

BIDDING DOCUMENT (SINGLE-STAGE)

Issued on: October 24, 2017

**SUPPLY AND INSTALLATION OF UPGRADE AND INTEGRATION OF G2G
SYSTEMS FOR PUBLIC ADMINISTRATION (EDMS, HRM, ETC.)**

IFB No: PSMP3-GO-2-2-3

PROJECT: THIRD PUBLIC SECTOR MODERNIZATION PROJECT

LOAN NUMBER: 8539-AM

**PURCHASER: GOVERNMENT STAFF OF RA AND FOREIGN
FINANCING PROJECTS MANAGEMENT CENTER OF THE
MINISTRY OF FINANCE OF THE RA**

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Invitation for Bids (IFB)

Country Armenia

REPUBLIC OF ARMENIA

Third Public Sector Modernization Project

LOAN NUMBER:

**SUPPLY AND INSTALLATION OF UPGRADE AND INTEGRATION OF G2G SYSTEMS
FOR PUBLIC ADMINISTRATION (EDMS, HRM, ETC.)**

IFB No: PSMP3-GO-2-2-3

1. This Invitation for Bids (IFB) follows the General Procurement Notice (GPN) for this project that appeared in UNDB online on **26/09/2016**.
2. The Republic of Armenia has received a loan from the International Bank for Reconstruction and Development toward the cost of Third Public Sector Modernization Project, and it intends to apply part of the proceeds of this loan to payments under the agreement(s) resulting from this **IFB: Supply and Installation of Upgrade and Integration of G2G systems for public administration (EDMS, HRM, etc.)**
3. The Foreign Financing Projects Management Center of the Ministry of Finance of the RA serves as the implementing agency for the project and now invites sealed bids from eligible Bidders for **Supply and Installation of Upgrade and Integration of G2G systems for public administration (EDMS, HRM, etc.)**. The purpose of the project is to modernize and enhance the existing EDMS based on user requirements and technology developments over last ten years. General purpose of the upgrade and modernization of the existing EDMS is to enhance efficiency of daily work for more than 60 government institutions, significantly enhance data exchange, control over the assignments between the government institutions and overall internal efficiency. Through enhancement and modernization of EDMS new functions for performance assessment will be introduced such as staff load, distribution of deadlines and assessment of task duration for each assignment. The existing EDMS will become not only document management and exchange solution but an environment where public servants can discuss all issues related to preparation of documents including voting, forums etc. Existing EDMS will be modernized to have ability to integrate with other existing e-gov systems in Armenia such as passport services, business register, Human resource management information system of the RA Civil Service Council and others to enable more accurate data collection and processing.
4. Bidding will be conducted using the International Competitive Bidding (ICB) procedures specified in the World Bank's Guidelines: Procurement under IBRD Loans and IDA Credits, (published by the Bank in January 2011 and revised in July 2014), and is open to all Bidders eligible as defined in these Guidelines, that meet the following minimum

Qualification criteria

Requirement	Single Entity	Joint Venture (existing or intended)		
		All Parties Combined	Each Member	One Member
a. Experience				
At least 5 years of experience in operating in ICT field	Must meet requirement	N/A	Must meet requirement	N/A
At least 5 years of experience in online e-government systems development	Must meet requirement	Must meet requirement	N/A	N/A
At least 3 successfully implemented contracts with similar nature in the 2011-2016 years specifying the purchaser, contract price and supplied goods.	Must meet requirement	Must meet requirement	N/A	N/A
b. Technical Capacity				
<u>For the Software</u> The Bidder or its designated subcontractor shall have warranty service center or must submit as a part of Preliminary Project Plan the details for setting up such warranty service center to provide warranty services and technical support on the terms as indicated in Section VI “Technical Requirements”. <u>For the Hardware</u> The Bidder must provide the link to the official Vendor’s web page, where information can be seen about the official service center operating in the territory of Armenia. The service center must have been operating for minimum of one year.	Must meet requirement	Must meet requirement	N/A	N/A
c. Financial Capacity:				
The Bidders shall provide his financial statements for the last three (3) years (i.e. 2014, 2015, and 2016)	Must meet requirement	N/A	Must meet requirement	N/A
Average annual turnover in any two (2) out of the last three	Must meet requirement	Must meet requirement	N/A	N/A

Requirement	Single Entity	Joint Venture (existing or intended)		
		All Parties Combined	Each Member	One Member
(3) years (i.e. 2014, 2015, and 2016) should be equal to value proposed by the Bidder for this Contract.				

