

From: Operational Excellence
Procurement

To: Posting

SUBJECT: RESPONSES TO CLARIFICATIONS: REAL ESTATE ASSET, LEASE AND PORTFOLIO MANAGEMENT SYSTEM FOR HPPC

1. **ERP Integration:** Throughout the document, there are several references to integration with an ERP system. Could you please specify the exact ERP system that you would require the solution to integrate with?

Answer: HPPC's ERP environment is based on Galaxy ERP by Epsilon SingularLogic.

The future PMS is expected to integrate with the ERP particularly for lease-related financial transactions, including billing information, invoicing or revenue documents, payment and collection status, outstanding balances and reconciliation.

Respondents should describe their proposed integration approach with Galaxy ERP, including any available standard interfaces, APIs, middleware options, file-based exchange mechanisms or custom integration components that may be required.

For budget estimation purposes, respondents should include the indicative effort and cost associated with the proposed Galaxy ERP integration and clearly state any assumptions or dependencies related to the available ERP interfaces.

2. **e-Public Platform Integration:** The document also refers to an "e-Public" platform and includes a requirement for integration with this platform. Could you please confirm whether the e-Public platform supports integration via API and, if so, whether any relevant API documentation is available?

Answer: The expected integration with the e-public platform is primarily intended to support the transfer of selected property master data from the PMS to the e-public platform for public presentation and related downstream use.

The exact technical interface of the e-public platform is not prescribed at this RFI stage. Respondents should therefore describe the integration mechanisms supported by their proposed solution, such as APIs, structured data exchange, middleware or file-based interfaces.

For budget estimation purposes, respondents should assume an integration scenario involving the transfer of a defined set of property master data from the PMS to the e-public platform through a standard structured interface.

Respondents should clearly state any assumptions regarding the interface, data mapping, synchronization frequency and related implementation effort.

3. **User Roles and External Users:** Could you please clarify the expected roles and permissions for the 100 users mentioned in the RFI? Additionally, do you anticipate any external users (e.g. tenants, or other third parties) accessing the system?

Answer: The indicative user base of approximately 100 users refers primarily to internal HPPC business users across business, legal, technical, financial, administrative and management functions.

At this stage, HPPC does not intend to prescribe a final role model. The proposed solution should support configurable role-based access control and multiple permission profiles.

Controlled access for external stakeholders, such as advisors, engineers, legal professionals or other third parties, may be required for specific workflows or collaboration scenarios. Tenant access is not currently defined as a mandatory requirement.

For budget estimation purposes, respondents should base their core licensing estimate on approximately 100 internal users and clearly identify the licensing and cost implications, if any, of adding external or occasional users in the future.

4. **Leasing by Percentage:** Sections 2.3 and 2.4 refer to leasing properties based on percentages. Could you please provide some further clarification on this requirement? An example of how you envisage the percentage-based leasing process working would be particularly helpful for us in understanding the requirement.

Answer: The reference to leasing by percentage is intended to cover cases where the leased object does not correspond to an entire property record, but to a defined share, portion or percentage of a broader property.

For example, a property may be registered in the PMS as a single asset, while only 40% of the property is included in a specific lease contract. The remaining 60% may remain unleased or may be associated with one or more other lease arrangements.

Similarly, the leased object may change during the lifecycle of a contract, for example through the addition or removal of part of the property, with a corresponding adjustment to the contractual and financial terms.

Respondents are requested to describe how their solution models property parts, leased units, percentages or other forms of partial property exploitation, and how such relationships are maintained historically throughout the lease lifecycle.

Respondents should indicate whether this capability is supported through standard product functionality/configuration or whether additional customization would be required, and any related cost assumption should be reflected in the indicative budget estimate.

5. Σχετικά με την §2.6 «Geospatial Information and ArcGIS Environment» και §3.6 «Integration Capability Matrix»

Παρακαλούμε όπως διευκρινίσετε εάν το υφιστάμενο περιβάλλον ArcGIS της HPPC βασίζεται σε ArcGIS Online ή ArcGIS Enterprise, καθώς και το μοντέλο εγκατάστασής του (cloud, on-premises ή private cloud), προκειμένου να προσδιοριστεί με μεγαλύτερη ακρίβεια η κατάλληλη αρχιτεκτονική και προσέγγιση διασύνδεσης με το προτεινόμενο PMS.

With reference to §2.6 "Geospatial Information and ArcGIS Environment" and §3.6 "Integration Capability Matrix":

Please clarify whether HPPC's existing ArcGIS environment is based on ArcGIS Online or ArcGIS Enterprise, and specify its deployment model, i.e. cloud, on-premises or private cloud, in order to allow a more accurate assessment of the appropriate architecture and integration approach with the proposed PMS.

