo does not escape from customs supervision and complies with any control measures that the competent Customs Authorities deem appropriate in order to ensure compliance with customs legislation;
- draft customs status certificates for cargo entering directly or indirectly into the free zone, for the certification to be carried out by the customs control office;
- provide access to users authorized by the customs control office:
    - in the information system of the warehouse logistics system, through relevant reports that enable the user to use alternative dynamic search criteria to track the stored cargo and conduct effective controls within the remit of the customs office;
    - in a relevant function of the information system allowing the recording of information for immediate detention of cargo within the context of controls;
- send data of customs interest to the information systems of the Independent Authority for Public Revenue for risk analysis purposes, if required. These data will be used by the customs authorities to carry out the controls and fall under the provisions on tax/customs confidentiality. The form and way of sending the data shall be agreed with the competent departments of the Independent Authority for Public Revenue;
- make available to the customs control office the cargo for which a physical control is to be carried out;
- have an Approval of Environmental Terms to cover the destruction of cargo taking place within the limits of the free zone, since destruction of cargo takes place within the free zone, except where this is not possible due to the nature of the cargo and the required destruction method;
- have truck surveillance systems for the free zone area and its gates on a 24-hour basis;
- provide to the customs control office, in real time, direct access to reports of the computerized system relating to the surveillance of the entry-exit points of the free zone gates.

The following shall be registered at the gates of entry/exit:

- the details of the transport documents and the date of entry-exit;

- the numbers of the containers or, in the case of consignments of several consignors, a loading list with the marks and numbers of the packages;
- the registration number of the means of transport;
- for the exit of cargo, where appropriate, the reference number of the customs document or the number of the customs status certificate. The customs control office may request that additional information be kept where this is deemed appropriate for safeguarding customs supervision and for carrying out customs controls;
- In order to avoid any time delays on the gates, the system shall include alternative operating and technical procedures for the pre-entry (manual or automatic) of all the information required on the gates so that the trucks (empty & loaded) pass through them as fast as possible and with a process automated to the greatest extent possible.
- Gate delays mean higher inconvenience for truck drivers, higher levels of pollution in the surrounding area and a lower service rate for customers of ThPA SA.
- The information shall be entered into the system being planned before the trucks arrive at the gates of ThPA SA by the transactors of ThPA SA. This will be achieved either by simply submitting data to a webpage or by uploading a specific format file if bulk import is required.
- (Suggestions for process automation in conjunction with hardware)

In accordance with the above Decision, ThPA SA shall comply with all of the foregoing, but shall also take the necessary steps to ensure that the customs control office (A' Customs Office of Thessaloniki) gains access, no later than 31/12/2020:

- in the information system of the warehouse logistics system, through relevant reports that enable the user to use alternative dynamic search criteria to track the stored cargo in real time and conduct effective controls within the remit of the customs office;
- in a relevant function of the information system allowing the recording of information for immediate detention of cargo within the context of controls;

Until such actions have been completed, ThPA SA is required to submit, by the fifth (5th) working day of each month, any changes in the warehouse logistics system during the previous month either on movable sheets or on magnetic means that were numbered and certified previously by the customs control office. For any handwritten books on the entry-exit gates, ThPA SA shall take the necessary steps to keep them in electronic form by 31.12.2020 at the latest.

ThPA SA shall take the necessary steps in cooperation with the A' Customs Office of Thessaloniki to provide real-time access to computer system reports related to the surveillance of entry-exit points of the free zone gates by 31.12.2020 at the latest.

In the logistics warehouse that it keeps, ThPA SA shall attribute a WLRN for all cargo entering the free zone, including cargo passing through without storage to it.

1.5.8.2. Solution Overview

The system shall run on a modern web browser (e.g. Chrome, Firefox, etc.) and be responsive in design. It shall be made of an open architecture, user-friendly, easily scalable and easy to interact with other software.

In the future, the system shall be able to integrate, beyond ThPA's users, users from:

- Shipping Agencies, Transport Companies, Logistics Warehouses, etc.
- Central Port Authority, Customs Office & Other Public Authorities (Veterinary, Phytopathological Service etc.)

For this purpose, the system shall have a very user-friendly and flexible subsystem of user and role attribution, so that each user of the system can only access the information they need. The documentation

of this operation shall be very detailed, both in the offer and in the respective user manuals of the Contractor.

Information shall be submitted only once to the system and then appropriately distributed to internal and external users of the system based on role and rights.

The information shall be able to be exported in a variety of formats to be subsequently imported into other information systems of ThPA SA or third parties.

Transmission of information to the system by third parties will be done either through the appropriate graphical interface for direct import, or by sending properly formatted files (e.g. XML), or through other types of interfaces with third-party information systems.

1.5.8.3. User and Role Management Subsystem

The User and Role Management Subsystem will assign each user of the IIMS FZT to one or more roles with specific rights, to allow for systematic access to system functions as well as data and content related to those functions.

The User and Role Management Subsystem is responsible for managing users' access to the IIMS FZT and, subsequently, for the administrator of the rights they have over the various functions of the system and the data contained therein. Each user acquires their own account and is assigned to one or more roles. The user's role gives access to specific functions and data.

Anyone who has an "Administrator" role in the IIMS FZT can manage roles, create user accounts and link them to one or more roles.

1.5.8.3.1. Role Management

The Administrator shall be able to create, modify and delete roles.

- **Creation of role**: The Administrator will be able to create a new role to the system. The role will obviously have a title and include a number of rights in terms of functions and data.
- **Modification of role**: The Administrator will be able to change either the title or the rights associated with a role. The rights of all users associated with this role are automatically modified.
- **Deactivation/reactivation of role**: The Administrator will be able to temporarily or permanently deactivate a role. In case of temporary deactivation, the Administrator will be able to reactivate the role.
- **Deletion of role**: The Administrator will be able to permanently delete a role. For this to happen, there shall be no users connected to this role.
- **Show role list**: When entering the Subsystem, the Administrator will be able to see a list of all roles. By selecting a role from the list, the Administrator will be able to perform management functions. They will also be able to display a list by performing a role search with specific criteria.

