



**Ministry of Finance – Accountant General's
Department
Government Procurement Administration
“Nimbus Project”**

**Central Tender 01-2022 for the Addition of Services to
the Government Cloud Marketplace**

Booklet no. 2: Chapter 2 – The Bid Booklet

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Version 34*

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**The English version of the Tender is published for the convenience of interested suppliers only, and is not the legally binding version of the Tender documents. The Hebrew version of the documents is the formal version, and will take precedent over any other document.*

2. Chapter 2 - the Bid Booklet

2.1. General guidelines for the bidder's response to the Tender

- 2.1.1. This chapter constitutes the bidder's response to the Tender and there is no need to give a response to any other part of the Tender, or to attach a document that is not required in this chapter.
- 2.1.2. If the Bidder offers services from different manufacturers (as such are defined below in Appendix 6), this booklet is to be submitted separately for each manufacturer. In any other case, the Bidder is required to submit this booklet for all the services offered by it.
- 2.1.3. The guidelines given in this chapter must be carefully followed in order for the bid to be examined and evaluated properly. **Bidders may not add to, delete or alter any of the terms of the Tender**, or the guidelines below, nor subject them to any conditions.
- 2.1.4. Care should be taken to follow and maintain the section numbering as it appears in the latest version of the tender documents.
- 2.1.5. In any case of questions or ambiguity in the tender documents, the bidder must contact the Tender Administrator with a question for clarification, as set forth in Chapter 1 of the tender documents. By submitting a bid as part of the Tender, the bidder accepts the terms of the Tender, and it will be barred from making any arguments against the Tender Administrator regarding these conditions.
- 2.1.6. Unless expressly stated otherwise, information and details beyond those required in this ~~appendix-chapter~~ may be added. Lack of details in a bid or a breakdown that does not meet the requirement may result in a low score of the bid or its disqualification at the sole discretion of the Tender Administrator. Nonetheless, there is no need to go into excessive detail, and it is advisable to keep a bid accurate and concise.

- 2.1.7. The Bidder shall not submit its bid to the Tender in handwriting.
- 2.1.8. All the information set out in the response must be correct and valid as of the Tender Closing Date.
- 2.1.9. **List of documents to be submitted:**
- 2.1.9.1. A response to the bid booklet set forth in this chapter including appendices in the following formats:
- 2.1.9.1.1. A filled digital source file in PDF format, digitally signed as required by the bidder's authorized signatories.
- 2.1.9.1.2. An identical digital copy in Word format (**not a scanned document**).
- 2.1.9.2. **A bidder that did not sign the service agreement in previous publications of the Tender, will, when submitting the bid, submit the signed service agreement (Chapter 3), as a separate file, as set forth below:**
- 2.1.9.2.1. Signing of the service agreement, for all the services offered, in the official up-to-date version published by the Tender Administrator, in Hebrew or in English, on the tender page. If the bidder has chosen to sign the agreement in its English version, the agreement in Hebrew will be attached as an appendix thereto and will prevail in any case of a conflict.
- 2.1.9.2.2. The service agreement (Chapter 3 of the tender documents) will be signed digitally by the bidder's authorized signatories.
- 2.1.9.3. **A bidder that has already signed the service agreement in the past and at least one service that was offered by it in previous publications is included in the list of approved services in the closing date of the tender, is not required to submit the service agreement as part of its bid.**

2.1.10. **Instructions for bids submission**

- 2.1.10.1. Submission of bids for the Tender will be done online, according to the guide published on the Tender page, which also include a link to the bidding system.
- 2.1.10.2. As part of the submission process, the bidder must follow the instructions that will appear in the bidding system, fill in all the required fields, clearly and in accordance with the system's directions, and upload to the system all files required according to the Tender instructions.
- 2.1.10.3. The bidder in the Tender is responsible for making sure to submit the bid before the closing date. In this regard, the bidder must take into account that near the closing date, there may be an increased traffic volume on the submission system or other technical difficulties that will prevent the bidder from submitting its bid. It is the responsibility of the bidder to submit its bid a sufficient time before the closing date, in order to avoid such faults.
- 2.1.10.4. To the extent that several bids are submitted by the same bidder (in respect to the same service), the bid submitted last will be the only one reviewed.
- 2.1.10.5. Bids submitted after the closing date, will not be accepted for evaluation.
- 2.1.10.6. The Bid should be submitted only using the latest version of the Tender.

2.1.11. Closing Date of the Tender

- 2.1.11.1. The Closing Date of the Tender for the categories listed in section 2.3 below, is **October–January 2912, 2024–2025 at 13:00 (Israel Standard Time).**

2.2. Bidder's information

1.	Name of the bidder (as listed in the relevant register)	
2.	Type of incorporation (for example – a limited liability company / private company, etc.).	
3.	Place of incorporation of the bidder – state the country in which the association is registered.	
4.	Registration date	
5.	Identifying number (BN / company number)	
6.	Details about activities in Israel (if An Israeli corporation or a corporation without an Israeli representation, does not need to fill this in)	Is the corporation registered in Israel as a foreign company –
		Registration number –
		Date of registration –
		Name of representation unit in Israel (if any):
		Type of representation unit (subsidiary, concessionaire, division, etc.):
		Powers of the representation unit in Israel:
7.	The contact person on behalf of the bidder for the purpose of the Tender	Name:
		Address:
		Telephone:

		Email:
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2.3. Services allowed for submission

2.3.1. At this time, bidders for this Tender are allowed to submit services in all the categories listed in the Service Catalog of the Cloud Providers, except for services listed only in the **Security** category. Please notice section 3.15.5 of the tender documents which defines the relationship between services offered in this Tender and Other Engagements promoted by the Tender Administrator or Clients.