Answer: HPPC currently operates an ArcGIS Enterprise environment under enterprise licensing, deployed within HPPC's own infrastructure.

The ArcGIS environment includes multiple thematic layers related to HPPC's real estate portfolio and the wider geospatial context, such as HPPC property layers, cadastral information, forest-related information and other relevant spatial datasets.

For the purposes of this RFI and the requested indicative budget estimate, respondents should assume that the future PMS may need to consume and/or display information from more than one ArcGIS layer or service, depending on the business use case.

Respondents should describe the proposed integration architecture, including how the solution would access and associate information from multiple ArcGIS layers/services with PMS property records, as well as any prerequisites, dependencies, limitations and indicative implementation effort and cost.

The detailed list of layers and the specific data elements to be consumed from each layer will be defined during the subsequent analysis and design stage.

6. Σχετικά με την §2.6 «Geospatial Information and ArcGIS Environment» και §3.6 «Integration Capability Matrix»

Παρακαλούμε όπως διευκρινίσετε εάν η διασύνδεση μεταξύ του PMS και του ArcGIS αναμένεται να υποστηρίξει αμφίδρομη ανταλλαγή και ενημέρωση δεδομένων ή εάν επαρκεί μονόδρομη διασύνδεση. Στην περίπτωση μονόδρομης διασύνδεσης, παρακαλούμε προσδιορίστε το σύστημα προέλευσης και το σύστημα προορισμού των δεδομένων.

With reference to §2.6 "Geospatial Information and ArcGIS Environment" and §3.6 "Integration Capability Matrix":

Please clarify whether the integration between the PMS and ArcGIS is expected to support bidirectional data exchange and synchronization, or whether a one-way integration would be sufficient.

In the case of one-way integration, please specify which system should act as the source system and which as the target system.

Answer: For the purposes of this RFI, HPPC does not require respondents to assume a fully bidirectional synchronization of all data between the PMS and ArcGIS.

ArcGIS should be considered the primary environment for the maintenance of geospatial information and geometries, while the PMS should act as the primary environment for the broader property business record.

As a baseline scenario for the indicative budget estimate, respondents should assume that the PMS must be able to retrieve, associate and display relevant geospatial information maintained in ArcGIS, using a common property identifier or other appropriate linkage mechanism.

Limited exchange of selected property attributes from the PMS to ArcGIS may also be required where necessary to support identification, visualization or map-based search. The detailed synchronization model and final system-of-record responsibilities for individual data elements will be defined during a subsequent design stage.

Respondents should identify any additional effort or cost associated with supporting full bidirectional synchronization as an optional or separately identifiable capability.

7. Σχετικά με την §2.6 «Geospatial Information and ArcGIS Environment» και §3.6 «Integration Capability Matrix»

Παρακαλούμε όπως διευκρινίσετε ποια βασικά στοιχεία ή χαρακτηριστικά του ακινήτου, πέραν της γεωμετρίας και του μοναδικού αναγνωριστικού, αναμένεται να ανταλλάσσονται, να συγχρονίζονται ή να απεικονίζονται μέσω της διασύνδεσης μεταξύ PMS και ArcGIS.

With reference to §2.6 “Geospatial Information and ArcGIS Environment” and §3.6 “Integration Capability Matrix”:

Please clarify which key property data or attributes, in addition to geometry and the unique property identifier, are expected to be exchanged, synchronized or displayed through the integration between the PMS and ArcGIS.

Answer: At this RFI stage, HPPC does not intend to define the final data model or the complete set of attributes to be exchanged between the PMS and ArcGIS.

For the purposes of understanding the proposed integration approach and preparing an indicative budget estimate, respondents should assume that, in addition to geometry and a common property identifier, a limited set of property master data may need to be exchanged, synchronized or displayed between the two systems.

Indicatively, such information may include:

- property code / identifier;
- property name or short description;
- property type or category;
- administrative location, such as Region and Municipality;
- address or location information, where applicable;
- basic property status;
- relevant cadastral identifier(s), such as KAEK, where applicable;
- basic area information, where relevant.

The above list is indicative and is provided only to support the preparation of the RFI response and indicative budget estimate.

The final integration scope, detailed data mapping, system-of-record responsibilities, synchronization rules and specific attributes to be exchanged will be defined during the subsequent RFP and solution design stages.

