

CLARIFICATION(S) No. 3

Purchaser:	Ministry of Justice (MOJ) of the Republic of Armenia and the Office of the Prime Minister of the Republic of Armenia
Project:	Fourth Public Sector Modernization Project (PSMP4)
Contract title:	Procurement of the e-Notary System
Country:	Republic of Armenia
Loan No.:	9338-AM
RFP No:	PSMP4-GO-RFP-1.2.6

Dear Potential Proposer(s),

Please be informed that we have received a request for clarifications from the Potential Bidder(s) regarding our ongoing bidding process. In response to these requests, we have prepared comprehensive responses/clarifications to the questions received.

Below, you will find the inquiries raised along with the corresponding responses:

Questions/Requests for clarification	Answers/Clarifications:
1. Who will act as the Product Owner on the Purchaser's side?	The Ministry of Justice, through the designated Contract Manager, will act as the Product Owner on the Purchaser's side.
2. What types of integrations with other government institutions are required for the System?	The RFP defines the interoperability requirements, including the necessary methods and use cases. The minimum entities and information systems requiring integration and/or interoperability are listed in clause 1.2.7.7 of Section VII – Purchaser's Requirements of the RFP.
3. Is there a planned integration with the upcoming "imID" digital signing system?	Clause 1.2.7.8 of Section VII – Purchaser's Requirements of the RFP states: "The platform MUST facilitate data exchange with other information systems. During the design phase, the Supplier must analyze other possible interoperability options within the logic of notarial functions and present them to the Purchaser. If approved by the Purchaser, the interoperability must be implemented within the scope of the Contract. If, during the design of the system, other platforms, information systems, and/or databases emerge that could facilitate the automation of any action performed by the System or the automatic exchange of data, they must also be designed and implemented by the Supplier within the framework of the Contract." Accordingly, integration with the 'imID' system for digital signature purposes, as well as other integration possibilities that may provide added value, should be considered and approved during the first phase of the project. Signing via

	<p>'imID' may also become one of the legally approved signing methods, and in that case, state systems providing services to citizens will be required to support it.</p>
<p>4. The RFP defines a certain scope, and the Purchaser expects time and budget proposals based on that scope. As mentioned, during the process, once the final winner is selected and the contract is signed, some changes may occur. For example, the integration of the mentioned "imID" system or other similar systems could affect the scope. If additional work becomes necessary during the development phase, how will such changes be handled?</p>	<p>As stated in the RFP, Proposers shall base their technical and financial proposals strictly on the defined requirements of the RFP.</p> <p>Please note that under the Technical Requirements section of the RFP, it is specified that: "Implementing new functional requirements or legal/regulatory changes, limited to changes covering up to 10% of the original system scope or 10% of the original development hours. Beyond this, separate negotiation and contracting are required."</p> <p>So, if during contract implementation certain changes become necessary that are beyond or outside the defined scope of the RFP, such changes will be handled in accordance with the applicable provisions of the Contract.</p>
<p>5. Is there a specific project management tool that you are currently using and want to apply in this project, and are any integrations with that tool required, or is the project standpoint already prepared? Or is it left to the Supplier to choose the specific approach?</p>	<p>The Purchaser does not mandate the use of a specific project management tool for this project. In line with Subsection 2.1 – Project Management of Section VII – Purchaser's Requirements of the RFP, the responsibility rests with the Supplier to select and implement an appropriate tool and methodology, provided that it ensures effective planning, execution, monitoring, and control of project activities. Accordingly, the choice of a specific tool remains at the discretion of the Supplier, as long as it complies with the stated requirements and supports effective collaboration and transparency with the Purchaser.</p>
<p>6. Do you expect any business process reengineering and automation, or is it purely the automation of the existing business processes?</p>	<p>The project is not limited to the automation of existing business processes. In accordance with Subsection 2.2 – System Analysis of Section VII – Purchaser's Requirements of the RFP, the Supplier must conduct a comprehensive analysis, including as-is process mapping, gap analysis, business process modeling, and stakeholder needs assessment. Consequently, business process reengineering and optimization are expected, where necessary, to align with the Purchaser's strategic objectives and support the justice sector's digital transformation.</p> <p>Furthermore, as outlined in Subsection 1.1 – Legal and Regulatory Requirements to be met by the Information System of Section VII – Purchaser's Requirements of the RFP, the legislation governing the notarial sector will be updated during system development to facilitate the digitization of business processes. While the drafting of these legislative changes falls outside the Supplier's scope, the Supplier must cooperate with the responsible team to ensure that both ongoing and planned regulatory updates are fully integrated into the system design and implementation.</p>

