

**Request for expression of interest and submission of proposals for the provision of services for the “Management of the IT environment of Growthfund and 2nd level support”**

**Athens, 23/07/2024**

## **1. Introduction**

Pursuant to Article 185 of Law 4389/2016 (Government Gazette A’94), the Hellenic Corporation of Assets and Participations S.A. (hereinafter “HCAP” or “Growthfund”) operates in the public interest in accordance with the rules of private economy.

In order to fulfil its purpose, Growthfund shall act in an independent, professional, and entrepreneurial manner with a long-term vision in achieving its results, in accordance with its Internal Rules of Procedure; it shall also act to guarantee full transparency, with a view to enhancing the value and improving the performance of its assets as well as generating revenue for the Hellenic Republic.

The requirements for the operation and management of the IT environment of Growthfund have increased significantly as a major part of the services has been moved to the cloud, next generation solutions are being adopted for the network and computing infrastructure (next-generation firewalls, servers cluster, storage services), while at the same time, the external environment is evolving, and cybersecurity threats are increasing. Consequently, the required controls and policies, as well as the monitoring and shielding of Growthfund’s infrastructure, are placing new demands.

To ensure the uninterrupted and efficient operation of the company, services are required in two main directions:

- Operation and management of the IT infrastructure and services of Growthfund by experienced administrators, based on best practices.
- Provision of Level 2 support for requests, incidents, and problems that occur in the IT infrastructure and services, complementary to the existing Level 1 IT support function currently operating in the company.

For this purpose, Growthfund conducts a tender inviting proposals for the provision of services for "Management of the IT environment of Growthfund and 2nd level support ".

## 2. Scope of Services

The Contractor's services will include:

### Category A

#### 1. Equipment Management and Maintenance

- Regular maintenance and repairs to the company's IT hardware.
- Maintenance of desktop and laptop computers, servers, and peripherals.
  - Indicatively: hardware upgrades, component replacements and diagnostic checks.

#### 2. Software Installation, Configuration, and Management

- Install, configure, and update software applications and operating systems.
- Apply software patches and updates.
- Manage the Microsoft 365 Enterprise (E3) suite, including configuration of its administration environment and applications.

#### 3. Network Management

- Monitor and manage the company's network infrastructure.
- Configure network devices (e.g., switches, access points, firewalls)
- Implement network security measures such as firewall policies, VPN services, and access control mechanisms.

#### 4. Administration of Backup and Disaster Recovery Services

- Implement, monitor, and manage backup mechanisms and processes.
- Operate the storage of backup data in a remote location.
- Design, implement and test the disaster recovery plan.

#### 5. Administration of security/cybersecurity mechanisms and systems

- Design, implement, and administer security controls to protect the company's systems and data from security threats.
- Install, configure, and review, as appropriate, the operation of antivirus software and configure the company's firewall.
- Implement and oversee user access control functions, applying the company's security policies.

#### 6. Infrastructure Monitoring and Management

- Remote monitoring of the computing and network infrastructure.
- Install monitoring tools, configure alert mechanisms, and manage logs.<sup>1</sup>

#### 7. Management of Support Contracts

- Definition of specifications, monitoring, and renewals of hardware and software support contracts.

## 8. Support and Management of the Implementation of IT Audit Findings

- Implement all actions and accesses required during the execution of an IT Audit of the Company.
- Plan, implement corrective actions, and report the progress of implementation of corrective actions.

## 9. Documentation and Reports

- Produce and continuously update the documentation of the Company's IT environment through an asset/inventory management tool.
  - Produce and continuously update documentation of the equipment and software used, the network topology, and the relevant configuration settings.
  - Update the tool with existing/new equipment and infrastructure configurations (e.g., subnets, policies).
- Generate reports on resource utilization and system upgrades.

## 10. Consulting Services

- Support the Company's IT strategy planning and technology adoption.
- Provide technology evaluations and recommendations for IT service and system improvements.

## 11. Training and Knowledge Transfer

- Train the company's specialized personnel on the company's IT systems and resources within the company's IT environment.
- Prepare administration guides/instructions and conduct on-site training/demonstrations.
- Apply configurations or implement workarounds for incidents of malfunction.