8. Σχετικά με την §2.8 «ERP Integration» και §3.6 «Integration Capability Matrix»

Παρακαλούμε όπως διευκρινίσετε ποιο πληροφοριακό σύστημα ERP χρησιμοποιείται σήμερα από την HPPC, συμπεριλαμβανομένων, εφόσον είναι διαθέσιμα, του κατασκευαστή, της ονομασίας του προϊόντος και της έκδοσης, προκειμένου να αξιολογηθούν με ακρίβεια οι διαθέσιμες δυνατότητες διασύνδεσης με το προτεινόμενο PMS.

With reference to §2.8 “ERP Integration” and §3.6 “Integration Capability Matrix”:

Please clarify which ERP system is currently used by HPPC, including, where available, the vendor, product name and version, in order to allow an accurate assessment of the available integration capabilities with the proposed PMS.

Answer: HPPC’s ERP environment is based on Galaxy ERP by Epsilon SingularLogic, currently operating on the latest available version.

The future PMS is expected to integrate with Galaxy ERP particularly in relation to lease-related financial processes, including billing information, invoicing or revenue documents, payment and collection information, outstanding balances and reconciliation.

Respondents should take the Galaxy ERP environment into account when preparing their proposed integration approach and indicative budget estimate and should clearly state any assumptions or dependencies regarding the available interfaces, middleware or other integration mechanisms.

Further technical details regarding the available ERP integration interfaces may be provided during the subsequent RFP and solution design stages, where required.

9. Σχετικά με την §2.8 «ERP Integration» και §3.6 «Integration Capability Matrix»

Παρακαλούμε όπως διευκρινίσετε ποιες διεπαφές ή μηχανισμοί διαλειτουργικότητας παρέχονται από το υφιστάμενο ERP για την υλοποίηση των απαιτούμενων διασυνδέσεων, όπως ενδεικτικά REST API, SOAP Web Services, OData, message queues ή ανταλλαγή αρχείων σε προκαθορισμένη μορφή.

With reference to §2.8 “ERP Integration” and §3.6 “Integration Capability Matrix”:

Please clarify which interfaces or interoperability mechanisms are available in the existing ERP system for implementing the required integrations, such as REST APIs, SOAP Web Services, OData, message queues or file exchange using predefined formats.

Answer: HPPC’s ERP environment is based on the latest available version of Galaxy ERP by Epsilon SingularLogic.

The Galaxy platform provides integration capabilities through REST-based APIs and related services. Galaxy API documentation describes REST endpoints supporting access to platform services, entities, views and data operations, as well as data import/export capabilities.

For the purposes of this RFI and the requested indicative budget estimate, respondents should therefore assume that API-based integration with Galaxy ERP will be available as the primary integration approach.

The exact APIs, endpoints, data objects, authentication mechanisms and any additional integration facilities to be made available for the PMS integration will be confirmed during the subsequent RFP and solution design stages.

Respondents should describe their proposed approach for integrating with Galaxy ERP and clearly identify any assumptions, prerequisites, middleware requirements or additional integration components included in their indicative estimate.

10. Σχετικά με την §2.2 «Existing PMS Environment», §2.12 «Data Migration Context» και §3.7 «Data Migration Information»

Παρακαλούμε όπως διευκρινίσετε τις διαθέσιμες δυνατότητες και μορφές εξαγωγής δεδομένων από το υφιστάμενο Thesis PMS, όπως ενδεικτικά πρόσβαση ή εξαγωγή από βάση δεδομένων, αρχεία CSV/Excel, APIs, web services ή αναφορές, προκειμένου να αξιολογηθούν η μεθοδολογία, οι προϋποθέσεις και η πολυπλοκότητα της μετάπτωσης.

With reference to §2.2 "Existing PMS Environment", §2.12 "Data Migration Context" and §3.7 "Data Migration Information":

Please clarify the available data extraction capabilities and formats supported by the existing Thesis PMS, such as database access or database extracts, CSV/Excel files, APIs, web services or reports, in order to allow respondents to assess the methodology, prerequisites and complexity of the migration.

Answer: The current Thesis PMS is a legacy desktop-based environment containing the property registry, lease-related information and associated historical data that are expected to form part of the migration scope.

The detailed technical extraction mechanisms of the existing Thesis environment will be further assessed and specified during the subsequent RFP and migration analysis stages.

For the purposes of this RFI and the requested indicative budget estimate, respondents should assume that the required source data will be made available in a structured bulk-extract format, either through database-level extraction or through agreed structured data files, as appropriate.

Respondents should base their migration estimate on the need to perform source-data assessment, profiling, mapping, transformation, cleansing, trial migration, reconciliation and validation of the migrated data, as described in the RFI.