1.5.8.3.2. User Management

As mentioned above the user management shall be performed by the Administrator of the IIMS FZT. The relevant functions are illustrated below:

User Creation: A new user will be able to be created in the system. The user is defined based on a set of metadata that will be specified in the Implementation Study. Details such as username, password, some personal information, position in the chart of an Authority or a private entity, etc. are recorded.

The system shall be able to automatically generate secure passwords based on the rules set out in the Implementation Study. The user will then be linked to one or more roles, thus their access to features and

data will be configured. Creating a user shall determine how the user is updated by the system. During the Implementation Study the updating methods will be specified.

User Modification: If necessary, some of the user's account details can be changed. Users will also be able to change some of their information. This information includes, but is not limited to, the password, telephone and email.

User Deletion: The Administrator will be able to permanently delete a user. However, once deleted, the user will not be able to log in, but will still be seen in the IIMS FZT as a deleted user, while the activities previously performed by them on the system will be kept in system history.

Show user list: When entering the Subsystem, the Administrator will be able to see a list of all users. The list format can be changed by applying appropriate filters (e.g. displaying users with specific roles, displaying users created within a specific time period, etc.). By selecting a user from the list, the Administrator will be able to perform the respective management functions. A list of users may also emerge after a search function based on specific criteria.

User management using external authentication systems (e.g. LDAP, Active Directory) with which the Subsystem may be interoperable shall be supported.

1.5.8.4. Reporting

The information system to be implemented shall provide comprehensive and detailed reporting.

In the Pilot Operation Phase, in cooperation with executives of ThPA SA, the reports that shall be present in the system will be specified precisely.

All reports shall provide the possibility to export data contained in various file types (txt, xlsx, pdf, etc.).

1.5.8.5. Auditing

Each user action shall be recorded in detail and stored in tables in their Database. Through the reporting subsystem, system administrators shall be able to access all components of auditing through easy-to-use search forms. Each log shall include time information, user identifiers (username, IP address, access terminal), and data related to their action.

1.5.8.6. Communication with other software (APIs - Interfaces)

Some of the systems that may require interfaces to share data are the following:

- SAP R/3 for information from the Conventional Port
- FRETIS TOS (Terminal Operating System), for information from the CT
- TAS (Truck Appointment System), which is in progress for implementation in the CT
- ISPS access cards or other equivalent access control system, for access control and card details of natural persons and vehicles
- With load weighing systems located within the FZ of ThPA SA. Possibly with other systems that will be in operation before the said system is finally received.

Connection with the above systems may require the involvement of the support partners of ThPA SA.

As part of the project, all necessary communication and interoperability mechanisms (APIs, web services, etc.) will be created with the current systems in place, along with a structure that will support on-demand communication and data sharing of the IIMS FZT on systems that may be needed to interoperate in the future (for example warehouse tax management systems for private bodies), as the list of stakeholders will be formed.

An indicative list of third-party Interoperability Bodies with the IIMS FZT (for which graduated access to the IIMS FZT is initially provided for) includes the following:

- Private Bodies:
    - Shipping Agencies
    - Transport Companies
    - Logistics Warehouses of Commercial Companies, etc.
- Public Bodies
    - Central Port Authority
    - Customs Office
    - Other Public Authorities (Veterinary, Phytopathological Service etc.)

Due to the possibly different current infrastructure and capabilities of third parties, this Subsystem shall allow operators using it to choose between two types of interfaces:

- **Web Services**. This interface will only be suitable for entities that can implement and integrate Web Service Clients into their Information System (i.e. they will make calls to WEB Services from their Information System).
- **Web UI**. The interface will consist of one or more web pages and will be intended primarily for entities that do not have a system capable of supporting Web Service technologies and/or entities that are unable to extend their Information System to make calls to WEB Services. Web pages will load data in generic formats (e.g. xml, json, csv etc.), which will be specified in the Implementation Study.

The Interconnection Subsystem with Third-party Systems shall enable:

- management of available data to be exchanged per interoperability body according to its competence and profile
- management/definition of queries that any interoperability body may ask, along with the reports it may receive.

The Interconnection Subsystem with Third-party Systems shall:

- be designed in such a way that new interoperability bodies can be incorporated without the need for extensive technical intervention in the system.
- be implemented based on open architectures and standards
- support XML and/or JSON technology
- be able to use SSL/Digital Certificates to transmit data and authenticate users
- support different ways of displaying results. The ways to display results that shall at least be supported by the Subsystem are structured forms, files in CSV and/or ASCII format and reports.

It is noted that the implementation and operation of the above systems and services shall ensure the smooth and uninterrupted operation of ThPA SA during the transition to the new system and that its needs are met as widely as possible.

1.5.8.7. Documentation

Upon completion of the development of the system, detailed documentation and user manuals for each user category (managers & users) shall be provided to ThPA SA. A detailed description of the Database (Tables, Fields, Views, etc.) will also be provided. The user manuals and generally all the files that will be delivered to ThPA SA at each stage of the project shall be in an electronically editable format (.doc, .xlsx, txt, etc.).

1.5.9. Horizontal Requirements

1.5.9.1. Protection of personal and other confidential data

The information system to be implemented shall fully comply with Greek and European legislation on the management of personal or other data. Privacy and data protection shall be by design and by default. For this purpose, a specific description and reference will be made in the Contractor's offer.

When designing the Project, the Contractor shall take special care and initiate appropriate actions for:

- information system security {ready-made software, applications, media and infrastructures in which the IIMS FZT will operate (e.g. virtual equipment)}
- ensuring the integrity and availability of underlying information
- the protection of personal data to be processed and stored

by seeking, identifying and methodically applying the technical measures and organizational-administrative procedures that will emerge from the Security Study to be prepared during Phase 1: Project Implementation Study.