Brief information on the IT environment of Growthfund is provided in "Appendix II: Special Conditions", section "Summarised description of the company's infrastructure/systems". It is clarified that the scope of the project refers to the described IT environment and limited modifications that may occur in it.

### Category B

#### 1. 2<sup>nd</sup> level IT support

- Technical support provided either remotely or on-site.
- Troubleshooting of incidents and problems\* in the company's systems and services, as well as responding to queries from the company.
  - Indicatively, this includes remedying hardware and software malfunctions, network connectivity issues and addressing incidents related to user accounts.

(\*) A problem is defined as any incident that causes a significant loss or degradation of services with a critical impact on operations, for which there is no viable workaround or solution.

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<sup>1</sup> The Candidate's offer must document the installation and hosting environment of these tools and any resource requirements (e.g. for the installation of a monitoring proxy) in Growthfund's infrastructure as well as access requirements to the infrastructure for the purposes of the project.

## **2.1 Terms for the provision of services in Categories A and B**

The Contractor's services may be provided remotely; however, the physical presence of one of the Contractor's technicians/engineers is required at the Company's premises for a minimum of one working day per week, on an 8-hour basis.

Overall, technical support services are required to be provided at the following time intervals:

- Main support hours: Monday to Friday 10 am – 6 pm.
- Secondary support hours: All other days and times, including official holidays.

### Main support hours

During main support hours, all scheduled and routine tasks foreseen as project services, as well as monitoring of the entire infrastructure and second-level support will be delivered with the following response times:

- For problems reported by the Company: 15 minutes.
- For incidents and requests reported by the Company: 2 hours.
- For queries from the Company: 8 hours.

The time to resolve problems, following a written notification via the issue management tool is defined as follows:

- Investigation of network infrastructure issues and resolution, implementation of workarounds, or escalation to a third party (manufacturer, support company): 2 hours from the response time
- Investigation of server issues (Hardware / OS / Hypervisor / VM) or other parts of the infrastructure (as described in the "Summarised description of the Company's infrastructure/systems" section) and resolution, implementation of workarounds, or escalation to a third party (manufacturer, support company): 4 hours from the response time.

### Secondary service hours

During secondary service hours, monitoring services of the entire infrastructure (service A-6) and second-level support services will be provided only for problems reported by the Company, with a response time of 1 hour and resolution time (investigation and resolution or escalation to a third party) of 8 hours.

### Collaboration with the 1st level Support Team

The Contractor will directly collaborate with the 1st Level Support Team operating within the Company. All actions and collaborations between the two will be recorded in the issue management tool, through which the assignments (tasks) will be made across both parties, where required, the response and problem resolution times will be monitored, and the necessary deadlines will be defined (where required). Additionally, a representative of the Company will be able to monitor and be informed about the Contractor's activities within the Company's infrastructures.

### Collaboration with Company's Suppliers

The Contractor shall support the Company in defining specifications for and management of the equipment warranty/support contracts that the Company maintains/establishes with manufacturers or their authorised partners for the software and hardware used.

These tasks will be performed upon the Company's request.

### **3. Duration**

The contract is for duration of 1 (one) year, starting from the date of signing the contract.

For the service providing contract, the option to be renewed for 1 (one) year is foreseen, upon the exercise of the Company's exclusive unilateral right, which, if exercised, will be notified to the Consultant in writing two (2) months before the end of the initial contract.

### **4. Budget**

The budget for the provisioning of the above services amounts to €40.000, excluding VAT in relation to the initial contract. The maximum total available budget in case of renewal of the contract cannot exceed €80.000, excluding VAT, for both years. Offers that exceed the above budgets shall not be considered. These above amounts include all kind of expenses required for the implementation of the project/services.

The right of option, in case of renewal of the contract by 1 (one) year, amounts to 100% and refers to the services of the Consultant as described in the present RFP provided for 1 (one) additional year after the expiration of the initial contract duration.

The contractor to be selected, will be asked to issue a letter of guarantee, which will amount to 10% of the agreed fee. In case of renewal of the contract, the contractor is obliged to submit a letter of guarantee which will cover the total duration of the project and will amount to 10% of the total contract value.

The Contractor is responsible for any charges or withholdings in favour of third parties, in accordance with the legislation in force, with the exception of VAT.