5. Interested eligible Bidders may obtain further information from Foreign Financing Projects Management Center of the Ministry of Finance of the RA and inspect the bidding documents at the address given below from 09.00 to 18.00 of Yerevan time.
6. A complete set of bidding documents (the hard and/or the soft version) in English may be obtained by interested eligible bidders upon the submission of a written application to the address below... In addition to the hard copies the document will be sent by e-mail upon request. The bidding documents may be downloaded (on free of charge basis) also from [www.gnumner.am](http://gnumner.am) (<http://gnumner.am/am/category/129/1.html>) website. Moreover, the FFPMC shall not be liable for fault or incomplete downloading from the website, or further in case of missing the Addenda to the Bidding Document. In any case if there is a discrepancy between hard copy and electronic, hard copy will prevail.
7. Bids must be delivered to the address below at or before December 4, 2017, 15:00 (local time). Bids need to be secured by Bid Security. The amount of Bid Security required is AMD 14,500,000.0 or an equivalent amount in freely convertible currency. Late bids will be rejected. Bids will be opened in the presence of Bidders' representatives who choose to attend at the address below **at December 4, 2017, 15:00 (local time)**.
8. The attention of prospective Bidders is drawn to (i) the fact that they will be required to certify in their bids that all software is either covered by a valid license or was produced by the Bidder and (ii) that violations are considered fraud, which can result in ineligibility to be awarded World Bank-financed contracts.

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SECTION I. INSTRUCTIONS TO BIDDERS (ITB)

(Single-Stage Bidding)

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Instructions to Bidders

A. GENERAL

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| 1. Scope of Bid and Bidding Process | <p>1.1 The Purchaser named in the BDS and the SCC for GCC Clause 1.1 (b) (i), or its duly authorized Purchasing Agent if so specified in the BDS (interchangeably referred to as “the Purchaser” in these Bidding Documents), invites bids for the supply and installation of the Information System (IS), as briefly described in the BDS and specified in greater detail in these Bidding Documents.</p> <p>1.2 The title and identification number of the Invitation for Bids (IFB) and resulting Contract(s) are provided in the BDS.</p> <p>1.3 Throughout the Bidding Documents, the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax, telex) with proof of receipt, and the term "days" means calendar days unless a different meaning is evident from the context.</p> <p>1.4 If the BDS so provides, alternative procedures forming part or all of what is commonly known as e-Tendering are available to the extent specified in, or referred to by, the BDS.</p> |
| 2. Source of Funds | <p>2.1 The Borrower named in the BDS has applied for or received a loan or credit (as identified in the BDS, and called a “loan” in these Bidding Documents) from the International Bank for Reconstruction and Development or the International Development Association (called “the Bank” in these Bidding Documents) equivalent to the amount indicated in the BDS toward the cost of the Project specified in the BDS. The Borrower intends to apply a portion of the proceeds of this loan to eligible payments under the Contract for which these Bidding Documents are issued.</p> <p>2.2 Payment by the Bank will be made only at the request of the Borrower, or the Borrower’s executing agency, and upon approval by the Bank in accordance with the terms and conditions of the Loan Agreement, and will be subject in all respects to the terms and conditions of that agreement. The Loan Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of goods, if such payment or import, to the knowledge of the Bank, is prohibited by a decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations. No party other than the Borrower shall derive any rights from the Loan Agreement or have any claim to the</p> |

loan proceeds.

3. Fraud and Corruption

3.1 It is the Bank's policy to require that Borrowers (including beneficiaries of Bank loans), as well as bidders, suppliers, and contractors and their subcontractors under Bank-financed contracts, observe the highest standard of ethics during the procurement and execution of such contracts.¹ In pursuance of this policy, the Bank:

- (a) defines, for the purposes of this provision, the terms set forth below as follows:
 - (i) "corrupt practice"² is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
 - (ii) "fraudulent practice"³ is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
 - (iii) "collusive practice"⁴ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
 - (iv) "coercive practice"⁵ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
 - (v) "obstructive practice" is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede a

¹ In this context, any action taken by a bidder, supplier, contractor, or a sub-contractor to influence the procurement process or contract execution for undue advantage is improper.