In designing and implementing the technical safety measures of the Project, the Contractor shall consider and comply with:

- the relevant institutional and regulatory framework applicable to the protection of personal data - EU General Data Protection Regulation GDPR 2016, etc.)
- best practices in ICT security
- any international de facto or de jure standards (e.g. ISO/IEC 27001)

The technical safety measures will be implemented by the Contractor in the framework of the products and services he has already provided for the IIMS FZT. In particular, the Contractor shall take particular care to protect the availability of systems, the integrity and the availability of information.

The Security Policy of the system developed by the Contractor shall be initially determined in a methodical and systematic manner within Phase 1 of the Project and shall be updated according to the terms herein or whenever deemed necessary by the PMRC of the Project throughout its implementation.

The security policy shall include the technical measures and organizational-administrative procedures necessary to ensure the adequate security of information of the IIMS FZT.

1.5.9.2. System Performance

In order to ensure the efficient operation of the system (hardware and software), the following is a basic requirement:

- **Response**: System functions shall have a response time of a few seconds, as specified below, except for exceptional cases where the user will be properly informed (response time does not include network delay).

The following is a list of system performance requirements and in particular the maximum system response time under certain load conditions. These requirements will need to be certified during the delivery/acceptance phases of the Project Subsystems by performing the necessary acceptance tests. The Contractor, during the Requirement Analysis Phase, shall specify and present in detail the methodology for performing system performance tests.

Regarding system performance requirements, it is considered that the maximum acceptable response times include the time required from the time the request for service is delivered until the final presentation of the results on a user's computer and are related to transactions at the application level of the following types (for communication in a local area environment):

- Simple questions (involving at most two tables)
- Complex questions (involving more than two tables)
- Creation of ready-to-print reports
- Standard file exchange operations (less than 3 MBytes - the exact value will be specified during the Project implementation process with the assistance of the Managing Body) in both directions (from and to the system).

Measurements for acceptable response times shall be performed at "basic" and "elevated" load conditions of the system as determined in the Implementation Study.

It is noted that all measurements shall be made if a sufficient amount of data has been introduced into the system to simulate the operation of the system under realistic conditions.

In any case, the response of the system at any load level shall remain satisfactory so as not to affect the user experience.

1.5.9.3. System Usability

The designed system shall have a high level of usability in the organization and presentation of the functions and services it will provide.

The Contractor shall take into account, during the design, the different user groups and therefore the different ways of fulfilling the functionality provided without reducing the usability of applications. It is considered that the design of applications with the basic principle of achieving high usability and ergonomics is a critical success factor for this project.

The logical/functional completeness of applications is not in itself a sufficient condition for a system to function successfully, but it shall coexist with an interface (or interfaces) that allows users who are less familiar with web applications to handle their transactions with ease.

The Contractor shall document in his offer the design approach as well as the plan of usability tests and design adjustments to follow in order to ensure the desired level of usability.

1.5.9.4. Open Standards and Data

The general philosophy of the implementation of the systems (hardware and software) of this project shall be in line with the current trends in open architecture and open systems. The term "open" basically refers to the independence of a particular supplier and the mandatory use of standards, which ensure:

- the harmonic collaboration and operation between systems and operating applications of different suppliers
- online or other collaboration of applications located on different computing systems
- the portability of applications
- the ability to increase the size of computer systems without changes in structure and philosophy
- easy interference with application functionality

According to the above and in relation to the development of (standard and/or non-standard) applications of this Project, the Contractor shall implement:

- Modular development and implementation of software subsystems
- Ability to support international and commercially acceptable interoperability standards, such as web services for standardized communication between computing systems
- Implementation based on at least 3-tier architecture, which includes, at a minimum, the presentation, business logic and data tiers.

In addition, the system shall provide the technical capability of exporting selected data manually - following open standards - for use by systems of collaborating public and private entities (open data).

The type of data to be exported and the standards to be applied will be further defined and finalized in the Implementation Study.

1.5.9.5. Software Licenses

The candidate Contractor shall have incorporated in his offer the number and characteristics of the licenses corresponding to the architectural solution he proposes for the IIMS FZT.

He shall also indicate in his offer the number and characteristics of the licenses of the subsystems of the IIMS FZT to be developed in the framework of the Project.

Software licenses for Ready-made Software as described in Section 7.1.3.5. Ready-made Software as well as software applications to be developed shall be of unlimited duration and cover an unlimited number of users.

In addition, licenses shall be able to be transferred without any additional financial or other burden or additional conditions to any Body that may in the future take over the operation of the system in the place of ThPA SA.

1.5.10. Services

1.5.10.1. Implementation - Requirement Analysis Study

The Contractor is required to prepare a Requirement Analysis study for the Project, which will be the main guide for the implementation of the Project.

The Implementation - Requirement Analysis study shall be updated by the Contractor immediately after the completion of each phase of the project and/or whenever deemed necessary by the PMRC so that at all times until completion there is proper and complete documentation of the entire project.

During the development of the Requirements Analysis, the Contractor will determine precisely the implementation priorities (their hierarchical and discrete timings and structure) taking into account the actual capabilities of the Services involved in order for the Services to adapt to, absorb, support and utilize the new environment.

More specifically, this study shall include:

- Project Management and Quality Plan (PMQP). The processes and mechanisms described in detail in the PMQP shall be a standard and integrated set, adapted to the particularities set by the organizational, administrative and technological aspects of the project. In view of the above, the contents of the PMQP shall at a minimum refer to the following areas, whose purpose, structure and content will be described in detail in the offer of the candidate Contractor:
    - Project Management Scheme/Structure
    - Updated Project Team
    - Communication Plan
    - Updated - Detailed Project Schedule
    - Management of Issues
    - Risk Assessment/Diagnosis & Management
    - Quality Assurance - Control
    - File - Data Management
    - Change Management
    - Administrative Reporting.
- Update of the current situation.
- Implementation Process Modeling/Software Development Methodology. Reference shall be made to the relevant methodology (e.g. Rational Unified Process, Agile, etc.) with which the Project Subsystem implementation process will be compatible.
- Finalizing and prioritizing the business, operational and technical requirements of the Project, clarifying the scope of the Project, based on the Contract, the Call and the offer of the candidate Contractor.
- Identification and suggestions for adapting the necessary business processes needed for the system to function properly. Compliance with the current legal framework and foreseeing future procedural changes in the framework of implementation of e-governance.
- Addressing individual issues related to the specificities of the Project.
- Finalization - specification of linking business objectives and requirements with technical specifications and architectural approach - proposed design.
- Methodology and initial acceptance test scenarios as specified in Par. 1.5.10.1.1.

