

**Summary of the Request for Proposals
for the provision of a Learning Management System (LMS)
(the “RfP”)**

1. Details of the company issuing the RfP

Name	International Airport Heraklion Crete S.A. (IAHC or Airport Company)
Postal Address	109 – 111 Mesogeion Avenue
City	Athens
Postal Code	11526
Country	Greece
E-mail	prc@iahc.gr
URL	https://www.iahc.gr/

2. Scope of the Tender

Following the International Open Tender for the implementation of the Project “Design - Construction - Financing - Operation - Maintenance and Exploitation of the new International Airport of Heraklion Crete and Design - Construction and Financing of the Road Connections” IAHC has entered into the relevant Concession Agreement with the Hellenic Republic, ratified by the Greek Parliament by Law 4612/2019, Government Gazette A' 77/23.05.19 (the “Airport” and the “Airport Concession Agreement”). The Airport is located in the center of Crete, a 25-minute drive away from Heraklion via the Northern Road Axis (BOAK), being the second busiest airport in Greece, as an operational continuity of the existing State Airport of Heraklion “Nikos Kazantzakis”.

IAHC is looking for a Service Provider to provide a unified, subscription-based, cloud-delivered LMS that will function as a strategic and operational governance tool. A comprehensive Scope of Services will be included in the RfP. The selected Service Provider will be required to meet the technical and operational requirements described in the Scope of Services.

IAHC invites Interested Parties to submit Offers for the LMS Project.

The successful award to the Service Provider must primarily ensure the following fundamentals:

- i. technical competency, covering areas of platform architecture and capabilities, airport compliance, training management etc, and
- ii. financial competitiveness, by means of a competitive Total Price.

3. Participation Requirements

Legal entities may participate in the Tender and submit Offer as long as they meet all eligibility evaluation criteria, as outlined in detail in the RfP.

Offers shall remain binding and valid for a period of six (6) months following the Offer Submission Deadline. Tenderers may be required by IAHC to further extend the validity of their Offer for up to three (3) months, at their own expense.

4. Evaluation of Offers

During the evaluation process, the Proposals will be assessed in the following three (3) parts:

- Participation Documents fulfilment verification (pass or fail evaluation criteria),
- Technical Offer evaluation with overall weight factor 60%
- Financial Offer evaluation with overall weight factor 40%.

The evaluation of the Tenderers' Offers will be based on a formula that combines the scores derived from the Technical Offer and Financial Offer evaluations, as outlined in the RfP.

5. Tender's Indicative Timeline

Procurement Activity	Timeframes
RfP Summary published	Wednesday 5 August 2026
Expression of Interest Deadline	Wednesday 19 August 2026
RfP release	Friday 21 August 2026
Clarification Requests deadline	Wednesday 2 September 2026
IAHC's Clarification Responses deadline	Wednesday 9 September 2026
Offers Submission deadline	Wednesday 16 September 2026, no later than 15:00 (Greece Time)

IAHC reserves its right to amend the above dates at its discretion, notifying the Tenderers accordingly.

6. Governing Law

The Tender shall be governed by the laws of Greece. The courts of Athens, Greece, shall have exclusive jurisdiction in relation to any dispute or claim arising out of in connection with the RfP.

7. Language

The Tender Documents shall be either in Greek or in English. In case both Greek and English versions are available, in the event of a discrepancy between them, the Greek version shall prevail.

Offers (Technical and Financial) shall be drafted in English. Only the Participation Documents included in the Offer may be submitted either in Greek or in English. Without prejudice to the immediately above, documents not originally drafted in the above languages will be accepted only if officially translated in Greek or in English, as outlined in detail in the RfP.

8. Disclaimer

By submitting an Offer for the Tender, Tenderer acknowledges and agrees that all costs associated with the preparation of submission materials and any related expenses are solely the responsibility of the Tenderer. IAHC will not be liable for any costs or expenses incurred by the Tenderer under any circumstances. Additionally, IAHC will not cover any costs incurred by the Tenderer even if IAHC decides to cancel, postpone, or not proceed with the Tender, in accordance with the provisions outlined in the RfP.