² "Another party" refers to a public official acting in relation to the procurement process or contract execution]. In this context, "public official" includes World Bank staff and employees of other organizations taking or reviewing procurement decisions.

³ A "party" refers to a public official; the terms "benefit" and "obligation" relate to the procurement process or contract execution; and the "act or omission" is intended to influence the procurement process or contract execution.

⁴ "Parties" refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁵ A "party" refers to a participant in the procurement process or contract execution.

Bank investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

- (bb) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under sub-clause 3.1 (e) below.
 - (b) will reject a proposal for award if it determines that the bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for the contract in question;
 - (c) will cancel the portion of the loan allocated to a contract if it determines at any time that representatives of the Borrower or of a beneficiary of the loan engaged in corrupt, fraudulent, collusive, or coercive practices during the procurement or the execution of that contract, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur;
 - (d) will sanction a firm or individual, including declaring ineligible, either indefinitely or for a stated period of time, to be awarded a Bank-financed contract if it at any time determines that the firm has, directly or through an agent, engaged in corrupt, fraudulent, collusive, coercive or obstructive practices in competing for, or in executing, a Bank-financed contract; and
 - (e) will have the right to require that a provision be included in bidding documents and in contracts financed by a Bank loan, requiring bidders, suppliers, and contractors and their sub-contractors to permit the Bank to inspect their accounts and records and other documents relating to the bid submission and contract performance and to have them audited by auditors appointed by the Bank.
- 3.2 Furthermore, Bidders shall be aware of the provision stated in Clause 9.8 and Clause 41.2 of the General Conditions of Contract.
- 3.3 Any communications between the Bidder and the Purchaser related to matters of alleged fraud or corruption must be made in writing.
- 3.4 By signing the Bid Submission Form, the Bidder represents that

it either is the owner of the Intellectual Property Rights in the hardware, software or materials offered, or that it has proper authorization and/or license to offer them from the owner of such rights. For the purpose of this Clause, Intellectual Property Rights shall be as defined in GCC Clause 1.1 (c) (xvii). Willful misrepresentation of these facts shall be considered a fraudulent practice subject to the provisions of Clauses 3.1 through 3.4 above, without prejudice of other remedies that the Purchaser may take.

4. Eligible Bidders

- 4.1 A Bidder, and all parties constituting the Bidder, may have the nationality of any country, subject to the restrictions specified in Section III, Eligible Countries. A Bidder shall be deemed to have the nationality of a country if the Bidder is a citizen or is constituted, incorporated, or registered and operates in conformity with the provisions of the laws of that country.
- 4.2 If a prequalification process has been undertaken for the Contract(s) for which these Bidding Documents have been issued, only those Bidders may participate that had been prequalified and continue to meet the eligibility criteria of this Clause. A prequalified Joint Venture may not change partners or its structure when submitting a bid.
- 4.3 A firm may be excluded from bidding if:
 - (a) it was engaged by the Purchaser to provide consulting services for the preparation of the design, specifications, or other documents to be used for the procurement of the Information System described in these Bidding Documents; or
 - (b) it is a government-owned enterprise in the Borrower's country, unless it can establish that it (i) is legally and financially autonomous and (ii) operates under commercial law. No dependent agency of the Borrower or Sub-Borrower shall be permitted to bid.
- 4.4 A firm that has been determined to be ineligible by the Bank in relation to the Bank Guidelines On Preventing and Combating Fraud and Corruption in Projects Financed by IBRD Loans and IDA Credits and Grants shall be not be eligible to be awarded a contract.
- 4.5 A firm or individual is or will be disqualified from participation in this bidding if, at any time from advertisement of the bidding until and including contract award, the firm or individual is under:
 - (a) a suspension by the Purchaser agreed by the Bank as a

result of execution of a Bid-Securing Declaration pursuant to ITB Clause 17.6 in another Bank-financed procurement, or under a suspension by the Purchaser for other reasons that have been agreed by the Bank; or

- (b) a declaration of ineligibility by the Bank in accordance with ITB Clause 3.1 (d). The list of individuals and firms debarred from participating in World Bank projects is available at <http://www.worldbank.org/debarr/>, or
- (c) a sanction imposed by the United Nations Security Council, as mentioned in ITB Clause 2.2.