- System Security Action Plan
- Finalization and clarification of all issues related to the design of the Information System of the IIMS FZT, such as
    - Its final architecture
    - Requirement analysis of all System functions
    - Identifying user categories and detailing the roles and responsibilities for each Subsystem separately.
    - Complete conceptual design of project subsystems, such as entity relationship diagrams, user roles, etc.
- A training guide, which will include the methodological approach, the organization and preparation of the training. The Contractor shall adapt the methodology, conditions, training plan and basic training material of the basic users according to their level of familiarity with modern information systems and shall propose a detailed methodology for transferring know-how to the relevant executives of ThPA SA.
- A detailed planning of training seminars
- A detailed description of the deployment methodology of the project and related processes.

In the framework of the Project Requirements Analysis, specific issues, in addition to the above, will be further elaborated with the content described below. These deliverables are:

- Test Scenarios
- System and Information Security Study

1.5.10.1.1. Test Scenarios

The test scenarios prepared by the Contractor will summarize the business processes, per process and subsystem, shall be matched with the Requirement Analysis requirements and shall be accompanied by the relevant test data or part of the actual data.

Scenarios will be implemented by performing Test Cases, which are individual functional entities of the scenarios, each testing a specific part of the functionality of each Subsystem.

Test Cases will cover the following types of tests:

- **Compliance with the operational specifications of the** call, as they will be specified in system requirement analysis in the framework of the Project Requirement Analysis.
- **Performance** test, where system response times are tested.
- **Security** test, which tests whether access to and various actions on the system are made only by authorized users and in accordance with their rights
- Subsystem **availability** tests for system software failures.

At a minimum, test scenarios shall enable:

- unit tests
- integration tests
- system tests
- user acceptance tests
- stress tests.

The deliverables of the Test results will be specified in Phase 2 of the project.

The way of presenting Test Cases, which are individual functional entities of the scenarios and each test a particular part of the functionality of each Subsystem, will be structured and systematic and will follow a specific standard that will apply to all the Subsystems.

If any errors are found during the test, a summary description of them shall be recorded and corrected by the Contractor. The test scenario is accepted when there are no errors.

1.5.10.1.2. System Security Study

The Contractor, in the framework of the Security Study, shall specify the Security Policy that will be applied to the IIMS FZT.

The Security Study will include specific measures and specifications for information system security, as well as for data protection and integrity of the proposed architecture. The study shall also specify all aspects of personal data protection and accessibility of services.

In particular, an appropriate policy shall be specified to ensure the following:

- **Authentication**: verification of the authenticity of the parts of a data exchange.
- **Authorization**: user access shall be authorized.
- **Integrity**: the data shall remain intact, i.e. not subject to corruptions. To safeguard data integrity, it is necessary to use mechanisms to ensure consistency and prevent data sabotage attacks (unauthorized copying, unauthorized data destruction, etc.).
- **Confidentiality**: data privacy. The information will only be made available to users who are authorized. The certification of user jurisdiction shall be based on the role system, which is also the international de facto standard due to the flexibility it offers. Also, all appropriate measures shall be taken to prevent data theft attacks.
- **Availability**: the system and data shall be available when required.
- **Non-repudiation**: the user shall not be able to refuse to participate in the exchange of data.
- **Transparency**: processing procedures shall be documented so that they can be tested.
- **Revision/audit**: any modification or processing of the data shall be capable of being tested, that is, by whom and when performed.
- **Accountability**: it shall be clear who is responsible for importing, accessing or modifying any data.

1.5.10.2. Training Services

The Contractor shall provide training and know-how to the executives, users and managers of the IIMS FZT in order to fully exploit the Project.

The training will be theoretical and on-the-job. The group of people to be trained in the new information system will be determined by ThPA SA. Separate training is required for system administrators.

Theoretical training will take place in the Greek language and in an appropriately designed space. The required supervisory means will be made available by ThPA SA.

The duration of the training per day may not exceed four (4) hours, so as not to disrupt the proper functioning of the organizational units of the Authority.

Each training will be completed and signed by all participants and the relevant attendance sheet will be completed under the responsibility of the trainer. At the end of the training all attendance sheets will be delivered to ThPA SA.

Participants in the training shall be provided with relevant training material prior to its commencement.

Specifically:

The training services shall at least include the following:

- Training guide (seminar type), including:
    1. the subject-matter of training per category of trainees
    2. the training process and its management way
    3. the methodological approach, the organization and preparation of the training and
    4. the detailed planning of training seminars, which will be agreed with the Operator
- Creation of training material for all categories of users based on the needs and expected role in the operational exploitation of the System.
- All training material shall be written in Greek.
- Training of the users based on their role in the Project
- Evaluation of the training process and results and suggestive measures to maximize the operational utilization of the System.

The categories of trainees that the Contractor is obliged to train under the Project are:

1. Information System Administrators
2. Users
    - selected executives of ThPA SA.
    - selected executives of the Public Authorities involved

The total number of trainees is estimated to be 25 executives.

The above trained users will be the trainers of other executives.

In his Technical Offer, the candidate Contractor shall propose a program for the training services to be offered.

1.5.10.3. HelpDesk Services

The Contractor is responsible for the organization and operation of the HelpDesk, unless otherwise specified and decided in the Project Requirement Analysis, which will be available to all project stakeholders with the aim of providing timely and effective support to them when dealing with technical problems, malfunctions and omissions both by telephone (telephone and fax) and online (Web and email).