9. Invitation to Tender in SAP Ariba

SAP Ariba will be the e-tendering portal which will be used for the conduct of this Tender. In order to get invited to this Tender in SAP Ariba, each Interested Party shall be required to send an email, confirming its intention to submit a Proposal, to prc@iahc.gr by **Monday 17 August 2026**, for the full RFP and ancillary tender documents to be made available. With the aforementioned email, Interested Parties are additionally required to submit to the Company:

- a. the details of Interested Party (Annex A), duly completed and signed;
- b. the Confidentiality Statement (Annex B), duly completed and signed;
- c. the Privacy Notice for Personal Data Processing (Annex C), duly completed and signed;
and
- d. the SAP Ariba User Account Details (Annex D), duly completed and signed.

ANNEXES

[to be duly completed, signed and returned by email to IAHC]

(A) Details of Interested Party

(B) Confidentiality Statement

(C) Information - Consent Form for Personal Data Processing

(D) SAP Ariba User Account Details

ANNEX A – DETAILS OF INTERESTED PARTY

RfP Title
Legal Entity
Address
Contact Person
Corporate title
Telephone number
E-mail address

ANNEX B - CONFIDENTIALITY STATEMENT

To: IAHC

I, the undersigned, acting under my capacity as the legal representative of the company with the corporate name, having been incorporated under the laws of, with Registry No., having its registered seat at (hereinafter the "Company"), unreservedly declare that:

1. From the date of this Statement and for three (3) years from the signing hereof, the Company, its executives, employees or third parties that it controls or persons related to it (hereinafter referred to as the "Recipients") to the extent that they receive any information - including but not limited to business, financial, corporate, technical and non-technical information - strategies, data and specifications of any kind, know-how, marketing plans, trade secrets, whether in written, visual, oral, electronic or other form, relating directly or indirectly to IAHC, IAHC's current and/or under development activities and plans, the Airport, the Airport Concession, the Tender Documents, the Learning Management System Project and in general any information which under the circumstances, appear to a reasonable person to be confidential or proprietary, regardless of whether it is marked or labeled as "confidential" ("Confidential Information"): (a) shall hold the Confidential Information strictly confidential, (b) shall only disclose that Confidential Information (where there are grounds for doing so) to those executives, employees, lawyers, professional advisors, financial institutions and associates, who justifiably need to know about that Confidential Information in order to make a specific decision on the Tender (and these persons shall agree in each case not to further disclose that Confidential Information) or as the law requires, (c) shall use the Confidential Information solely for determining whether to proceed with the Tender referred to herein, and (d) shall immediately return to IAHC or destroy the Confidential Information (and any copies thereof) following a request to that effect from IAHC. Moreover, the Company commits itself to take appropriate measures to preserve the confidentiality of any Confidential Information.

2. However, Confidential Information will not include information that the Recipient can establish by reasonable and competent proof that such information: (a) is or becomes, in general, available or known to the public, except as a result of disclosure by the Recipient, (b) was available or known to the Recipient on a non-confidential basis, before it was provided by IAHC, or (c) becomes available or known to the Recipient on a non-confidential basis from another person not bound in any manner by confidentiality agreement with IAHC or who is not prohibited in any other manner from conveying the said information.

3. The term "person" in this Statement shall be interpreted in the broadest possible sense to include without limitation any natural or legal person and any association of natural or legal persons.

4. IAHC does not provide any express or implied warranties about the Confidential Information, including, but not limited, to warranties about the accuracy or completeness of the Confidential Information and is not liable to any Recipient in relation to how the Confidential Information is

used by the Recipient.

5. This Confidentiality Statement is binding on the Company, its representatives, successors and persons authorized by it, and shall be valid in relation to IAHC, its representatives, successors and the persons authorized by IAHC.

6. This Confidentiality Statement is governed by the laws of Greece and the courts of Athens, Greece, shall be exclusively competent in relation to this.

For the Company

[Signature]

[Name/Surname]

[Date]

ANNEX C – PRIVACY NOTICE FOR PERSONAL DATA PROCESSING

I. Information

A. IAHC notifies the individuals, who sign any statements/documents related to this Tender and/or the Offers, that IAHC or third parties, at the request and on behalf of the IAHC, will process all data, including personal data, such as identification and communication data, which are submitted to IAHC during the Tender process.

Data Controller: INTERNATIONAL AIRPORT OF HERAKLION, CRETE S.A. ("IAHC") is the Data Controller for the processing of personal data described in this Notice.

For any matter relating to the processing of personal data, data subjects may contact IAHC at: dpo@iahc.gr.

