CLARIFICATION(S) No. 1

Purchaser:	**The State Revenue Committee 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 RA SRC Single Platform for Individuals**
Country:	**Republic of Armenia**
Loan No.:	**9338-AM**
RFP No:	**PSMP4-GO-RFP-2.1.11**

Dear Potential Proposer(s),

Please be informed that during the pre-proposal meeting, we received questions from potential proposer(s) regarding our ongoing bidding process. In response to these requests, we have prepared a comprehensive responses/clarification to the questions received.

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

No	Reference (page/section of the RFP)	Clarification points as stated in the tender document	Comment/Suggestion/ Deviation/Question	Tender Authority Response for clarification request
1	Page 137 – points 4, 5 Page 148 – Tax Calculation and Payments Page 154 – point 2.1.1.13	Introduction of new sections about individual\s immovable property, movable property, shareholdings in legal entities, bank account details. The sections should show relevant information to the individual and enable them to accrue and pay in advance any taxes relevant to mentioned sources of income. To pay taxes directly from their bank accounts, also enabling QR payments The taxpayer shall be able to view the amount due on a monthly basis, make payments through the system, and track the full history of payments. Payments shall be accumulated in the single account and collected automatically upon reaching the legal filing deadline. The payments page of the Single Platform shall provide a centralized and user-friendly interface for all types of payments made by individuals. Payment methods: ▪ The system shall support integration with all commercial banks operating in Armenia, ensuring that individuals can pay directly from their bank accounts ▪ Integration with all licensed payment systems	The RFP requires integration with all commercial banks operating in Armenia, enabling individuals to pay taxes directly from their bank accounts, including support for QR payments and real-time confirmation of payment status. Could you please clarify the expected integration mechanism with commercial banks, specifically whether the Client anticipates the use of: ● existing interbank or payment service provider platforms currently operating in Armenia, or ● direct integrations with individual banks via APIs, where available? Additionally, could you please clarify whether the scope of this project includes the development of a standalone payment processing solution, or whether the intended approach is to integrate with existing licensed payment systems and e-payment solutions operating in Armenia?	The requirement does not entail creating of a new or stand-alone payment processing system. The system would need to be integrated with existing solutions. There should be also a functionality where an individual should be able to pay directly from his bank account. On the procured platform the individual should be able to select from the drop-down list of his/her bank accounts the one that would be designated for payment of taxes. In the end the individual should be able to pay from designated account. We don't have preference on the way this would be done. Key is to ensure that the proposed solution would be the most optimal from user experience perspective and the most efficient from development cost perspective.

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		and e-wallet providers in Armenia shall be provided (e.g. Idram, EasyPay, TelCell, MobiDram) ■ Payments via international card systems (Visa, MasterCard, American Express, etc.) must be supported ■ Support for mobile payment applications (e.g. Apple Pay, Google Pay, Samsung Pay) shall be included ■ Integration with the Treasury Single Account of the Ministry of Finance and e-payments ■ Users must be able to save preferred payment methods securely for faster transactions. ■ The system shall provide real-time confirmation of payment status, with receipts stored in the taxpayer's Personal Cabinet		
2	Page 137 - points 6, 7, 8, 9	Receive residence certificates electronically through secure and verifiable system, so that an external user having only the print-out of electronic document can ensure that the document is authentic. Receive PAC statements electronically through a secure and verifiable system, so that an external user having only the print-out of electronic document can ensure that the document is authentic. Receive PAC statement for the sole proprietor linked to the same SSN electronically through secure and verifiable system, so that an external user having only the print-out of electronic document can ensure that the document is authentic. All documents (mentioned above or currently available in any of the systems) downloaded from the system must be issued through secure and verifiable system, so that an external user having only the print-out of electronic document can ensure that the document is authentic.	Could you please clarify what is meant by a "verifiable system" in this context, and specifically what form of "digital validation mechanism by SRC" is expected (e.g., QR-code–based verification portal, digital signature infrastructure, centralized document verification service, or another approach)? Additionally, could you please clarify the expected verification process from the perspective of an external user who has access only to a printed version of the electronic document?	The verification mechanism should enable to user of printed version of the document to scan a QR and be able to ascertain that the information in the document matches the source records. The method of doing this is up to bidder to suggest. Key is to ensure that the proposed solution would be the most optimal from user experience perspective and the most efficient from development cost perspective.
3	Page 155 - point 2.1.1.14	All statements, applications and certifications shall be available in electronic format. Each electronic document shall include; ■ A unique identifier and QR code for authenticity verification	The RFP indicates that all documents downloaded from the system must be issued through a secure and verifiable mechanism. Could you please clarify the expected approach for documents issued prior to the implementation of the new system (e.g., legacy PDF documents already	The verification approach should work for all the documents issued or generated through the platform after the implementation of the new functionality. There is no need to make changes to the documents that have been already issued and signed