The organization and operation of the HelpDesk shall be designed and implemented in accordance with the following:

- The Contractor shall have ready-to-operate technical personnel, whose experience is the responsibility of the Contractor, in order to ensure
    - provision of information/clarifications to users and/or system administrators and
    - damage repair
- The HelpDesk shall be available during NCH (as defined in Par. 1.5.11.3.3)
- The Contractor shall keep and record in the incident management system all necessary information of the failures/malfunctions reported to him.

- During non-NCH periods, the Contractor shall propose an emergency support procedure in case of need. The process shall specify how to access the Contractor's emergency personnel (e.g. via mobile phone).
- The HelpDesk shall provide the possibly of:
    - Level 1 support for:
        - the use of Subsystems and the processes they perform
        - general issues related to any new or upgraded processes
        - error messages due to misuse of the Subsystems
    - Level 2 support for issues not covered by Level 1 helpdesk, as well as for complex technical problems that users may encounter.

The following are specified:

- Damages can be reported in the following ways:
    i. Email
    ii. Telephone

- At the end of each quarter, the Contractor shall report on the extent to which the terms of service provided have been satisfied. The report shall be submitted by the Contractor within ten (10) days of the end of each quarter and shall include the following data for the preceding quarter:
    - Number of alerts, type (error/event/support action) and how they were handled.
    - Details of the HelpDesk response times per call and overall breakdown.
    - Details of any alerts (for malfunction or failure) served beyond the time limits set herein.

1.5.10.4. Pilot Phase Services

The Contractor shall, in the framework of the Project, be required to provide Pilot Operation Services of the Information System to a group of critical users, under its virtual operating conditions, with actual data. The purpose is to highlight any shortcomings in the functionality of the Subsystems or other design problems before the Subsystems operate in the critical real business environment.

The Pilot Operation Services, to be provided by the Contractor during "**PHASE 5΄- Pilot Operation Period**", include:

- The confirmation of good functioning of the IIMS FZT, according to the updated test scenarios.
- Final tests of functionality, performance and availability, additions/modifications, composition, etc. in order to ensure the smooth operation and good cooperation of the Information System Subsystems under full operational conditions.
- On-the-job training for the operation/test of Subsystems with the on-site presence of the Contractor at the premises of ThPA SA with at least two of (2) executives, throught "**PHASE 5΄- Pilot Operation Period**", to resolve technical problems, support users in the operation and function of the Subsystems and to ensure the smooth operation of the Information System.
    - The daily working time of the Contractor's executives will be eight (8) hours, during the operating hours of ThPA SA.
- Collection of user comments and their recording
- Subsystem improvements and immediate troubleshooting and error correction/management.

- Improvements to the Subsystem settings for optimal operation.
- 1st and 2nd level HelpDesk services (see Par. 7.1.6.3).
- Updating the test scenarios throughout this phase (provided modifications/additions are made to the Subsystems that affect the existing test scenarios)
- Updating the technical and functional documentation of the Subsystems (if any modifications/additions are made to the Subsystems).

1.5.10.5. Services for the Production Start Phase

The Contractor shall provide services designed to support the transition to full operational function of the IIMS FZT for all its users. These services, to be provided by the Contractor during Phase 6: Production Period, include:

- Support by the Contractor in conditions of Guaranteed Level of Service (see 1.5.11.3.3) for the whole business operation of the IIMS FZT (operation with real data from all intended users)
- Maintenance of the Ready-made Software and Information System Subsystems (as described in detail in Par. 1.5.11.3.2)
- On-the-job support for the full operation of the System with the on-site presence of the Contractor at the Operator's premises with at least two (2) executives, throughout its duration.
    - The daily working time of the Contractor's executives will be eight (8) hours, during the operating hours of ThPA SA.
- Collection of user comments and their recording
- Subsystem improvements and immediate troubleshooting and error correction/management.
- Improvements to the Subsystem settings for optimal operation.
- 1st and 2nd level HelpDesk services (see Par. 7.1.6.3).
- Updating the test scenarios throughout this phase (provided modifications/additions are made to the Subsystems that affect the existing test scenarios)
- Updating the technical and functional documentation of the Subsystems (if any modifications/additions are made to the Subsystems).

In order to commence the provision of the Production Period services, the following shall be ensured/completed:

- Data sufficient to enable the Subsystems of the IIMS FZT to function fully shall have been entered into the database.
- User training shall have been completed.
- Users and access rights shall have been set to the system for all users.

1.5.10.6. Warranty and Maintenance Services

The Contractor shall provide Warranty Services in accordance with the requirements of Par. **1.5.11.3.1** hereof.

In addition, he shall provide Maintenance Services in accordance with the requirements of Par. **1.5.11.3.2**. hereof.

The cost of Project Maintenance (see Free Guarantee and Maintenance Financial offer Aggregate Table) , **for each year after the Warranty Period offered and until the expiry of the WMP**, may not be less

than **8%**or greater than **12%** of the candidate Contractor's Financial offer for the Project (see Aggregate Table of Financial Offer for the Project, field: Grand Total for Project Implementation).

1.5.11. Implementation methodology

1.5.11.1. Timetable

The total duration of the Contract in respect of the **Project Implementation is 6 months** and is the period from the date of signature of the contract until the submission of the last deliverable in accordance with the detailed timetable set out belowwhereas for the **entire Contract including the Project Implementation and the Warranty and Maintenance Period, it is set at 66 months.**

In any case, the system shall be fully operational by **31/12/2020 at the latest**, in accordance with the relevant legislation.

It is noted that the times of the individual phases as given below, except for the pilot operation and delivery of the entire system, are indicative while the total project implementation time (6 months) is binding on the Contractor.

Once the Production Period (one month) is successfully completed, the System Warranty and Maintenance Period, totaling five (5) years, follows.

The Contractor shall submit a detailed timetable for the implementation of the project, along with the deliverables of each phase.