B. Processing purpose. The processing purpose is the evaluation of the Offers, the conduct and the progress of the Tender, the safeguarding of the public interest and the rights of IAHC and the Greek State, the security and protection of transactions in general, the prevention of fraud against IAHC, as well as the notification of the Interested Parties about the evaluation of the submitted Offers.

C. Legal basis of processing

The processing of personal data is necessary:

- for taking steps prior to entering into a contract with the successful Tenderer (Article 6(1)(b) GDPR);
- for compliance with legal obligations applicable to IAHC (Article 6(1)(c) GDPR);
- for the performance of a task carried out in the public interest entrusted to IAHC (Article 6(1)(e) GDPR), where applicable;
- and, where appropriate, for the purposes of the legitimate interests pursued by IAHC, including the protection of its legal rights and the prevention of fraud (Article 6(1)(f) GDPR).

D. Data Recipients The recipients of the above (under paragraph A) mentioned data to whom these will (or may) be transmitted are the following:

1. IAHC, its executives and its personnel;
2. The Evaluation Committee;
3. Persons in which IAHC has entrusted the execution of a specific mandate on behalf of IAHC (processors), i.e. legal advisor, financial advisor, technical advisor and all other advisors to be appointed by IAHC for the Tender;
4. The service provider of the SAP Ariba; and
5. Public authorities, courts or other competent bodies where disclosure is required by law.

Personal data may be transferred outside the European Economic Area only where appropriate safeguards under Chapter V GDPR are in place.

II. Data retention period

The data referred to in subparagraph I.A shall be retained for as long as is necessary to fulfill the purpose of the processing. In any case, with respect to the personal data of the Interested Parties/ Tenderers, these may be retained for a period of five (5) years from the expiration of the Offer Submission Deadline, unless a longer retention period is required by law or is necessary for the establishment, exercise or defence of legal claims.

III. Exercise of rights

1. Individuals have the right, subject to the conditions of the GDPR, to request access to, rectification or erasure of their personal data, restriction of processing, to object to processing where applicable, and, where relevant, to data portability. For the exercise of those rights, said individuals may contact in writing IAHC at dpo@iahc.gr. Individuals also have the right to lodge a complaint with the competent Supervisory Authority, namely the Hellenic Data Protection Authority (HDP), if they believe that their personal data are processed in violation of the GDPR.

2. The exercise of the above rights shall not affect the lawfulness of the processing carried out prior to such request nor the obligations arising from participation in the Tender, where processing remains necessary under the applicable legal basis.

3. IAHC reserves the right to deny the request of any person for the erasure of its data if the retention of the data is necessary for IAHC to comply with its statutory obligations or for the performance of tasks carried out in the public interest or for the fulfillment of public interest purposes or for the establishment, exercise or support of legal claims or any claims by third parties.

IV. IAHC's Obligations

IAHC has the obligation to implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk and that confidentiality requirements are met, that personal data are safely processed, and that personal data are protected against accidental or unlawful destruction, loss, alteration, unauthorized disclosure of, or access to such personal data as well as from any kind of illegal processing.

V. Acknowledgement

I, the undersigned, acting under my capacity as the legal representative of the company with the corporate name, having been incorporated under the laws of, with Registry No., having its registered seat at (hereinafter the "Company"), unreservedly declare that having read and understood the above Information Notice regarding the processing of personal data by IAHC in connection with the Tender.

For the Company

[Signature]

[Name/Surname]

[Date]

ANNEX D – SAP ARIBA USER ACCOUNT DETAILS

REQUEST ACCESS TO THE SYSTEM FOR PARTICIPATION IN THE SAP ARIBA PLATFORM

<i>Company Data</i>			
Company Name:		VAT:	
Address:			
City:	PO:	State:	Country:
Department:		Floor:	
e-mail:		Tel:	
Occupation/Activity:			
<i>Language</i>			
Language: Greek ☐ English ☐			
<i>User Data</i>			
Name:		Tel:	e-mail:

We declare that we have been notified, through the link <https://www.eurobankholdings.gr/en/legal-notice/gdpr-prosopika-dedomena>, according to Regulation (EU) 2016/679 and the provisions of the existing Greek and EU legislation for the processing of personal data by Eurobank SA.

User signature:

Place

:

Date:

Submitter:

Date:

Approver:

Date:

FOR INTERNAL USE

The grey area is filled in by Eurobank S.A.