<p>7. Regarding the Cloud First approach, has a preferred cloud supplier or type of cloud (public or national) already been identified?</p>	<p>No specific cloud service provider or cloud environment has been pre-identified by the Purchaser. In line with Subsection 1.2.1.2 – “Cloud First” Principles of Section VII – Purchaser’s Requirements of the RfP, the System must be designed and deployed with a preference for cloud-based infrastructure and services. The cloud environment should comply with the requirements of Decision No. 884-L of the Government of the Republic of Armenia of June 14, 2024, “On Developing and Implementing the ‘Cloud First’ Policy.”</p> <p>The Supplier is required to ensure that the solution is cloud-native or cloud-ready and capable of deployment in cloud environments that comply with national security and data protection standards. The architecture must remain technology-neutral and avoid reliance on proprietary services that would limit portability or create vendor lock-in. Open standards, containerization (e.g., Docker), and orchestration frameworks (e.g., Kubernetes) must be applied to ensure scalability, resilience, interoperability, and vendor neutrality.</p>
<p>8. In the case of a hybrid or pure cloud deployment environment, should the related costs be covered from the beginning and included in the proposals, or are they outside the scope of this bid?</p>	<p>In accordance with Subsection 3.2 – Cloud Infrastructure of Section VII – Purchaser’s Requirements of the RFP, the Supplier is required to provide and bear the full cost of the cloud infrastructure for both testing and production deployments of the developed Information System. These costs must be included in the proposal and cover the period from the deployment of the testing system, as per the Implementation Schedule, through the end of the maintenance period.</p> <p>Furthermore, upon conclusion of the maintenance period, if requested by the Purchaser, the Supplier must support and perform the migration of the system to another cloud infrastructure.</p>
<p>9. Can any insights be provided regarding the existing system data, such as its volume and structure? Will it be possible to obtain database schemas to better understand and plan the migration?</p>	<p>At this stage, detailed documentation of the existing system’s data, including its volume and structure, is not publicly available. In accordance with Subsection 2.9 – Data Conversion and Migration of Section VII – Purchaser’s Requirements of the RFP, the Supplier is required to analyze the legacy system’s data schema and map it to the new system’s structure, resolving any inconsistencies and documenting all required data transformations for approval. Relevant access to the existing system and its databases will be provided to the Supplier to perform the necessary analysis, planning, and migration activities. All migration activities, including test migrations, must be carefully planned to minimize operational disruption and include a rollback plan in case of critical failure.</p>
<p>10. Regarding comprehensive training sessions, has the number of sessions already been</p>	<p>The requirements on training are described in Subsection 2.8 – Training and Training Materials of Section VII –</p>

estimated or specified? Is there a preferred delivery method (online or on-site), and are there any specific language requirements?	Purchaser's Requirements of the RfP. In particular, the Supplier must provide structured training for system users (approximately 300), trainers (up to 10), and administrators (up to 5), supported by manuals and other training materials. The training program must be presented before system implementation and delivered in Armenian (with translation provided at the Supplier's cost if foreign experts are involved). The delivery method (online or on-site) is not specified in the RFP and should be discussed and agreed upon during the first phase of the project.
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Thank you for your continued interest.

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