2.3.2. Notwithstanding the foregoing, it is possible to offer services in the following fields even if they are listed only in the Security category:

2.3.2.3. Cloud WAF Services – Services that enable to monitor, filter, manage, block and present data and communication while supporting all layers of communication to and from apps and online services. The offered Cloud WAF services must meet all of the following requirements:

2.3.2.3.1. The offered service is a managed service (listed as SaaS in the Service Catalog of the Cloud Provider).

~~2.3.2.4. Cloud Firewall services:~~

~~2.3.2.4. Services that monitor, filter and block network traffic to, from and between the organization's networks. The Cloud Firewall services must meet the following requirements:~~

~~2.3.2.4. The offered service is a managed service (listed as SaaS as detailed on the service page in the Service Catalog of the Cloud Provider).~~

~~2.3.2.4. Discount for Cloud Firewall services:~~

~~2.3.2.4. The Tender Administrator intends to conduct another central engagement for locally deployed Firewall products (Firewalls / Next Generation Firewall / Network Firewalls / UTM) (hereinafter: the "Other Central Engagement").~~

~~2.3.2.4. If a Cloud Firewall service of a Manufacturer whose products have been chosen as winners in the Other Central Engagement is selected in this Tender, the following rules will apply:~~

~~2.3.2.4. The Bidder in this Tender will be required to increase the discount rate for the service selected as the winner in this Tender to at least 50% (if the Bidder originally proposed a higher discount, the discount will remain at that high level). This rule will apply whether the service was offered by the Manufacturer itself or by a vendor (and even if the service is provided in the Tender by a different vendor than the one that won the Other Central Engagement).~~

~~2.3.2.4. The increase in the discount will come into effect within 21 working days from the date on which the provider that offered the Manufacturer's products in the Other Central Engagement was declared the winner.~~

~~2.3.3.0.2.3.2.4.~~ Vulnerability Management services – services that are intended to perform regular and routine checks and scans to identify, analyze, determine and fix security vulnerabilities, threats and other security related risk in organizational network, endpoints, servers, applications and other IT assets:

~~2.3.3.3.1.2.3.2.4.1.~~ The offered service is a managed service (listed as SaaS in the Service Catalog of the Cloud Provider).

~~2.3.4.2.3.3.~~ If a service is available in a category that is open for submission in the Service Catalog of one of the cloud Providers, it may be submitted in the tender for both Cloud Providers, even if the service is not listed in one of the allowed categories in the marketplace of one of the Cloud Providers.

2.4. **Requirements applying to an Israeli bidder (to be filled in by an Israeli bidder only)**

A bidder that it is a company registered in Israel or that has an active registered representation unit in Israel is required to specify its compliance, as set forth in Sections 2.4.1-2.4.3, as set forth below.

2.4.1. **Bookkeeping – the bidder declares that:**

- 2.4.1.1. The bidder, or its Israeli branch, maintains account ledgers and records that it must maintain in accordance with the Income Tax Ordinance and the Value Added Tax Law, 5736-1975 (the “Value Added Tax Law”), or is exempt from maintaining them.
- 2.4.1.2. The bidder, or its Israeli branch, reports its income to the Assessment Officer and reports transactions that are taxed under the Value Added Tax Law to the Director, or is exempt from it doing so.

For the purpose of proving compliance with this condition, the bidder must submit Appendix 1.

2.4.2. **Absence of convictions**

- 2.4.2.1. The bidder or its Israeli branch and an “affiliate” thereof (as defined in Section 2B of the Public Bodies Transactions Law), have not been convicted of more than two offenses under the Foreign Workers Law 5751-1991 (hereinafter: the “**Foreign Workers Law**”) and the Minimum Wage Law, 5747-1987 (hereinafter: the “**Minimum Wage Law**”) by the Closing Date, or have been convicted as aforesaid but at least one year has elapsed from the date of the last conviction to the Closing Date.

For the purpose of proving compliance with this condition, the bidder must submit an affidavit regarding the absence of convictions as set forth in Appendix 2.

2.4.3. **Adequate representation for persons with disabilities (check X at one of the options)**

The bidder, or its Israeli branch, meets the requirements of Section 2B1 of the Public Bodies Transactions Law, regarding adequate representation for persons with disabilities, as in the following manner (**check X at the appropriate box**):

The provisions of Section 9 of the Equal Rights for Persons with Disabilities Law, 5758-1998 do not apply to the bidder.

The provisions of Section 9 of the Equal Rights for Persons with Disabilities Law, 5758-1998 apply to the bidder and it complies with them.

1) (If the provisions of Section 9 of the Equal Rights for Persons with Disabilities Law, 5758-1998 **apply to the bidder**, checking the appropriate box is required):

The bidder employs less than 100 employees.

The bidder employs at least 100 employees.

2) (If the bidder employs at least 100 employees, checking in the appropriate box is required):

The bidder warrants that if it wins the Tender, it will contact the Director General of the Ministry of Labor, Social Affairs and Social Services to review the implementation of its duties under Section 9 of the Equal Rights for Persons with Disabilities Law, 5758-1998, and if necessary – for instructions on how to implement them.

The bidder previously undertook to contact the Director General of the Ministry of Labor, Social Affairs and Social Services to examine the implementation of its duties under Section 9 of the Equal Rights for Persons with Disabilities Law, 5758-1998, it contacted the Ministry as set forth, and if it received instructions for implementing its duties, **acted to instructed** (if the bidder previously undertook to contact the Director General and an engagement was made with it, for which it gave that undertaking).

The bidder undertakes to send a copy of this affidavit to the Director General of the Ministry of Labor, Social Affairs and Social Services within 30 days from the date of the engagement.

2.4.4. Rights in the offered service - the Bidder declares that it holds the full rights to sell the offered service in the Government Digital Marketplace, and to undertake the requirements of the tender.

For the purpose of proving compliance with this condition, the Bidder is required to attach Appendix 6.

2.5. General obligations of a bidder

2.5.1. Declarations of the bidder with the submission of the bid

- 2.5.1.1 The bidder has carefully read the tender documents, including all chapters, appendices, terms and parts, including all the clarifications published by the Tender Administrator, has understood everything stated therein and consents thereto.
- 2.5.1.2 The bidder has carefully read the terms of the engagement with the winning provider, including the engagement contract and its appendices, it has understood everything stated therein and consents thereto.
- 2.5.1.3 The bidder is not in bankruptcy or liquidation proceedings and no material legal proceedings are being conducted against the bidder that may impair its functioning if it wins the Tender.
- 2.5.1.4 There is no statutory impediment to the bidder's participation in the Tender.
- 2.5.1.5 The submission of a bid in the Tender or the execution of the engagement that is the subject of the Tender by the bidder does not form conflict of interest, either directly or indirectly, between the bidder and the Tender Administrator.
- 2.5.1.6 This bid is being submitted in good faith.