Any assumptions regarding direct database access, required extraction tools, staging mechanisms or dependencies on the legacy system should be clearly identified in the response.

The detailed extraction method, source-to-target mapping and final migration specification will be defined during the subsequent RFP and implementation design stages.

11. Σχετικά με την §3.6 «Integration Capability Matrix», γραμμή «Electronic Signature Platform», και §3.9 «Greek Legal, Tax and Regulatory Compliance Readiness», γραμμή «Electronic Signature Integration»

Δεδομένου ότι το RFI αναφέρεται σε «Electronic Signature Platform» και «Electronic Signature Integration», παρακαλούμε όπως επιβεβαιώσετε ότι η σχετική απαίτηση

Θεωρείται ότι καλύπτεται μέσω διασύνδεσης του PMS με εξωτερικές πλατφόρμες ηλεκτρονικής υπογραφής ή Παρόχους Υπηρεσιών Εμπιστοσύνης (QTSP), όπως ενδεικτικά Adobe Acrobat Sign, DocuSign, OneSpan Sign, COSMOTE Digital Signatures, υπηρεσίες του Gov.gr ή ισοδύναμες λύσεις.

With reference to §3.6 "Integration Capability Matrix", row "Electronic Signature Platform", and §3.9 "Greek Legal, Tax and Regulatory Compliance Readiness", row "Electronic Signature Integration":

Given that the RFI refers to an "Electronic Signature Platform" and "Electronic Signature Integration", please confirm that this requirement may be fulfilled through integration of the PMS with external electronic signature platforms or Qualified Trust Service Providers (QTSPs), such as Adobe Acrobat Sign, DocuSign, OneSpan Sign, COSMOTE Digital Signatures, Gov.gr services, or equivalent solutions.

Answer: Yes. For the purposes of this RFI, the electronic signature capability may be provided through integration of the PMS with an external electronic signature platform or qualified trust service provider (QTSP).

HPPC does not prescribe a specific electronic signature provider at this stage. Respondents should describe the electronic signature integration capabilities supported by their proposed solution, including available standard connectors, APIs or other integration mechanisms and any relevant experience with equivalent platforms or trust service providers.

For the purposes of the indicative budget estimate, respondents should assume integration with **one external electronic signature service through a standard API-based interface** and should clearly identify any assumptions, third-party licensing costs, implementation dependencies or additional costs associated with such integration.

The specific electronic signature provider, detailed use cases and final integration requirements will be defined, where applicable, during the subsequent RFP and solution design stages.

12. Σχετικά με την §3.11 «Technical Architecture and Deployment» και §5.2 «Deployment Flexibility»

Παρακαλούμε όπως διευκρινίσετε εάν η HPPC έχει προτιμώμενο μοντέλο ανάπτυξης και λειτουργίας της λύσης, όπως SaaS, private cloud, on-premises ή hybrid. Επιπλέον, παρακαλούμε επιβεβαιώστε εάν υφίστανται συγκεκριμένες απαιτήσεις ή περιορισμοί ως προς τη γεωγραφική τοποθεσία φιλοξενίας και επεξεργασίας των δεδομένων (data residency), όπως φιλοξενία εντός Ελλάδας ή εντός Ευρωπαϊκής Ένωσης.

With reference to §3.11 “Technical Architecture and Deployment” and §5.2 “Deployment Flexibility”:

Please clarify whether HPPC has a preferred deployment and operating model for the solution, such as SaaS, private cloud, on-premises or hybrid.

In addition, please confirm whether there are any specific requirements or restrictions regarding the geographical location of data hosting and processing, such as hosting within Greece or within the European Union.

Answer: HPPC has not prescribed a preferred deployment model at this RFI stage.

Respondents may propose SaaS, private cloud, on-premises, hybrid or another supported deployment model and are requested to recommend the option they consider most appropriate for an organization of HPPC’s size, operating environment and integration requirements.

The proposed approach should take into consideration security, scalability, availability, integration with HPPC’s enterprise systems, maintainability, data ownership, upgradeability and total cost of ownership.

For the purposes of the indicative budget estimate, respondents should provide pricing for their recommended deployment model and clearly identify any material cost differences, prerequisites or limitations associated with alternative deployment options.

HPPC requires that its data be hosted and processed within the European Union. Respondents should clearly state the proposed hosting location(s), cloud region(s), data processing location(s), backup and disaster recovery locations, and any use of subcontractors or third-party services that may process HPPC data.

The final deployment model and more detailed hosting, security and operational requirements will be defined during the subsequent RFP stage.

Chief Operating Officer

A. Soulioti