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		▪ A digital validation mechanism by SRC	stored in existing systems), which may not support post-issuance authenticity verification via QR codes or digital validation mechanisms? Specifically, please confirm whether such legacy documents are expected to be reissued, excluded from verifiability requirements, or handled through an alternative verification scenario.	electronically before the implementation of the new system.
4	Page 137 - points 10, 11	Scale the electronic cash register receipt system in MyTax, so self-employed individuals could also use the functionality. The designation of the eligible sectors would be done through legislative acts but the system should be easily scalable without making any change to the code and through the SRC employee administrative users in Taxpayer3 system. Provide an open, secure and standard API to the online cash register receipt system, so that other legal entities can also integrate to the online cash register the system available in MyTax and unified under the new platform	Considering that multiple cash register models currently operate in Armenia (including physical cash registers, virtual cash register systems integrated via Mutual TLS (mTLS), and online cash register receipts available within MyTax), could you please clarify whether the expected approach under this RFP is to: • retain the existing virtual cash register system and its current API as-is, and • extend or expose the existing MyTax online cash register receipt functionality via APIs for integration by external systems? Additionally, the RFP indicates that the Single Platform is intended for individuals, while the cash register API is to be available for integration by legal entities. Could you please clarify whether the cash register API is expected to be accessible independently of the Single Platform (i.e., available to authorized third-party systems and legal entities beyond Single Platform users)?	We would like to extend the existing MyTax online cash register to other possible users. There is no need for an access through the interface for other legal entities, but we would need a standard API through which, for instance, food delivery service ERP systems could integrate their solutions to SRC.
5	Page 136 - point 1.2 Page 137 - point 1.3	Currently, there are 3 SRC deployed electronic platforms that provide various online services to individuals. Those are (1) "Unified System of Electronic Services for Individuals", (2) "Individual Accounts Information Portal System" and (3) MyTax. The Single Platform must be able to work with subsystems and programs of "Taxpayer 3", "Electronic Settlement", "Electronic reporting System". It must operate on a separate database and all related systems should interact with each other and with the system through APIs.	Given these differences and requirements, could you please clarify whether the intended approach under this RFP is that the Single Platform for Individuals should be implemented as a fully standalone solution (including both frontend and backend), interacting with Taxpayer 3 and other related SRC systems exclusively via APIs, or whether, where feasible, existing backend components of the current platforms may be reused, even if they retain certain dependencies on legacy solutions?	As mentioned in the RFP, the new system must operate on a separate database and related interaction should be done through APIs, however in certain cases, where feasible, existing backend components can be reused. The solution must be implemented in the most efficient, optimal and economically viable approach. We don't expect the supplier to revamp the whole Taxpayer 3 system; however, the new system should operate with maximum possible stability even through the peaks and minimum downtime.
6	Page 149 - point 2.1.1.10	The functions of the existing Individual Account Information Portal must be fully integrated into both the web and mobile versions of the Single Platform for Individuals.	Could you please clarify whether this requirement applies to **all existing functionalities** currently available in the Individual Accounts Information Portal System, or only to those functionalities explicitly described in the RFP?	All existing functionality currently available on Individual Account Information Portal must be also available on Single Platform.