2.5.2. Non-coordination of bids in the Tender

- 2.5.2.1 The details appearing in the bid were decided on by the bidder independently, without consultation, arrangement or contact with any other bidder.
- 2.5.2.2 The bid details have not been and will not be shown to any person or corporation making bids in this Tender.
- 2.5.2.3 The bidder was not involved in any attempt to dissuade another contender from submitting bids in this Tender.

2.5.2.4 The bidder has not been and does not intend to be involved in an attempt to get another contender to submit a bid higher or lower than its own bid.

2.5.2.5 The bidder has not been involved in any attempt to get a contender to submit a non-competitive bid of any kind.

2.5.3. Woman-controlled business

A bidder that it is a “woman-controlled business” and that wishes to be given preference as such is to attach to its bid a confirmation and an affidavit, in accordance with the provisions of Section 2B of the Mandatory Tenders Law, 5752-1992.

2.6. Parts of the bid that the bidder seeks to keep confidential

2.6.1. The following are the pages, sections or documents included in the bid that the bidder believes that their disclosure constitutes an exposure of a trade secret or professional secret.

Page / Section Number	Subject of the section	Rationale for preventing disclosure

2.7. Confirmation of the bidder

2.7.1. By signing we confirm that:

We have read all the provisions of the Tender, we understand and accept every clause in the Tender without any reservation or stipulation, the bid is being submitted in accordance with the conditions of the Tender, and meets its conditions, and the bidder will be barred and estopped from making arguments against the terms of the Tender from the moment of submitting this bid.

The details that appear in this bid and its appendices, are true, and the bidder is able and intends to meet every detail of its bid and the provisions of the Tender.

Date	Full name	Signature of the Bidder's authorized signatory (and the company stamp, if required by the Bidder) <u>Digital signature</u>	Company name

Date	Full name	Signature of the Bidder's authorized signatory (and the company stamp, if required by the Bidder) <u>Digital signature</u>	Company name

2.8. **List of appendices that are to be attached to the bid**

Appendix No.	Appendix name	Directions for answering the appendix
Appendix 1	Confirmation of compliance with the Public Bodies Transactions Law	<p>A valid confirmation from an “authorized officer” under the Public Bodies Transactions Law of keeping of account ledgers, and a valid confirmation from an “authorized officer” of reporting to the tax authorities as required by law are to be attached.</p> <p>** For a bidder that is a company registered in Israel or has an active representation unit in Israel.</p>
Appendix 2	Attorney affidavit regarding the absence of convictions under the Public Bodies Transactions Law	<p>The bidder must attach an attorney affidavit worded as stated in Appendix 2.</p> <p>** For a bidder that is a company registered in Israel or has an active representation unit in Israel.</p>
Appendix 3	List of services offered in the AWS and GCP digital marketplace and that are submitted in this tender	<p>The bidder must list in this appendix the services included in the digital marketplace of the Cloud Providers and that are being offered by it as part of this Tender, according to the breakdown in the appendix.</p>
Appendix 3.1	Reference validating the listing of the service in the Cloud Provider marketplace	<p>The Bidder should include in its bid one of the following reference for each and every services offered by it:</p> <ol style="list-style-type: none"> 1. Screenshot of the service listing from the Cloud Provider Service Catalog. 2. A reference from the Cloud Provider for the listing of the service in the Service Catalog (e.g. system notice for the availability of the service in the Service

Appendix No.	Appendix name	Directions for answering the appendix
		Catalog, written approval of the Cloud Provider for the listing of the service).
Appendix 4	Unique requirements in cyber protection, privacy and additional issues in the information security field – answer guide	
Appendix 4.1	Unique requirements in cyber protection, privacy and additional issues in the information security field for Software as a Service (SaaS) services	The bidder must provide in this appendix a detailed answer to all the requirements for each of the services offered by it.
Appendix 4.2	Unique requirements in cyber protection, privacy and issues in the information security field for non-SaaS services	The bidder must provide in this appendix a detailed answer to all the requirements for each of the services offered by it.
Appendix 5	Price quotation	The bidder must submit the price quotation according to the directions in the tender documents.
<u>Appendix 5.1</u>	<u>Pricing Model</u>	<u>The Bidder must submit the Manufacturer's Pricing Model for all offered services. The model shall include all existing extensions, modules, and add-ons for the services, as these will be offered to the Purchasing Entities</u>

Appendix No.	Appendix name	Directions for answering the appendix
<u>Appendix 5.2</u>	<u>Best Practices Document</u>	The Bidder must submit the Manufacturer's <u>Best Practices document regarding Cost Reduction and Optimization of the service and its operation (such as methods for identifying waste, identifying unused and/or over-licensed software, over-allocation of memory/cores/storage volumes, unused resources, steps/tiers for reducing required operational resources, including process optimization).</u>
Appendix 6	Manufacturer statement	The Bidder should submit the Manufacturer's statement in accordance with the instructions specified in this appendix (appears in a separate file).
Appendix 7	Nimbus service agreement	Chapter 3 – Nimbus service agreement, signed by the Bidder's authorized signatories (attached in a separate file).

Appendix 1 – Confirmation of compliance with the Public Bodies Transactions Law

A valid confirmation from an “authorized officer” under the Public Bodies Transactions Law of keeping of account ledgers, and a valid confirmation from an “authorized officer” of reporting to the tax authorities as required by law are to be attached. To this end, the following link may be used: [confirmation of withholding tax at source](#)

Appendix 2 – Affidavit on absence of convictions under the Public Bodies Transactions Law

I, the undersigned, _____, Identity No. _____, after having been warned that I must state the truth and will be liable for the penalties prescribed in the law should I fail to do so, hereby declare as follows:

I am giving this affidavit on behalf of _____, which is the bidder (hereinafter: the “**Bidder**”) that wishes to engage with the Tender Administrator of tender No. 01-2022 for the addition of services to the Government Cloud Marketplace. I declare that I am authorized to give this affidavit on behalf of the Bidder.

In this affidavit, the meaning of the term “**affiliate**” is as defined in the Public Bodies Transactions Law 5736-1976 (hereinafter: the “**Public Bodies Transactions Law**”). I confirm that the meaning of this term has been explained to me and that I understand it.