### **5. Participation Requirements**

Participation in the RfP requires that the candidates solemnly declare and fully and unreservedly accept that:

- They satisfy the participation requirements outlined in this Invitation.
- The tender process shall be conducted solely and exclusively in accordance with the terms and conditions of this RfP.
- They fully and unreservedly guarantee that their financial offer is true and accurate.
- The submitted offer shall be binding on the candidates for a period of three (3) months from the date of the tender; within this period, Growthfund shall invite the preferred bidder in writing to conclude a contract, and the preferred bidder will be obliged to appear.

- Interested Parties shall have a tax and a social security clearance certificate and do not occur in their person or to the persons provided in the legislation in force the reasons for exclusion as stated in Article 57 of Directive 2014/24.

Each candidate is required to submit a solemn declaration (**DOSSIER A**), stating that it meets all the participation requirements specified in this Invitation, as above. Growthfund reserves the right to request supporting documents at any time to verify and validate the provided information.

## **6. Selection Criteria –Award criteria**

The Interested Parties must demonstrate their financial and technical competence and professional experience with regard to the awarding. The selection criteria for this Request for Proposals, such as, inter alia, the minimum standards of competence, the basis of assessment, and the evidence required, are specified in the following subsections. Proposals submitted by Interested Parties that do not meet the minimum competence levels provided for in the following points shall be rejected.

### **6.a. Professional activity – Quality Standards (DOSSIER A)**

Interested parties must, under penalty of exclusion:

- Engage in professional activities related to the subject matter of the invitation, specifically in the provision of consulting services and/or IT services.

Interested parties must submit relevant documentation regarding their professional activities.

Stakeholders are required to comply with the following Standards:

- Quality Management EN ISO 9001:2015, or equivalent
- Information Security Management ISO/IEC 27001:2013, or equivalent
- Privacy Information Management ISO/IEC 27701:2019, or equivalent

Interested parties must submit relevant documentation regarding their compliance with the above quality standards.

### **6.b. Technical Capacity (DOSSIER A)**

In the case of a consortium, experience may be covered collectively by all consortium members.

In terms of experience, Interested Parties may rely on other entities. In this case, they shall demonstrate that they will have the necessary resources by submitting the respective commitment undertaking from the entities on which they are relying.

The interested parties shall, inter alia, have and be able to prove and provide indisputable evidence of their in-depth knowledge of the market and their specialisation in similar projects, providing a clear description of relevant experience and performance in the provision of such specialised services. In their offer (**DOSSIER A**), they must provide documentation of relevant experience in the Greek or international market. In particular, it is required that:

1. Interested parties have successfully executed, during the past three (3) years (2021-2023) and up to the publication time of this Request, at least three (3) projects each of which includes a specific scope relevant to at least one of the two main categories of services listed in the RfP.
2. The budgets of three (3) such projects should sum up to at least the maximum possible budget specified in this Call for Proposals, namely €80,000 euros.

For the documentation of each project, reference should be made to the budget, the project commencement date, the recipient, public or private, and the date of successful completion of the project. To this end, the economic operator must submit, on penalty of exclusion, a list of similar projects, according to the following template:

S/N	Customer	Title and brief description of the project	Duration of project execution	Budget (euros)	Participation percentage

The Company reserves the right to request evidence of execution of the above projects, clearly indicating the commencement time, duration, method and place of execution, and budget of each project.

Furthermore, it is required that the Project Team is composed of at least the following members:

- a. One (1) member with at least 5 (five) years of experience in the management of projects of IT services' delivery.
- b. 3 (three) members with at least 3 (three) years of experience each in the administration of IT infrastructure/services in companies with at least 50 (fifty) employees.
  - i. One of whom must have relevant experience in computer network administration and cybersecurity.
  - ii. One of whom must have relevant experience in on-premises and cloud-based computing infrastructure and services administration.
- c. 2 (two) members with at least 3 (three) years of experience each in providing 2<sup>nd</sup> level IT support services to companies with at least 50 (fifty) employees.

### 6.c. Award Criteria

The award criteria for interested parties consist of both qualitative and financial aspects:

1. **Project Team:** Interested parties must have the necessary technical personnel with knowledge and experience in the field of data strategy, data governance as well as specifications, and system development for data management, analysis, and presentation, in projects like those described in the preceding paragraph. The expression of interest file should include the proposed composition of the Project Team and its structure, including the relevant experience of the Project Manager. It should

also include the CVs of all members of the proposed team, as well as a detailed description of the added value of each member to the team, depending on their area of expertise and experience. Regarding the Project Team, the experience of its members in the services described in this RFP will be evaluated in addition to the minimum selection criteria **(DOSSIER B) (weight 40%)**.