The following is a brief timetable for the implementation of the Contract:

	MONTHS						
PROJECT PHASES	M 1	M 2	M 3	M 4	M 5	M 6	M 7-66
PHASE I IMPLEMENTATION STUDY							
PHASE 2 APPLICATION							
PHASE 3 APPLICATION INSTALLATION							
PHASE 4 TRAINING							
PHASE 5 PILOT OPERATION							
PHASE 6 PRODUCTION ENVIRONMENT							
WARRANTY AND MAINTENANCE PERIOD							

1.5.11.2. Phases - Project Implementation Deliverables

The general methodology of project implementation is divided into the following phases:

PHASE DESCRIPTION, DURATION AND DELIVERABLES	TIME FOR DELIVERY
PHASE 1΄- Implementation Study Duration: 1.5 months Deliverables (minimum)	
1. D.1.1 -Detailed Scheduling (updated monthly and will be discussed at the respective meetings between the Contractor and ThPA SA)	T_0 + 0.5
2. D.1.2 – Requirement analysis and subsystem design	T_0 + 1.5
3. D.1.3 - Programming, initial acceptance test scenarios and test plan	T_0 + 1.5
PHASE 2΄- Application Development (Duration: 2.5 months) Deliverables (minimum)	
1. D.2.1 – Documentation manuals	T_0 + 4.0
PHASE 3΄- Installation of Applications and Ready-made Software (Duration: 0.5 months) Deliverables (minimum)	
1. D.3.1 – Installed and fully functional applications and ready-made software to ThPA SA with all required software licenses.	T_0 + 4.0
PHASE 4΄- Training (Duration: 0.5 months) Deliverables (minimum)	
1. D.4.1 – Training program & materials	T_0 + 4.5
PHASE 5΄- Pilot Operation Period (Duration: 1 month) Deliverables (minimum)	
1. D.5.1 – On-site support of the pilot operation	T_0 + 5
2. D.5.2 – Error documentation, additional customizations and pilot operation configurations	T_0 + 5
3. D.5.3 – Updated electronic files - database for the production environment	T_0 + 5
PHASE 6 - PRODUCTION PERIOD (Duration: 1 month) Deliverables (minimum)	

1. D.6.1 – On-site support of the production environment	T_0 + 6
2. D.6.2 – Error documentation, additional customizations and configurations of the production environment	T_0 + 6
3. D.6.3 – Updated electronic files - database for the production environment. Documentation of Database tables. System source code.	T_0 + 6

It is noted here that at the end of the project the software source code will be delivered to ThPA SA.

ThPA SA will be able to use pieces of this code in other software applications, developed by the Information & Communications Technology Department to meet the Authority's internal needs.

1.5.11.3. Warranty and Maintenance Period (WMP)

WMP is defined as the total Warranty and Maintenance Period, starting at the Project's Final Reception and with a duration of five (5) years.

The minimum requested Warranty Period is one (1) year from the Project Final Reception.

The Contractor, after the Project Final Reception, is obliged to sign with the Body, for which the Project Warranty is intended, a Warranty Agreement for the Warranty Period offered.

The Maintenance Period begins at the end of the Warranty Period offered and ends at the end of the WMP.

The Contractor is obliged to sign a Maintenance Contract after the end of the Warranty Period offered by him and at the maintenance cost stated in his Offer.

Note 1: The evaluation of the offers of the candidate Contractors shall not take into account the years beyond the WMP.

Note 2: It is up to candidate Contractors to offer a Warranty Period longer than the minimum required, but it shall cover all products and services for an integral number of years.

1.5.11.3.1. Warranty Period Services

The Warranty Period services cover the entire Project, are provided in a **Guaranteed Level of Service** (see par. 1.5.11.3.3) and are the ones described in par. 1.5.11.3.2 Maintenance Period Services, but provided **for free**.

EXPECTED DELIVERABLES/PERIOD RESULTS:

Warranty Period– Deliverables (minimum):	
Title of Deliverable	Description of Deliverable
Π1. Damage support and repair services	Service illustration issue that will include: • Logging of support actions • Documentation of additional customizations and configurations in ready-made software and applications • Error documentation • Delivery of copies of all changes or reissues or modifications to the manuals of ready-made software and application(s) • Documentation of installation of new versions of ready-made

	software and application(s) • Periodic Assessment Report

1.5.11.3.2. Maintenance Period Services

During the Maintenance Period, the Contractor shall provide the following services:

OBJECT/CONTENT OF THE PERIOD:

MAINTENANCE OF SOFTWARE APPLICATIONS AND READY-MADE SOFTWARE if it has been delivered under the terms hereof)

1. **Ensuring proper operation of the ready-made software.**
    - Identification of causes of damages/malfunctions and remediation. Following a documented notice by ThPA SA, the Contractor is obliged to resolve the problems within a set period of time from the notice (see par. 1.5.11.3.3) provided that they have not resulted from malicious or inappropriate interference by third parties. If complete and definitive resolution of the problem is not possible within the specified time limit as provided in par. **1.5.11.3.3 Guaranteed Level of Service - Clauses**, the provided clauses are imposed.
    - Optimization of the base structure to ensure optimum system performance.
    - Delivery - installation of any improved software versions after approval by the PMRC.
    - Ensuring that all customizations, interfaces with other systems, etc., are functioning properly with the upgraded versions.
    - Delivery of copies of all changes or reissues or modifications to the manuals of software.
2. **Ensuring proper operation of application(s).**
    - Bug fixes of the application(s). Following a written notice by ThPA SA, the Contractor is obliged to resolve the problems within a set period of time from the notice (see par. 1.5.11.3.3) provided that they have not resulted from malicious or inappropriate interference by third parties. If complete and definitive resolution of the problem is not possible within the specified time limit as provided in par. 1.5.11.3.3 Guaranteed Level of Service - Clauses, the provided clauses are imposed.
    - Identification of causes of damages/malfunctions and remediation.
    - Delivery - installation of any improved application versions after approval by the PMRC.
    - Ensuring that all customizations, interfaces with other systems, etc., are functioning properly with the newer versions.
    - Delivery of copies of all changes or reissues or modifications to the manuals of application(s).