The meaning of the term “**offense**” – an offense under the Foreign Workers Law (Prohibition of Unlawful Employment and Ensuring Fair Conditions), 5751-1991, or under the Minimum Wage Law 5747-1987, and in the case of transactions for receiving a service, as defined in Section 2 of the Law for Increased Enforcement of Labor Laws, 5772-2011, also a violation of the provisions of the statutes listed in the third addendum to that law too.

The Bidder is a corporation registered in Israel. (Check X in the appropriate box)

- The Bidder and its affiliate **have not been convicted** of more than two offenses through to the Closing Date (hereinafter: the “**Closing Date**”) of the Tender.
- The Bidder or its affiliate has **been convicted** in a court ruling of more than two offenses and at least **one year has** elapsed from the date of the last conviction to the Closing Date.
- The bidder or its affiliate has **been convicted** in a court ruling of more than two offenses and **one year has not elapsed** since the date of the last conviction to the Closing Date.

This is my name, below is my signature and the content of my affidavit above is the truth.

Date

Name

Signature and stamp

Attorney's Confirmation

(This confirmation may be signed by hand)

I, the undersigned, _____, Adv., confirm that on the date of _____, Mr. /Ms. _____, who identified himself/herself by Identity Card No. _____/ who is known to me personally, appeared before me at my office at the address _____ in the town / city _____, and that after I warned him/her that he/she must declare the truth and that would be liable for the penalties prescribed in the law should he/she fail to do so, signed the affidavit above before me.

Date

License No.

Signature and stamp

Appendix 3 – the Services Offered by the Bidder

2.9. Guidelines for how to reply to this appendix

- 2.9.1. The bidder must list in the tables below all of the services that it wishes to offer under this Tender.
- 2.9.2. For every service, the bidder should state the name of the service, and attach a link to the service page in the Cloud Provider's/Providers' marketplace. **It should be verified that the name of the offered services is the same name that appears in the Service Catalog.**
- 2.9.3. If the service offered includes a number of service levels with different security characteristics, they should be specified as different services and each service level should be addressed separately.
- 2.9.4. For any service that is not offered in the Tender under the listing of the Manufacturer itself, a link should be provided to the listing of the service in the Cloud Provider's Service Catalog by the Manufacturer. If there is no listing by the Manufacturer in the Cloud Provider's Service Catalog, the respective catalog numbers of the service in the Manufacturer's price list that was attached to the bid should be filled in, as set out in Section 2.17.5 below.
- 2.9.5. All services must meet all the requirements of this Tender, and in particular the requirements set forth in Appendices 4 and 5.

2.10. List of services offered by the bidder

- 2.10.1. Please fill separate table for every offered service and for every service type (SaaS / non-SaaS) – Tables may be added as necessary in the same format as of the table below.
- 2.10.2. For non-SaaS service, if the service can be consumed using the digital marketplace of both Cloud Providers in the overseas region, the service must be offered for both Cloud Providers.

Serial No. of the service in the bid (if several services are included in the bid, the services should be numbered in ascending order):	
Service Name:	
Manufacturer Name:	
Cloud Provider the service is offered on its platform:	<input type="checkbox"/> AWS <input type="checkbox"/> GCP
Service Type:	<input type="checkbox"/> non-SaaS <input type="checkbox"/> SaaS
Link to Service page on AWS:	
Link to Service page on GCP:	
Link to the Manufacturer's listing of the service in the Service Catalog / respective catalog number of the service in the Manufacturer's price list	

Appendix 3.1 – Documentary Proof of Listing of the Service in the Cloud Provider's Service Catalog

One of the following documentary proofs must be submitted for each offered service:

- A screenshot of the service page from the Service Catalog.
- Documentary proof of listing in the Service Catalog from the Cloud Provider, such as a system notification that the service is available in the catalog, or the Cloud Provider's written confirmation of such listing.

Appendix 4 – Unique requirements on cyber protection, privacy and other issues in the information security field – answer guide

2.11. Guidelines for how to respond to this appendix

2.11.1. This appendix contains a list of requirements and questions in relation to the services offered in terms of cyber, privacy protection and other aspects of information security. Based on this response, the services as stated in Section 1.3.2 to the Tender documents will be evaluated.

2.11.2. The bidder must answer one of the two appendices, 4.1 or 4.2, according to the service it is offering (SaaS or non-SaaS, respectively). The information set out in the response to this appendix must be correct as of the Tender closing date.

2.11.3. This appendix must be submitted for each service separately. If there are several services for which the response to this appendix is the same, they can be submitted together in one appendix

2.11.4. To the extent that the Bidder is not the manufacturer of the service, the bidder's response to the requirements and questions listed below should be made according to the features of the service and the capabilities of the manufacturer and not according to the capabilities of the Bidder. If the Bidder is involved in the supply of the service, the extent of the Bidder's involvement and its capabilities in the matters in which it is involved should also be detailed.

2.11.5. The bidder is required to elaborate, as necessary, in the information provided, so that the Tender Administrator will have all the necessary information to evaluate and score its bid. In this regard, if the bidder is using sub-processors, the bid should cover all of the actions that will be done by the sub-processors.

2.11.6. The definitions appearing at the beginning of the Tender apply to professional terms appearing in this chapter (if any), in order to answer the questions accurately.

2.11.7. More information than required may be added, such as: creative suggestions and solutions, pointing out requirements that are made superfluous given the bidder's proposed answer or stating missing requirements, etc., provided that in the end, a clear answer to the requirements will be given, the main features of the proposed solution are emphasized, and it will be clear what exactly is being offered, what already exists and what is expected to exist in the future.

2.11.8. No changes must be made to the appendix other than writing responses in the relevant places.

~~2.11.8.~~2.11.9. If a bidder attaches ancillary documents to its bid to meet the requirements of the appendix, it must do the following:

~~2.11.8.1.~~2.11.9.1. The bid must contain no links or references to external documents, and all relevant files are to be included as part of the bid.

~~2.11.8.2.~~2.11.9.2. References to ancillary documents from the relevant section in the appendix must be provided as an answer to or comments on the requirements of that section.

~~2.11.8.3.~~2.11.9.3. Any ancillary document attached to the bid must be marked with ascending numbering in the format of the appendix number and serial numbering. Examples: ancillary documents that are intended to provide an answer to the sections in Appendix 4 will be numbered as in the following manner: Ancillary Document 4.01, Ancillary Document 4.02 and so on.