2. **Methodological Approach:** Interested parties must submit in their proposal a brief description of their perception and understanding of the project, the proposed implementation approach, the critical success factors of the project, and the working method with particular emphasis on Growthfund's IT environment. The methodological approach must include a detailed description of the services offered. **(DOSSIER C) (weight 30%)**.

3. **Financial Proposal:** The financial proposal submitted by the candidates **(DOSSIER D)** should provide the total fee for the entire project (initial duration), including all kind of expenses **(weight 30%)**.

Growthfund requires Interested Parties to explain the charges mentioned in the Proposal, in the event that the relevant fees in these Proposals seem unusually low in relation to the respective services, in accordance with Article 69 of the Directive 2014/24.

The financial offer should be absolutely clear, whereas it will be excluded if it contains proposals that do not allow for an exact and complete comparison of the offers (for example, "To be discussed", "Depending on x", "alternative financial offer", etc.) or if they refer to external conditions.

Proposals will be evaluated based on the aforementioned qualitative criteria under points 1, 2 and the financial offer, which will be taken into account with the respective weighting factor.

In particular, the combined score (TPMi) for each bidder will be calculated according to the following equation:

$$TPMi = [TMi / TMmax] * 0.70 + [FMmin / FMi] * 0.30$$

where,

- TMi = The Bidder's Overall Technical Rating i
- TMmax = Highest Technical Score Among Bids
- FMi = The Bidder's Financial Offer i
- FMmin = The Lowest Financial Offer Among the Bids

The minimum requirements for participation set forth in this Request must be met. Proposals that do not meet the minimum participation requirements shall not be further evaluated. Therefore, the Financial Offers will not be considered for the purpose of determining the most economically advantageous Proposal.

Each criterion shall be evaluated based on a maximum score of ten (10) points and then multiplied by the corresponding weighting factor that applies to each criterion. The result of the technical evaluation is the sum of the points secured based on the evaluation of each criterion, multiplied by the corresponding weighting factors.



## 7. Declaration of no conflict of interest and financial competence

The interested parties and the members of the project team shall solemnly declare that they do not have a conflict of interest with regard to the services they are requested to provide in relation to Growthfund and that they do not have a professional relationship, or that they do not provide such services to third parties that may constitute a conflict of interest and, if they are awarded the contract, it will be stated that the contract will not result in a conflict of interest for any of the involved parties.

In the event that external partners, employees of affiliates or other legal entities are used in a joint venture or under a subcontract, a declaration of non-conflict of interest must be included in the dossier for each legal entity with regard to the legal entity and the members of the project team of same.

This declaration (**DOSSIER E**) regarding conflict of interest will be valid throughout the term of the provision of services to Growthfund.

Growthfund may at any time request that the interested parties and the members of the project team submit clarifications and evidence on issues related to conflict of interest.

Interested parties shall submit a solemn declaration (**DOSSIER F**) stating that, during the past three (3) financial years and according to their books and records, their annual turnover was at least double of the total budget of the contract, i.e. 160.000 euros.

## 8. Personal Data

In the framework of submission and/or evaluation of a specific proposal, Growthfund may collect and process personal data (such as personal data of legal representatives/personnel of the company/interested party, etc.) as data controller, if required. Any such processing will be carried out in accordance with the provisions of Growthfund's "Policy for the processing of Personal Data – Information Notice" which can be accessed in the following link [Policy for the Processing of Personal Data](#) and is an integral part of this RfP.

By submitting an offer for this RfP, the interested parties are deemed to have fully and unreservedly accepted and declared the following:

- a. that they have carefully read, prior to submitting the offer for this RfP, Growthfund's "Policy for the processing of Personal Data – Information Notice", which is an integral part of this RfP and that they agree with its content.
- b. that they have informed the natural persons/individuals whose personal data may be transferred by the interested parties to Growthfund of said transfer and of the content of Growthfund's "Policy for the processing of Personal Data – Information Notice" and have obtained their explicit consent (if required under the applicable provisions) for the transfer of their personal data to Growthfund, in accordance with the provisions of this Policy.