SERVICES/TECHNICAL SUPPORT

1. Technical Support Services through the operation of a Helpdesk.
2. On-site support. When the reported problems cannot be resolved directly and definitively from the first level of intervention (Helpdesk), they shall be addressed to specialists who will provide the required solution on the spot.

3. Troubleshooting during system operation.
4. Adaptation of the System to be developed under this Project to new requirements arising from possible small-scale modifications to the organization and the functions of ThPA SA and are related to the physical object of this Project.
5. Upgrading the system to new versions of the operating system or database management system on which the system is based.
6. Informing its operators of any changes in system functionality.

For the above Services 1, 2 and 3 the respective Warranty Period Deliverables as described herein shall be delivered.

ADDITIONAL EXPECTED DELIVERABLES/MAINTENANCE PERIOD RESULTS:

Maintenance Period– Deliverables (minimum):	
Title of Deliverable	Description of Deliverable
Π1. Damage support and repair services	Service illustration issue that will include: • Detailed Preventive Maintenance Action Plan, submitted at the beginning of the relevant period • Detailed Maintenance Record (Ordinary - Emergency) • Documentation of additional customizations and configurations in ready-made software and applications • Delivery of copies of all changes or reissues or modifications to the manuals of ready-made software and application(s) • Documentation of installation of new versions of ready-made software and application(s) • Periodic Assessment Report

1.5.11.3.3. Guaranteed Level of Service - Clauses

The Contractor is obliged to implement the whole system while providing the required technical support services in order to meet the minimum availability thresholds set forth below. It shall be noted that the conditions referred to in this paragraph apply to warranty and maintenance periods.

Definitions:

- ✓ **Ready-to-use Software/Applications:** all discrete software/application units delivered/developed in the framework of the Contract, whose proper operation supports system functionality, i.e. subsystem applications, development tools, server operating systems, system (ready-made) server software.
- ✓ **Damage:** damage to part or all of the discrete software/application unit, which directly and negatively affects the availability or performance of the component in question and, consequently, the System services offered.

- ✓ **Malfunction:** damage to part or all of the discrete software/application unit, which does not directly and negatively affect the availability or performance of the component in question and, consequently, the System services offered.
- ✓ **NCH** (normal coverage hours): The period between 08:30 - 16:30 on weekdays.
- ✓ **ACH** (additional coverage hours): The rest period of time.
- ✓ **Time for damage repair** is the maximum time allowed between the occurrence of damage and its repair. It is noted that, per discrete unit, the Damage Recovery Time is calculated **cumulatively on a monthly basis**. This time is:
  - eight (8) business hours from the time of failure notice if the problem was reported within the NCH
  - eight (8) business hours that will be counted from 08.30 of the following business day, for the other hours of damage notification
- ✓ **Time for malfunction repair** is the maximum time allowed between the occurrence of malfunction and its repair. It is noted that, per discrete unit, the Malfunction Recovery Time is calculated **cumulatively on a monthly basis**. This time is:
  - Eighteen (16) business hours from the time of malfunction notice if the problem was reported within the NCH
  - eighteen (16) business hours that will be counted from 08.30 of the following business day, for the other hours of malfunction notification

Non-Availability - Clauses:

In case of exceeding the **monthly time for damage repair** , the Contractor shall be subject to a clause equal to the largest of the following two values:

- **0.05%** on the contractual value of the unit/section which is out of service
- **0.2%** on the current annual maintenance cost of the whole system.

for every extra working hour for a damage (non-availability)/malfunction, if it is within the NCH or half of the above calculated amount if the time is off NCH.

In case of exceeding the **monthly time for malfunction repair** , the Contractor shall be subject to a clause equal to the largest of the following two values:

- **0.02%** on the contractual value of the unit/section which is out of service
- **0.1%** on the current annual maintenance cost of the whole system.

for every extra working hour for a damage (non-availability)/malfunction, if it is within the NCH or half of the above calculated amount if the time is off NCH.

It is clarified that:

1) *A system / subsystem / service is considered totally unavailable even if a small part of the functionality that it provides becomes unavailable.*
2) *The unavailability of a unit results in the unavailability of all System units (system and application software) that are functionally dependent on it and is included in the clause determination.*

Additional clauses

- ✓ If a unit (software / application) is unavailable (due to damage or malfunction) for a period of more than 40 business hours cumulatively over a month, apart from the above-mentioned clauses:
  - The Contractor shall be subject to a clause equal to **0.02%** on the contractual price of the unit/section which is out of service, during the warranty period.

All clauses of this paragraph do not apply if equipment or software provided by ThPA SA to accommodate the system proves to create malfunction in the System.

1.5.11.3.4. Scheduled Service Outages

Planned Outages of the Service are permitted, both during the implementation of the Project and during the WMP, subject to the following conditions:

- Any planned outage by the Contractor shall be announced at least **15 calendar days** in advance and shall be duly substantiated.
- Any planned outage will only take place if expressly agreed between the two parties.
- The maximum duration of a planned outage shall be expressly agreed between the two parties.
- It will only take place **during ACH hours** (as defined in the previous section).
- The period of service loss due to a planned outage will **not** be counted in the measurement of Quality Criteria.

In cases where the duration of the planned outage exceeds the pre-agreed length of time and the Contractor is solely responsible for that, then the additional length of service loss is considered to be a damage.

1.5.11.4. Project Team/Project Management Scheme

The candidate Contractor is required to submit in his offer a complete proposal for the management scheme, the project team to be allocated for the management and implementation of the Project, the subject area to be covered by the Project Manager and the Project Team, as well as their working time by Project Phase.

The economic operator's Project Team will not differ substantially than the one proposed in his offer.Any change of basic members of the Project Team will be subject to approval by ThPA following a recommendation by the PMRC and the relevant decisions will form an integral part of the contract. Every new member of the Project Team should have at least equivalent experience and copmetence with the replaced member.