4.6 A firm or other entity that is ineligible according to any of the above provisions of this Clause, may also not participate as a Joint Venture partner, or as Subcontractor for or supplier of goods, works or services. If a bid becomes materially incomplete after removing ineligible entities, the bid may be disqualified.

4.7 Bidders shall provide such evidence of their continued eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

5. Eligible Goods and Services

5.1 For the purposes of these Bidding Documents, the Information System means all:

- (a) the required information technologies, including all information processing and communications-related hardware, software, supplies, and consumable items that the Supplier is required to supply and install under the Contract, plus all associated documentation, and all other materials and goods to be supplied, installed, integrated, and made operational (collectively called “the Goods” in some clauses of the ITB); and
- (b) the related software development, transportation, insurance, installation, customization, integration, commissioning, training, technical support, maintenance, repair, and other services necessary for proper operation of the Information System to be provided by the selected Bidder and as specified in the Contract.

5.2 Funds from Bank loans are disbursed only for expenditures for an Information System made up of goods and services provided by nationals of, and produced in or supplied from, eligible source countries as defined in Section III, Eligible Countries. An Information System is deemed to be produced in a certain country when, in the territory of that country, through software development, manufacturing, or substantial and major assembly

or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components.

- 5.3 For purposes of this clause, the nationality of the Bidder is distinct from the country in which the Information System and its goods components are produced or from which the related services are supplied.

6. Qualifications of the Bidder

- 6.1 By submission of documentary evidence in its bid, the Bidder must establish to the Purchaser's satisfaction:

- (a) that it has the financial, technical, and production capability necessary to perform the Contract, meets the qualification criteria **specified in the BDS**, and has a successful performance history. If a prequalification process has been undertaken for the Contract(s) for which these Bidding Documents have been issued, the Bidder shall, as part of its bid, update any information submitted with its application for prequalification;

(For the purposes of establishing a Bidder's qualifications, and unless stated to the contrary in the BDS, the experience and / or resources of any Subcontractor will not contribute to the Bidder's qualifications; only those of a Joint Venture partner will be considered.)

- (b) that, in the case of a Bidder offering to supply key goods components of the Information System, as **identified in the BDS**, that the Bidder does not itself produce, the Bidder is duly authorized by the producer to supply those components in the Purchaser's country under the Contract(s) that may result from this bidding; (This will be accomplished by including Manufacturer's Authorizations in the bid, based on the sample found in Section VII.)
- (c) that, if a Bidder proposes Subcontractors for key services if and as **identified in the BDS**, these Subcontractors have agreed in writing to serve for the Bidder under the Contract(s) that may result from this bidding; and
- (d) that, in the case of a Bidder not doing business within the Purchaser's country, the Bidder is or will be (if awarded the Contract) represented by an Agent in that country who is equipped and able to carry out the Bidder's maintenance, technical support, training, and repair obligations prescribed in the General and Special Conditions of Contract, and/or Technical Requirements.

- 6.2 Bids submitted by a Joint Venture of two or more firms as

partners shall also comply with the following requirements:

- (a) the bid shall be signed so as to be legally binding on all partners;
- (b) one of the partners shall be nominated as being in charge, and this nomination shall be evidenced by submitting a power of attorney signed by legally authorized signatories of all the partners;
- (c) the partner in charge shall be authorized to incur liabilities and receive instructions for and on behalf of any and all partners of the Joint Venture, and the entire execution of the Contract, including payment, shall be done exclusively with the partner in charge;
- (d) the partner or combination of partners that is responsible for a specific component of the Information System must meet the relevant minimum qualification criteria for that component;
- (e) a firm may submit bids either as a single Bidder on its own, or as partner in one, and only one, Joint Venture. If, as a result of the bid opening pursuant to ITB Clause 24, this requirement is not met, all bids involving the firm as a single Bidder or Joint Venture partner will be disqualified;
- (f) all partners of the Joint Venture shall be liable jointly and severally for the execution of the Contract in accordance with the Contract terms, and a statement to this effect shall be included in the authorization mentioned under ITB Clause 6.2 (b) above, in the bid as well as in the Contract (in case of a successful bid).