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			For any functionalities not explicitly referenced in the RFP, please confirm whether they are expected to remain operational within the existing Individual Accounts Information Portal System, or whether they should also be migrated to and supported within the new Single Platform.	
7	Page 140 - point 1.4.3	There should be an administrator user panel, through which the SRC employee with respective role and authorization, should be able to enable or disable all the functionalities of the system for a specific external user.	Based on the current operational setup, user and role management for SRC employees and external users is handled through separate mechanisms across different systems (e.g., Taxpayer 3, File-Online, e-VAT, self-declaration, etc.).

Could you please clarify which of the following approaches is intended under this RFP:

1. consolidation and unification of the existing user and role management mechanisms into a single centralized role and access management solution; or
2. integration with the existing, system-specific user management components as they currently operate; or
3. implementation of a dedicated and flexible role and permission administration panel for the Single Platform for Individuals, implemented within Taxpayer 3, without unifying role management across all existing SRC systems. | The unification refers to 3 platforms that must be consolidated under this RFP. There is no need to revamp the existing role management systems of e-VAT, file-online or other SRC systems. The role management system should be integrated or unified with Taxpayer 3 system, but we don't have preference on the way it will be implemented. The solution must be implemented in the most efficient, optimal and economically viable approach. |
| | Page 156 - point 2.2 | The unified Role Management System currently in use should be used. An effective role, authority and access management tool should be provided to allow the creation of permissions, groups, etc. for the use of any module and function of the system.

The applied classifiers must be unified with the systems operating within the Taxpayer3 system, Electronic Settlement Documents and Electronic Reporting System. | | |
| 8 | Page 151 - point 2.1.1.11 | An administrative panel shall be available for SRC staff to create and issue specific notifications beyond automated ones. The system shall allow tracking of notifications status, including whether notifications have been seen, delivered, and viewed by the taxpayer. | Could you please confirm whether this requirement implies the provision of functionality within the SRC administrative systems to create and send **custom (manual) notifications**, in addition to existing or automated notification mechanisms (e.g., system-generated or e-notify messages)? | We confirm that there should be a functionality within the SRC administrative systems to create and send **custom (manual) notifications.** |

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9	Page 151 - point 2.1.1.11	In addition to delivery via the taxpayer's cabinet and e-notify, the system shall support multi-channel notifications (email and SMS)	Could you please clarify the expected approach regarding SMS notification services, specifically whether: • the scope of this RFP includes the procurement and operational costs of SMS services (in which case, please advise whether estimated annual SMS volumes will be provided for accurate costing), or • the SMS service will be procured and managed directly by the Client, with the Contractor responsible only for technical integration with the selected service provider(s)?	The current RFP does not include provision of SMS services. The requirement is towards the system to support such service and to be integrated with relevant providers.
10	Page 152 - point 2.1.1.12	Expansion to new sectors must be configurable via an admin panel, without requiring new system development. The admin panel shall allow SRC to configure per sector: ▪ tax rates and calculation rules ▪ declaration forms and submission frequency ▪ receipt templates and required data fields ▪ specific reporting and compliance requirements	The introduction of new sectors, declarations, or receipt types typically requires corresponding changes or integrations with existing SRC systems (such as Taxpayer 3, File-Online, and reporting subsystems) to ensure end-to-end functionality and compliance. Could you please clarify whether such cross-system updates and integrations, required to support newly configured sectors and declarations, are expected to be included within the scope of this procurement, or whether they will be handled outside the scope of the Single Platform implementation?	Updates refer to change of a rate for a specific type of income in the declaration section or changes in the wording of declaration form. This means that we don't need the vendor to provide a low code platform, but rather a simple wording, or rate change configuration panel on various pages that would exist within the Single Platform.
11	Page 161 (E. TESTING AND QUALITY ASSURANCE REQUIREMENTS) Page 172 - point 6.1(Testing of the phase 5)	Not later than on the 300th calendar day after the conclusion of the contract, the Supplier must submit the version of the system that ensures the full functionality of the entire set of requirements. Completeness implies access to a version of the working system without blocking or critical errors for testing by the Purchaser. Testing of the phase 5 - 61 week	Could you please clarify which timeline should be considered authoritative for planning and compliance purposes: the requirement to provide a fully functional system by Day 300, or the schedule indicating completion of the testing phase by Week 61?	We would go for phased approach as indicated in the schedule. It is important for us to ensure certain set of services, such as "authorized person functionality" available asap.
12	Page 138 - paragraph 2	The design of the system should be implemented in such a way that, in addition to entering data through the system interfaces, users can transfer the presented information by importing it from an xml format file, through web services, without directly accessing the system	1. Could you please clarify the intended scope of data that is expected to be supported via XML import and web service interfaces (e.g., whether this applies to all data types and transactions available through the user interfaces, or only to specific categories such as declarations, reports, or payment-related data)? 2. For scenarios where data is submitted via web services without direct user access to	By this we meant ability of the system to be integrated with other systems through APIs. Nothing additional to the standard API functionality is envisioned.