ThPA SA will have the primary responsibility for the monitoring and control over the course of development and implementation of the Project, while the Contractor will have the primary responsibility for the implementation of the Project.

1.5.11.5. Quality management and quality assurance methodology

The candidate Contractor is obliged to include in his offer a detailed implementation timetable with the main implementation phases, job descriptions and deliverables, detailed implementation times, human resources (project roles / teams) and responsibilities, as well as the main milestones of the Project.

During the implementation of the Project, the Contractor shall submit monthly progress reports on his actions and the Project performance procedures in order to ensure:

- adherence to the Project timetable
- proper performance of the Contractor's obligations and compliance with the specifications.

The Contractor's regular meetings with the PMRC regarding the progress of the Project will be held on a monthly basis.

The Contractor's Project Manager will present at each meeting the Project Progress Report, which will include any updates to the Project timetable.

In addition to regular meetings, the President of the PMRC may convene extraordinary meetings if necessary.

The Contractor shall keep minutes of the meetings for the progress of the Project and send them to ThPA SA.

1.5.11.6. Place of implementation/service provision

The Contractor shall install the System on the infrastructure made available for this purpose by ThPA SA.

The Contractor will primarily provide his services to the headquarters of ThPA SA.

At the software installation points, the Contractor is obliged to perform any work required for the installation and proper operation of the System.

THE CHIEF EXECUTIVE OFFICER

OF THPA S.A

FRANCO NICOLA CUPOLO

ANNEXES

ANNEX 1 – CV Template

CURRICULUM VITAE

PERSONAL INFORMATION	
Surname:	**Name:**
Father's name:	**Mother's name:**
Date of Birth: __ /__ / ____	**Place of birth:**
Telephone:	**E-mail:**
Fax:	
Address:	

EDUCATION			
Name of Institution	**Degree Title**	**Specialization**	**Date of Graduation**
EXECUTIVE CATEGORY (in the Project Management Scheme proposed by the candidate Economic Operator)			

PROFESSIONAL EXPERIENCE

Project	Employer	Project Position and Tasks	Employment in the Project	
			Period (from - to)	**H/M**
			__ /__ / ___ - __ /__ / ___	
			__ /__ / ___ - __ /__ / ___	
			__ /__ / ___ - __ /__ / ___	

ANNEX 2– Financial Offer Template

Project implementation

Ready-made Software

SERIAL NUMBER	DESCRIPTION	TYPE	USER LICENSES	AMOUNT	VALUE WITHOUT VAT [€]		VAT [€]	TOTAL VALUE WITH VAT [€]
					UNIT PRICE	TOTAL		
1.								
2.								
3.								
4.								
5.								
					TOTAL			

Software Applications

SERIAL NUMBER	DESCRIPTION	TYPE	USER LICENSES	AMOUNT	VALUE WITHOUT VAT [€]		VAT [€]	TOTAL VALUE WITH VAT [€]
					UNIT PRICE	TOTAL		
1.								
2.								
3.								
4.								
5.								
					TOTAL			

Project Implementation Services

SERIAL NUMBER	DESCRIPTION OF SERVICES	MAN-MONTHS	VALUE WITHOUT VAT [€]		VAT [€]	TOTAL VALUE WITH VAT [€]
			UNIT PRICE	TOTAL		
1.						
2.						
3.						
4.						
5.						
			TOTAL			

Other Expenses

SERIAL NUMBER	DESCRIPTION OF OTHER EXPENSES	AMOUNT	VALUE WITHOUT VAT [€]		VAT [€]	TOTAL VALUE WITH VAT [€]
			UNIT PRICE	TOTAL		
1.						
2.						
3.						
4.						
5.						
			TOTAL			

Aggregate Table of Financial offer for the Implementation of the Project

SERIAL NUMBER	DESCRIPTION OF PROJECT IMPLEMENTATION EXPENSES	TOTAL VALUE OF PROJECT IMPLEMENTATION WITHOUT VAT [€]	VAT [€]	TOTAL VALUE OF PROJECT IMPLEMENTATION WITH VAT [€]
1.	READY-MADE SOFTWARE			
2.	SOFTWARE APPLICATIONS			
3.	PROJECT IMPLEMENTATION SERVICES			
4.	OTHER EXPENSES			
GRAND TOTAL FOR PROJECT IMPLEMENTATION				

Warranty and Maintenance

Free Warranty and Maintenance Financial Offer Aggregate Table

Note: The evaluation of the offers of the candidate Contractors **shall not take into account the years beyond the WMP**.

YEARS AFTER PROJECT IMPLEMENTATION	ANNUAL READY-MADE SOFTWARE WARRANTY/MAINTENANCE ANNUAL READY-MADE SOFTWARE WARRANTY/MAINTENANCE	ANNUAL APPLICATION(S) WARRANTY/MAINTENANCE ANNUAL READY-MADE SOFTWARE WARRANTY/MAINTENANCE	ANNUAL TOTAL MAINTENANCE VALUE WITHOUT VAT [€]	VAT [€]	ANNUAL TOTAL MAINTENANCE VALUE WITH VAT [€]
1	FREE WARRANTY	FREE WARRANTY	FREE WARRANTY	--	--
2					
3					
4					
5					
TOTAL					

Aggregate Table of Financial Offer

SERIAL NUMBER	**DESCRIPTION OF PROJECT IMPLEMENTATION EXPENSES**	**TOTAL VALUE WITHOUT VAT [€]**	**VAT [€]**	**TOTAL VALUE WITH VAT [€]**
1.	**GRAND TOTAL FOR PROJECT IMPLEMENTATION**			
2.	**GRAND TOTAL FOR THE FIVE-YEAR WMP**			
GRAND TOTAL OF THE FINANCIAL OFFER (IN NUMBERS)				
GRAND TOTAL OF THE FINANCIAL OFFER (WRITTEN IN FULL)				