~~2.11.8.4.~~2.11.9.4. An index for all ancillary documents attached to the bid must be attached, containing a reference to the appendix and the section to which they refer, in the following format (example):

Ancillary document number	The title of the ancillary document	The section in the tender documents to which the ancillary document refers
4.02	Supply chain security procedure	2.11.12.2

2.11.9-2.11.10. Clauses that include an explicit requirement for a feature or capability (e.g., "The service must be...", "The manufacturer must...", "It shall be possible to...", etc.) are mandatory clauses that the service is obliged to meet as of the closing date for the submission of bid. A response indicating that the service does not comply with such a requirement (for example: marking "No" on this requirement) to the satisfaction of the Tender Administrator, will lead to the disqualification of the bid, at the sole discretion of the Tender Administrator.

2.11.10-2.11.11. A lack of an answer, an answer that does not respond to the requirement, the lack of a response to a requirement, failure to refer to an ancillary document, attachment of unmarked documents or an unclear and unequivocal answer, may result in a low score or disqualification of the bid at the sole discretion of the Tender Administrator.

2.11.11-2.11.12. The answer to this appendix can be submitted in English.

Appendix 4.1 – requirements and questions regarding cyber protection, privacy and other issues in the field of information security for Software as a Service (SaaS)

2.12. The proposed SaaS services:

Serial no.	Name of the Service for which this appendix is filled
1	
2	

(Rows may be added if necessary)

#	Requirement	Bidder's answer
2.12.1.	Service General Overview – please provide a general overview, of no more than half a page, which includes a description of the offered service and its capabilities (if there is a difference between the classification of the service in the response and its classification in the Marketplace, please explain the reasons for the difference in the response to this section)↓	
	Bidder's answer:	
2.12.2.	Business Survival and Continuity (SLA) of the offered service	
2.12.2.1	Does the service's SLA, that will be provided in the Israeli Region, not fall short of the SLA of any other region of the Provider?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.2.2	Is the information stored in two zones (AZ), or more?	<input type="checkbox"/> Yes <input type="checkbox"/> No

2.12.2.3	Does the Provider store a copy of the content data or part thereof during the service operation, in a region other than the region in which the service is installed? <u>If so</u> , specify below what information is saved and the location in which it is saved.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.2.4	Is the service active and running (processing is carried out) in two AZ zones, or more?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.12.2.5	Is there high availability backup between zones (crashing of one zone not cause service disruption)?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.12.2.6	Are backups performed outside the cloud environment the service is supplied in? <u>If so</u> , specify below the backup destination, how the backup is protected and the retention and control policy over destruction of data platforms.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.2.7	<u>It is possible to backup or export content data to a platform controlled by the Client on a regular basis and at the initiative of the client without requiring involvement from the manufacturer's/Distributor's personnel.</u> Is there support for such capability? <u>If so</u> , specify below the backup/_or_ export format and its compatibility with standard systems in the market.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.3.	Human capital security	

2.12.3.1	Is a clearance process carried out for the manufacturer’s employees before the commencement of their work?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.3.2	Are periodic audits/evaluations performed by the manufacturer in order to assess potential risks related to employees holding sensitive positions, or employees with privileged access authorizations to the clients’ information?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.3.3	Are tools used to <u>Does the manufacturer apply any tools to</u> detect human risks (such as DLP tools, a system for detecting behavioral anomalies, feedback from supervisors or colleagues about any conduct leading to risk, etc.) among employees in sensitive positions or with privileged access authorizations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.4 The manufacturer’s supply chain security		
2.12.4.1	Does the manufacturer of the offered service comply with one of the following standards: NIST SP800-53 Rev. 5/Nist SP 800-161 Rev. 1, and ISO 28000; <u>if so</u> , list below the standards, or alternatively, specify the key principles of the supply chain security procedure, if there is such a procedure.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder’s answer:</u>		
2.12.4.2	Is there any control on the introduction/implementation of software from an external source (such as open source packages, software developed by third party, etc.) and the updates thereto? <u>If so</u> , specify the control processes, including tools for detecting code exposures, detecting backdoors or planting of malicious capabilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder’s answer:</u>		
2.12.5 Configuration security and change management		

2.12.5.1	Does the manufacturer, in its systems, follow an orderly policy for managing configurations and changes of all the systems involved in the provision of the services, in accordance with commonly accepted and required standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.5.2	Does the manufacturer apply secure development processes (SSDLC)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.5.3	Does the manufacturer operate in accordance with one of the following standards: OWASP, ISO 27034, NIST 800-64, OWASP Framework? <u>If so</u> , list the standards below.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.5.4	Explain below about the policy for performing code surveys and penetration tests; also specify the date of the last penetration test that was conducted.	Please specify ↓
<u>Bidder's answer:</u>		
2.12.6 Standards and internal controls		
2.12.6.1	<u>The service must be certified for ISO27001, or SOC 2 AICPA.</u> Does the service comply with any of the above mentioned standards? <u>If so</u> , elaborate below on the standards that the service complies with.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.6.2	Does the service also comply with any other standard, such as: ISO27017, ISO27018, CSA STAR level 2? <u>If so</u> , elaborate below on any additional standards.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓

<u>Bidder's answer:</u>		
2.12.6.3	Does the service comply with PCI DSS standard?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.12.6.4	Does the service comply with HIPPA standard?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.12.7 Risk management		
2.12.7.1	Is there an information security officer who is responsible for the information security of the offered services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.7.2	Is the said information security officer a member of the manufacturer's management?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.12.7.3	Is there a risk assessment process for the services offered by an external party, carried out at least once a year?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.8 Protection of the Provider's infrastructure used for providing the offered services		
2.12.8.1	Specify below the central data security and cyber protection measures operated by the manufacturer for securing its systems and the service it provides, including the tools used for this purpose and the key process controls applied.	Please specify↓
<u>Bidder's answer:</u>		