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			the system interfaces, could you please clarify the expected authorization and authentication mechanism (e.g., user-based credentials, system-to-system authentication, token-based access, or another approach), and how access rights are intended to be enforced for such integrations?	
13	Page 157 - point 2.4	Considering that the functionality of existing systems will be transferred to the Single Platform, it will also be necessary to migrate data previously generated through these systems, so that the information on the Single Platform is complete.	Based on the current setup, data generated by the existing platforms is stored within the Taxpayer 3 system and its related subsystems. Could you please clarify the intended data residency and migration approach under this RFP, specifically whether: • the expectation is to maintain Taxpayer 3 as the primary system of record for historical and operational data, with the Single Platform accessing required data via APIs, or • the scope includes migration of all data related to the three existing platforms into the Single Platform's separate database? Additionally, if full data migration is envisaged, please confirm whether modifications to existing data structures, integrations, and processes within Taxpayer 3 and its adjacent subsystems are considered within the scope of this procurement, as such changes would need to be reflected in the implementation effort and timeline planning.	You should suggest the most optimal and economically viable approach towards data migration. We can keep Taxpayer 3 for historical records, but there should be access through APIs. In certain cases where it would be more optimal to migrate residual data such migrations must be performed in a way that the final system displays all relevant data, whether current or historical.
14	Page 139 - point 1.4.1 Page 156 - point 2.2	It should be developed in line with specific technology specifications: the system's operating system should be based on Red Hat Linux; the database should be constructed and managed using the most optimal database for the described business process; Java should be the programming language used for developing this system. The Supplier MUST perform Software Customization / Development using a formal software development methodology with the following characteristics and/or with the following technologies and/or tools. •The Supplier must offer technologies that are equivalent to the	Point 2.2 specifies mandatory technology components for the system, including Java as the programming language, Oracle 11 RDBMS as the database, and Red Hat Linux as the operating system, along with compatibility with the Purchaser's existing infrastructure and technologies. At the same time, point 1.4.1 refers to the use of "the most optimal database" and "latest technologies" for the described business processes. Could you please clarify which set of requirements should be considered	We have provided details of our current solutions. Please suggest the alternatives, if they are more optimal and compatible. For us the key is stability and minimal downtime of the system. The solutions that would bring this result is up to the supplier to suggest.

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		technologies currently used by the Purchaser (grails technologies), the existing infrastructure and the existing IT infrastructure must be maximally used to promote the processes. •During the design, development, implementation of changes and additions to the system, the Supplier must take into account compatibility with currently used information systems. •The system must be implemented in three separate environments: production, test, backup. •The unified Role Management System currently in use should be used. An effective role, authority and access management tool should be provided to allow the creation of permissions, groups, etc. for the use of any module and function of the system. •The applied classifiers must be unified with the systems operating within the Taxpayer3 system, Electronic Settlement Documents and Electronic Reporting System. •Operating system RedHat Linux •Database: Oracle 11 RDBMS	authoritative for the purposes of proposal preparation and evaluation: • the specific technology stack explicitly defined in point 2.2, or • an approach that allows proposing alternative or newer technologies, provided they are technically optimal and compatible with the existing infrastructure?	

Thank you for your continued interest.

Aharon Mkrtchyan
Project Manager
Office of the Prime Minister of RA
E-mail: info@psmp.am
Tel: +374 10 515931
City: Yerevan
ZIP Code: 0010
Country: Republic of Armenia