

Annex I

INSTRUCTION FOR BIDDERS

Selection and Appointment Process

The process for selecting and appointing the successful bidder for the provision of Managed Cloud Infrastructure Services for SAP S/4HANA will follow the steps outlined below.

Invitation

ICCROM invites proposals from qualified Cloud Service Providers for the delivery, operation and ongoing support of a Managed cloud infrastructure environment suitable for hosting its SAP S/4HANA system, in accordance with these Instructions for Bidders and the attached Terms of Reference (Annex II).

Receipt of Proposals

Proposals must be submitted to ICCROM by **5:00 PM CEST 05 February 2026**. Submissions can be made electronically in pdf format to the email address specified below.

Each proposal must include distinct and clearly identifiable sections for:

- **Technical Proposal**, containing the technical description of the proposed solution, services, service model, architecture, and experience;
- **Economic Proposal**, provided in a **separate file**, containing pricing, cost breakdowns, and commercial conditions.

Upon receipt, the designated Tender Opening Committee (TOC) will record the time of submission (timestamp of the email will be used).

Proposals received after the deadline will not be considered.

The ICCROM TOC will open all proposals in the presence of a Procurement Official. Afterward the Procurement Official will coordinate with the appointed Evaluation Committee to assess the proposals based on pre-defined evaluation criteria.

Minimum Qualifications

The bid may be submitted by any organization (company, consortium or equivalent legal entity) complies with all of the following minimum qualification requirements:

- demonstrated and verifiable experience in the delivery and operation of managed cloud infrastructure services supporting enterprise and/or mission-critical systems;
- demonstrated capabilities to host SAP environments, including SAP S/4HANA and/or SAP HANA-based systems, within managed infrastructure services;
- demonstrated capability to provide managed infrastructure services up to and including the operating system layer, including system administration and maintenance;
- demonstrated experience in working in coordination with third-party SAP implementation partners and/or SAP BASIS service providers.

Failure to meet the minimum qualification requirements may result in exclusion from the evaluation process.

Evaluation of Proposals

All proposals received within the stipulated timeframe and meeting the minimum qualification requirements will be evaluated according to the criteria and weights outlined below.

Criteria	Weight
Economic Proposal	30
Technical Proposal	70

Technical Proposal

The total weight related to the technical proposal, as stated above, is **70**. The total score obtainable (1000 points) in the evaluation of the technical proposal is summarized below:

Summary of Technical Proposal Evaluation		Points Obtainable
1.	Proposed managed infrastructure solution and service model <ul style="list-style-type: none"> • overall architecture of the managed cloud infrastructure • security measures (network, system, logging, monitoring, security operations integration) • identification of hosting datacenter(s) • service model and scope of managed services (included and excluded layers) • service levels and support model (availability, monitoring, incident/change management, escalation) 	700 200 150 100 150 100

2.	Company Profile and Experience in SAP Hosting <ul style="list-style-type: none"> company profile and relevant SAP certifications experience in delivering and operating managed cloud infrastructure services for enterprise or mission-critical systems capability to host and operate SAP S/4HANA and/or SAP HANA based environments 	300 100 100 100
	Maximum Total Points Obtainable	1000

All proposals must follow the indications mentioned in the attached Terms of Reference (Annex II).

Bidders must include the following information in their Technical Proposal:

1. Proposed Managed Infrastructure Solution and Service Model (700 points):

Bidders shall provide:

- Detailed description of the proposed cloud infrastructure, including overall architecture of the managed cloud environment.
- Security measures, including network security, system security, logging, monitoring, and security operations integration.
- Identification of hosting datacenter(s) where the proposed solution will be delivered.
- Description of the managed services offered, including the covered layers, services included and excluded.
- Description of the service levels and support model, including availability targets, monitoring and alerting, incident and change management processes, and support and escalation arrangements.

2. Company Profile and experience in Managed Infrastructure and SAP Hosting (300 points)

Bidders shall provide:

- Company profile and any relevant SAP certification.
- Documented experience in delivering and operating managed cloud infrastructure services for enterprise or mission-critical systems, including evidences.
- Demonstrated capability to host and operate **SAP S/4HANA and/or SAP HANA-based environments** within managed infrastructure services.

Economic Proposal

The Economic Proposal carries a total weight of **30%** of the overall evaluation.

The Economic Proposal must include all costs required to deliver the full scope of services, including the provisioning, hosting and ongoing support of the managed cloud infrastructure.

In particular, the Economic Proposal must include:

- a clear and comprehensive cost breakdown covering all associated costs, expressed in EUR, with VAT clearly separated from the taxable amount;
- one-time costs related to the migration project, including infrastructure provisioning, setup and migration enablement activities;
- recurring costs related to:
 - the hosting of cloud infrastructure resources (IaaS), including compute, storage, networking and related platform services;
 - the ongoing managed infrastructure support services, including operation, maintenance and incident management;
- clear indication of the cost model and reference period for recurring services, for a duration of up to thirty-six (36) months;
- clear indication of any assumptions, exclusions or conditions related to pricing.

Bidders are encouraged to demonstrate cost-effective and sustainable pricing models consistent with the scope and duration defined in the Terms of Reference.

Appointment

Following the evaluation process, the successful bidder will be notified in writing and requested to proceed with contract finalization.

The services covered by the contract shall commence from the date of contract signature, in accordance with the Terms of Reference.

Address and Contact Information

Electronic Format – Email

Electronic proposals should be submitted through email with the subject "Managed Cloud Infrastructure – ICCROM " and should be addressed to:

tender@iccrom.org

The Organization regrets that it is not possible to provide information by telephone regarding the selection and appointment procedure.

Requests for technical clarifications regarding any of the points above should be directed in writing by email, **no later than 29 January 2026**, to:

Mr Stefano Pozzuto

Information and Communication Technology Supervisor

ICCROM

E-mail: **stefano.pozzuto@iccrom.org**

Please note that any request for clarification and the corresponding responses will be made available to all bidders on the website.