2.12.8.2	<u>The manufacturer operates a human organizational framework (such as SOC – Security Operations Center) to monitor its systems for cyber aspects, for at least eight hours a day, and five days a week;</u> does the manufacturer operate such an organizational function, as required?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.8.3	Does this SOC or function operate 24/7?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.12.8.4	<u>Inbound and outbound traffic to and from the manufacturer’s network should be monitored to detect attacks or any other suspicious activity.</u> Does the manufactures use such systems, as required under this section?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.8.5	Does the manufacturer use tools for continuous monitoring of attack surface management, such as Breach and Attack Simulation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.8.6	Does the manufacturer use tools (such as CNAPP tools) for monitoring faulty configuration settings, settings that are in conflict with the policy, or such that manifest inherent risk to the service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.8.7	Specify the manufacturer’s capabilities of monitoring and detecting users of the manufacturer, the bidder or subcontractors that can access protected information or that have high access permissions (Privileged Access), such as: Administrators, Operators, Support, DevOps, etc. The list should include the work processes and tools the manufacturer implements to this end.	Please specify↓
<u>Bidder’s answer:</u> 		

2.12.8.8	Specify below the manner of protecting the Clients’ processing and access data, including their access control, their encryption, and the security tools safeguarding against unauthorized access or leakage.	Please specify↓
<u>Bidder’s answer:</u>		
2.12.9 Encryption and key management of the offered services		
2.12.9.1	<u>The bidder will allow and enable the encryption of all content data, if any, at rest and in transit, by default and in line with accepted standards.</u> Does the service allow for such encryption? If by the assessment of the manufacturer, this encryption is not feasible, this should be elaborated in detail below, including compensatory controls, if any.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable ↓
<u>Bidder’s answer:</u>		
2.12.9.2	Does the Service support encryption key management, using the Cloud Provider’s standard tools? If the service does not support this, elaborate on the response to the above, while <u>in this case, the key management mechanism should comply with the FIPS 140-2 level 2 Standard.</u>	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder’s answer:</u>		
2.12.9.3	Does the manufacturer support Bring Your Own Key configuration? <u>If so</u> , elaborate below on the manner of response to the above, including capability of protecting the system, hardening it and the user’s ability to control various parameters of the encryption keys.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓

<u>Bidder's answer:</u>		
2.12.10 The proposed service work configuration		
2.12.10.1	Is content data stored outside the Client's "network" (such as VPC) (Referring to the customer's regular operational network – "customer network")? <u>If so</u> , specify the type of stored information and its location.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.10.2	Is processing or access data stored outside the Client's "network" (such as VPC as defined above)? <u>If so</u> , specify the type of stored information and its location	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.10.3	Specify below the means of protecting the information stored outside the Client's network (as defined above), such as strict access management, data access logs and control over these logs, and data encryption.	Please specify ↓
<u>Bidder's answer:</u>		
2.12.10.4	Is the content data processing performed outside the Client's "Network" (such as VPC as defined above)? <u>If so</u> , specify below the nature of the processed information and its location	<input type="checkbox"/> Yes <input type="checkbox"/> No
<u>Bidder's answer:</u>		

2.12.10.5	Does the service manufacturer or any other party have access to information on the Client’s “network” (as defined above <u>such as VPC</u>)? <u>If so</u> , specify below the nature of the information, and the manner of access to the information (account permissions, use of client software, etc.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
<u>Bidder’s answer:</u>		
2.12.10.6	Is internet access required for linking the Client’s “network” (<u>as defined above</u>) to the service?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.10.7	Is there “representation” of the service in the Client’s “network” (<u>as defined above</u>) for direct access from the Client’s network <u>without passing through the internet</u> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.10.8	Can access to the service be restricted to addresses or networks defined by the Client?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.10.9	Specify below how the connection to the <u>between the</u> Client’s “network” (<u>as defined above</u>) <u>and the service provider</u> is being done; specify whether the connection is, for example, in a VPC Endpoint, Peering, Private Link configuration; whether the service is represented in the Client’s network itself through VPN connection, or otherwise; the way in which the connection is secured and whether external addresses must be opened in order to connect to the services.	Please specify↓
<u>Bidder’s answer:</u>		
2.12.10.10	Is internet access required for managing the service?	<input type="checkbox"/> Yes <input type="checkbox"/> No

2.12.10.11	Is there “representation” of the service in the Client’s “network” (as defined above) for the purpose of managing the service without passing through the internet ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.10.12	Can access to management interfaces be restricted to Client-defined addresses or networks?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.10.13	Specify the interface to the service management system; specify whether the connection is, for example, in a VPC Endpoint, Peering, Private Link configuration; whether the service is represented in the Client’s network itself through VPN connection, or otherwise; the way in which the connection is secured and whether external addresses must be opened in order to connect to the services.	Please specify ↓
<u>Bidder’s answer:</u>		
2.12.10.14	Is installation of components in the Client’s “network”, of the service manufacturer or any other party, required as part of the service? <u>If so</u> , specify the type of components and their purpose; manner of hardening the components, the transferred information, manner of connection between the components and the systems that are operating in the manufacturer’s networks or systems , or the networks of anyone acting on its behalf.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder’s answer:</u>		
2.12.11 Separation and compartmentalization of Tenants		
2.12.11.1	Are all the various tenants’ content data stored at the same environment or database? Elaborate below on the manner of data storage, its location, and manner of separation between the Tenants.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder’s answer:</u>		

2.12.11.2	Does the system possess the following capability: To prevent a certain Tenant's users in the service from accessing another (external) Tenant's resources in the service (for example, preventing users of a specific client from connecting to another client's account within the service) . <u>If so</u> , specify the prevention capabilities that are not based on a login system.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.11.3	Does the system possess the following capability: To prevent an external Tenant's users from accessing the Tenant's resources, unless such access has been permitted, even if the external user has access authorizations to the Tenant's resources (for example, preventing users of a specific client from connecting to another client's tenant) . <u>If so</u> , specify the prevention capabilities that are not based on a login system.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.11.4	Is it possible to create a specific and private (IP or URI) address for the offered service, for the Tenant's users or for a group of Tenants, which is not shared with other tenants? <u>If so</u> , specify below.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.12 Restriction of support access		
2.12.12.1	Is support carried out directly by the manufacturer?	<input type="checkbox"/> Yes <input type="checkbox"/> No

2.12.12.2	Is support carried out by the bidder, if the bidder is not the manufacturer?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.12.3	Is there a process in place for authorizing support access to the Client's systems?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.12.4	Does this authorization process require an approval from the Client?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.12.12.5	Is a log saved for each support access or any attempt of such access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.12.6	Is the above mentioned log accessible to the Clients?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.13 Login Authentication for the offered service		
2.12.13.1	<u>The service must support SAML 2.0 authentication protocol.</u> Does the service support this protocol?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.13.2	Does the service support additional login protocols, such as OpenID, OAuth? <u>If so</u> , list the supported protocols.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.13.3	Can all the Client's users be managed via IdP using a standard protocol? If not, list the limitations below.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.13.4	Does the service have independent login mechanism?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.13.5	Does this mechanism support MFA?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable

2.12.13.6	Does the service provide support for granting access individually using RBAC (Role-Based Access Control) authorization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.13.7	Does the service provide support for granting access individually using ABAC (Attribute-Based Access Control) authorization?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.13.8	Does the service document all the users' access events, including failed access attempts?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.12.13.9	Does the service enable the Clients to receive detailed logs on users' access, including access attempts that do not comply with the defined rules? <u>If so</u> , specify below.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.14 Logging, monitoring and investigation		
2.12.14.1	Does the service support the transfer of logs and alerts to the Client's SIEM systems? <u>If so</u> , elaborate below on the supported SIEM systems, the scope of integration, and the additional subscription required for this integration (if any).	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.12.14.2	Specify the time period during which the manufacturer store access data and processing data, the manufacturer's data retention policy, and how the data is protected.	Please specify ↓
<u>Bidder's answer:</u>		
2.12.14.3	Does the manufacturer have a team (internal or external) designated for coping with and responding to cyber incidents and, for their investigation?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Appendix 4.2 – requirements and questions regarding cyber protection, privacy and other issues in the field of information security for non-SaaS services

2.13 The Proposed non-SaaS services:

Serial no.	Name of the Service for which the appendix is filled
1	
2	

(Rows may be added if necessary)

#	Requirement	Bidder's answer
<p>2.13.1 Service General Overview – Please provide a general overview, of no more than half a page, which includes description of the offered service and its capabilities (if there is a difference between the classification of the service in the response and its classification in the Marketplace, please explain the reasons for the difference in the response to this section)↓</p>		
<p><u>Bidder's answer:</u></p>		
<p>2.13.2 Work configuration of the proposed service</p>		
2.13.2.1	Is the content data saved only on the Client's "network" (such as VPC)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.2.2	Is the content data processing performed only on the client's "network" (such as VPC),	<input type="checkbox"/> Yes <input type="checkbox"/> No

2.13.2.3	Is the manufacturer or the bidder able to access the stored information or control the service or the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.3 Human capital security		
2.13.3.1	Is a clearance process carried out for the manufacturer’s employees before the commencement of their work?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.3.2	<u>Does the manufacturer operates any</u> Are tools used to detect human risks (such as DLP tools, a system for detecting behavioral irregularities, feedback from supervisors or colleagues about any conduct leading to risk, etc.) among employees in sensitive positions or with privileged access authorizations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.4 The manufacturer’s supply chain security		
2.13.4.1	Does the manufacturer of the offered service comply with one of the following standards: FedRAMP, NIST SP800-53 Rev. 5/NIST SP 800-161 Rev. 1, and ISO 28000; <u>if so</u> , list the standards, or alternatively, specify below the key principles of the supply chain security procedure, if there is such a procedure.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder’s answer:</u>		
2.13.4.2	Is there any control on the introduction of software from an external source (such as open source packages, software developed by third party, etc.) and the updates thereto, including detecting backdoors or planting of malicious capabilities?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.5 Configuration and change management security		

2.13.5.1	Does the manufacturer, in its systems, follow an orderly configuration and change management policy for all systems participating in the provision of the services, in accordance with accepted and required standards?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.5.2	Does the manufacturer apply secure development processes (SSDLC)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.5.3	Does the manufacturer operate in accordance with one of the following standards: OWASP, ISO 27034, NIST 800-64, OWASP Framework?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.5.4	Were Penetration Tests performed for the system during the last 18 months?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.5.5	Is there an information security officer who is responsible for the information security at the manufacturer's and the bidder's (to the extent that the bidder is involved in the provision of the service)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.6 Logs		
2.13.6.1	Does the service support creation of logs and their storage in a standard configuration, such as AWS CloudWatch Logs, GCP Cloud Logging, or SYSLOG?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.13.7 Risk management		
2.13.7.1	<u>The manufacturer must comply with ISO 27001.</u> Is the manufacturer certified for the required Standard?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.7.2	If the bidder is involved in the manufacturing or the development of the service, is it certified for ISO 27001?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable
2.13.8 Encryption and key management in the offered services		

2.13.8.1	Does the service support encryption of all content data, at rest by default at the application level? If by the assessment of the manufacturer, this encryption is not feasible, the reasons for it should be elaborated in detail below.	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.13.8.2	Does the service support communication traffic encryption?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.13.8.3	Does the service support encryption key management, using the Cloud Provider's standard tools? If the service does not support this, elaborate below on the response to the above, <u>while in this case, the key management mechanism should comply with the FIPS 140-2 level 2 Standard.</u>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable ↓
<u>Bidder's answer:</u>		
2.13.9 Support access		
2.13.9.1	The bidder is required to provide Support to the offered service is required. <u>Is support provided by the bidder or the manufacturer? If "Other" is selected or if the service has no support, please provide details below</u> In case that the bidder is not the manufacturer, Does the manufacturer also provide direct support to the service?	<input type="checkbox"/> Yes — bidder <input type="checkbox"/> No <input type="checkbox"/> Manufacturer <input type="checkbox"/> Not applicable other
<u>Bidder's answer:</u>		
2.13.10 authentication for the offered service		

2.13.10.1	Does the service support SAML 2.0 authentication protocol? If not applicable, specify below the reasons for it.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable ↓
<u>Bidder's answer:</u>		
2.13.10.2	Does the service support additional authentication protocols, such as OpenID, OAuth? <u>If so</u> , specify below the supported protocols. <u>If not, please specify how external applications can be integrated and which authentication protocols are supported?</u>	<input type="checkbox"/> Yes <input type="checkbox"/> No ↓
<u>Bidder's answer:</u>		
2.13.10.3	Does the service provide support for granting access individually at the RBAC (Role Based Access Control) level, or the ABAC (Attributed Based Access Control) level?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Not applicable

Appendix 5 – Price Quotation

2.14 Guidelines for how to answer this appendix

- 2.14.1 The bidder must indicate a uniform discount for all the services it is offering in this Tender, according to the rules set forth in this appendix.
- 2.14.2 **The discount percentage stated by the bidder will be greater than or equal to the minimum discount percentage.**
- 2.14.3 **The discount cannot be conditioned or restricted.**
- 2.14.4 **If a bidder did not submit a discount, its discount will be set as the minimum discount listed above.**

2.15 Provider's price quotation

Discount group name	Minimum discount percentage	Offered discount percentage
Discount for SaaS services	Minimum discount from the overseas price list: 20%	% _____
Discount for non-SaaS services	Minimum discount from the overseas price list: 30%	% _____

Discount group name	Minimum discount percentage	Offered discount percentage
Link to the manufacturer's price list provided that the manufacturer's price list is in accordance with Section 2.17.2.1.2, or Section 2.17.2.2.		