## 9. Tender Process

1. The selection of the Contractor will be made in accordance with the provisions outlined in Growthfund's Procurement Regulation (Article 2, Paragraph 3). The evaluation will consider the criteria mentioned in Chapter 6 above.
2. Growthfund retains the right to request any omitted documents and/or information related to the submitted proposal files from interested parties, as well as any additional documents, clarifications, or information pertaining to any aspect of their proposals, as deemed necessary in accordance with Article 56(3) of Directive 2014/24.
3. Interested parties who fail to meet the minimum participation requirements mentioned above will not be eligible to participate in the award process.
4. Growthfund reserves the right to extend or modify the Contractor's scope of work to include additional services (if necessary) that may arise and cannot be determined at present. These services should be technically, legally, and financially inseparable from the Contractor's work, in accordance with applicable laws.
5. Growthfund fully and unilaterally reserves the right to cancel, suspend, modify, or postpone this procedure without prior notice, as well as to terminate any negotiations or discussions at any stage of the process, without incurring any liability towards participants or any other third party.
6. Growthfund, its advisors, representatives, employees, or executives assume no responsibility or liability for any errors, statements, or omissions arising from this document. No individual shall acquire any rights, claims for compensation, or any other rights or claims based on this Invitation or their participation in the described process, against Growthfund or its advisors, for any reason or cause.
7. By participating, interested parties are deemed to have fully and irrevocably accepted the terms and conditions of this competition.
8. Participation in this tender process implies the complete and unconditional acceptance of the rules outlined in this invitation by the interested parties. Conditional proposals or terms and conditions in the proposals that are inconsistent with this invitation will not be considered and will not bind Growthfund in any manner, both during the bidding process and afterwards.
9. If the preferred candidate fails to reach an agreement with Growthfund regarding the contract's terms and conditions within a reasonable period, Growthfund reserves the right, at its sole discretion, to designate the runner-up preferred candidate as the preferred candidate and award same the assignment. In such a case, the assignment is subject to the conclusion of a written contract as well.
10. Any dispute arising from or related to this Request for Proposal, including any submitted offers and the Contract, shall be subject to the exclusive jurisdiction of the Courts of Athens, and Greek law shall apply.

11. Interested parties are required to submit their offer, marked as "**Management of the IT environment of Growthfund and 2nd level support**" exclusively via email to the following address: [info@growthfund.gr](mailto:info@growthfund.gr). Each offer should include all the aforementioned requested dossiers, along with any additional supporting evidence that showcases the interested parties' experience and expertise in relation to the services.
12. Specifically, each interested party is required to attach a minimum of two separate files to their submission email, ensuring that they are securely locked with passwords. One of these files must contain the financial offer (**DOSSIER D**), which should be attached separately and protected with a different password; failure to comply with this latter requirement shall result in exclusion from the evaluation process.
13. In any case, upon expiry of the deadline for submission of offers, the interested parties will be invited, through a series of e-mails, to send the passwords that will open the attached files of their offer e-mail.
14. The offers of Interested Parties must be submitted not later than **Friday, 23/08/2024, 17:00 pm Athens time**.

## 10. Appendix I: Model of Financial Offer

	Unit Cost	Quantity	Total Cost
IT Environment Management Services and 2nd Level Support (Service Categories A and B, excluding A-10)	..... (per year)	1 year	
Consulting Services on a Time and Material basis (Service A-10)	..... (€/hour)	30 hours	
		TOTAL	

## 11. Appendix II: Special Conditions

### Summarised description of the Company's infrastructure/systems

- On-premises computing infrastructure
  - Virtualization infrastructure (Hyper-V)
  - Control servers for 2 domains
  - Email Server
  - Directory Services Server
  - Application Server
- 4 virtual machines in public cloud environment
- Microsoft 365 E3 management environment
  - Number of users ~ 65
- Cloud security and resource protection services (user devices and servers)
- Backup Infrastructure
  - Backup Server
  - Tape library
- Local Network
  - Wired network infrastructure ~100 active sockets
  - 2 Firewalls & 3 Switches
- 2 x Leased circuits
- Wireless network infrastructure x 10 access points
- VPN infrastructure and service
- UPS infrastructure
- Camera infrastructure