2.16 Discount percentage

- 2.16.1 Subject to that specified in this section, the discount offered in the price quote will be valid for the entire duration of the agreement for all services that are being offered by the Provider under this Tender, in accordance with the groups above, including services that include human involvement (such as service that includes support) and future services in accordance with section 3.17 of the tender, and in all pricing methods which these services are offered in the Cloud Provider's services catalog (if offered using different pricing methods).
- 2.16.2 This discount will be in addition to the discounts built into the Provider's price list (such as a quantity discount, commitment based pricing, etc.).
- 2.16.2.1 The Provider will be entitled to increase its discount during the engagement period. This change will be fixed from the time at which the new discount percentage is pronounced until the end of the engagement, except when the Provider asks to increase its discount again.
- 2.16.2.2 Without derogating from the aforesaid, the discount offered in each of the discount groups will be amended as follows during the engagement period:
- 2.16.2.2.1 Level A - when the volume of the combined usage of a certain service by all the Clients exceeds 1 million US\$, during a calendar year, the percentage of the discount in each of the aforesaid groups will increase by 5 percentage

points above that offered by the Provider in its offer (for example, if the offered discount for SaaS services is 25%, the new discount will be 30%).

2.16.2.2.2 Level B - when the volume of the combined usage of a certain service by all the Clients exceeds 5 million US\$, during a calendar year, the percentage of the discount in each of the aforesaid groups will increase by 5 percentage points above the previous level.

2.16.2.3 If the discount changes in accordance with the levels specified above, and at the end of a calendar year the volume of purchases of a certain service, by all the clients, falls below the levels determined above, the Provider will be entitled to apply for the amendment of the discount back to the previous level of the discount, for the following calendar year.

2.17 Offered services price list

2.17.1 The price of the services for a Client under this tender will be determined according to the following mechanism:

2.17.1.1 The price of the services for the overseas region will be the price, as listed in the overseas price list of the service (as such term is defined below), as of the day of consumption of the services, minus the discount percentage offered by the Provider for that service.

2.17.1.2 The price of the services in the Israeli region will be the price, as listed in the overseas list price of the service, as of the day of consumption of the service, minus the discount percentage offered by the Provider for that service or the price, as listed in the list price of the service in the Israel region, as of the day of consumption of the service, minus the discount percentage offered by the Provider for that service, whichever is lower. To remove any doubt, the Bidder should offer an overseas price list, as per the following definition.

2.17.2 The overseas price list will be in accordance with one of the options specified below:

2.17.2.1 If the service is available in the Service Catalog in the overseas region:

- 2.17.2.1.1 The price list for the services offered in the digital marketplace of the Cloud Providers, as they appear in the overseas region, which is valid for customers in the overseas region.
- 2.17.2.1.2 The public price list of the service that is valid for customers in the overseas Region, if the service price list in the overseas Region refers to this price list.
- 2.17.2.2 If the service is not available in the Service Catalog in the overseas region: the public price list of the service manufacturer applicable in the country where the overseas region is located.
- 2.17.3 Below is an example of how to calculate the price of services:**
- 2.17.3.1 If the overseas price list of the service is 1 US\$ per hour of operation, and the discount offered is 35%, then the price of the service in the overseas Region will be 0.65 US\$ per hour.
- 2.17.3.2 In this situation, if the list price of the service in the Israeli region is 1 US\$ per hour or higher, the price of the service in the Israeli region will be 0.65 US\$ per hour; however, if the price in the Israeli region is 0.8 US\$ per hour, then the price of the service will be 0.52 US\$ per hour (the lowest price of the service between the overseas region and the Israeli region will determine).
- 2.17.3.3 If the Provider increases the discount to 40%, this discount will apply to both the price list for the Israeli region and the price list for the overseas region, such that the overseas price list will be 0.6 US\$ per hour, and the price of the service in the Israeli region will be 0.48 US\$ per hour.
- 2.17.4 Amendment of the overseas price list - in the event of a radical change in the price list of the services offered by the Provider in the digital marketplace in overseas region, as a result of exogenous changes that are not under the control of the Provider, and such do not exist in the Israeli region, the following arrangements will apply:**

- 2.17.4.1 The Provider can contact the Tender Administrator with a request to change the overseas region to another region located in the European Union which is one of the 3 regions with the highest sales volume of the Cloud Provider in the European Union, with a justification for the request.
- 2.17.4.2 The Tender Administrator will examine the request positively and if the aforesaid request does not harm the Bidders in an unfair manner, will approve the request.
- 2.17.5 If the Cloud Provider's Service Catalog does not contain the listing of the Manufacturer itself for the offered service, including full details of the subscription model and pricing of the service, the Bidder will attach to its bid the Manufacturer's complete price list for the offered service, valid for customers in the Overseas Region. The price list must be signed by an official representative of the Manufacturer in the Overseas Region.

~~Appendix 6 – Manufacturer's Statement~~

~~(See "Tender 01-2022 – Booklet no. 2 – Manufacturer's Statement – Publication
4" file – version 1, on the Tender Page)~~

Appendix 5.1 – Pricing Model

A separate file, as detailed in Section 2.8 above, is required to be attached.

Appendix 5.2 – Best Practices document

A separate file, as detailed in Section 2.8 above, is required to be attached.

Appendix 6 – Manufacturer's Statement

(See “Tender 01-2022 – Booklet no. 2 – Manufacturer's Statement – Publication 4” file –
version 1, on the Tender Page)

Appendix 7 – Nimbus Service Agreement signed by the Bidder

(See “Tender 01-2022 – Chapter 3 – Service Agreement – Nimbus” file – version 5)