6.3 If a Bidder intends to subcontract major items of supply or services, it shall include in the bid details of the name and nationality of the proposed Subcontractor for each of those items and shall be responsible for ensuring that any Subcontractor proposed complies with the requirements of ITB Clause 4, and that any Goods or Services components of the Information System to be provided by the Subcontractor comply with the requirements of ITB Clause 5 and the related evidence required by ITB Clause 13.1 (e) (iii) is submitted. Bidders are free to list more than one Subcontractor against each item. Quoted rates and prices will be deemed to apply, whichever Subcontractor is appointed, and no adjustment of the rates or prices will be permitted. The Purchaser reserves the right to delete any proposed Subcontractor from the list. This shall be done prior to Contract signature, by deleting such unacceptable

Subcontractors from Appendix 3 to the Contract Agreement, which shall list the approved Subcontractors for each item prior to Contract signature. Subsequent additions and deletions from the list of approved Subcontractors shall be performed in accordance with GCC Clause 20 (as revised in the SCC, if applicable) and Appendix 3 to the Contract Agreement.

For the purposes of these Bidding Documents, a Subcontractor is any vendor or service provider with whom the Bidder contracts for the supply or execution of any part of the Information System to be provided by the Bidder under the Contract (such as the supply of major hardware, software, or other components of the required Information Technologies specified, or the performance of related Services, e.g., software development, transportation, installation, customization, integration, commissioning, training, technical support, maintenance, repair, etc.).

- 6.4 A firm which is a Bidder, whether as a single Bidder or as a partner in a Joint Venture, cannot be a Subcontractor in other bids, except for the supply of commercially available hardware or software by the firm, as well as purely incidental services such as installation/configuration, routine training, and ongoing maintenance/support. If the BDS for ITB Clause 6.1 (a) allows the qualification of Subcontractors nominated for certain components to be taken into account in assessing the Bidder's overall qualifications, any Subcontractor so nominated by any Bidder is automatically disqualified from being a Bidder itself or a partner in a Joint Venture. The same will normally apply to firms that have provided Subcontractor agreements for certain services pursuant to ITB Clause 6.1 (c). Non-compliance may result in the rejection of all bids in which the affected firm participates as Bidder or as partner in a Joint Venture. As long as in compliance with these provisions, or as long as unaffected by them due to not participating as Bidder or as partner in a Joint Venture, a firm may be proposed as a Subcontractor in any number of bids. If the BDS for ITB 28.1 permits the submission of bids for Subsystems, lots, or slices, then the provisions of this Clause 6.4 apply only to bids for the same Subsystem(s), lot(s), or slice(s);

7. Cost of Bidding

- 7.1 The Bidder shall bear all costs associated with the preparation and submission of its bid, and the Purchaser will in no case be responsible or liable for those costs.

8. Site Visit

- 8.1 The Bidder may wish to visit and examine the site or sites of the Information System and obtain for itself, at its own responsibility and risk, all information that may be necessary for

preparing the bid and entering into the Contract. The costs of visiting the site or sites shall be at the Bidder's own expense.

- 8.2 The Purchaser will arrange for the Bidder and any of its personnel or agents to gain access to the relevant site or sites, provided that the Bidder gives the Purchaser adequate notice of a proposed visit of at least fourteen (14) days. Alternatively, the Purchaser may organize a site visit or visits concurrently with the pre-bid meeting, as specified in the BDS for ITB Clause 10.2. Failure of a Bidder to make a site visit will not be a cause for its disqualification.
- 8.3 No site visits shall be arranged or scheduled after the deadline for the submission of the Bids and prior to the award of Contract.

B. THE BIDDING DOCUMENTS

9. Content of Bidding Documents

- 9.1 The contents of the Bidding Documents are listed below and should be read in conjunction with any addenda issued in accordance with ITB Clause 11:

Section I	Instructions to Bidders (ITB)
Section II	Bid Data Sheet (BDS)
Section III	Eligible Countries for the Provision of Goods, Works, and Services in Bank-Financed Procurement
Section IV	General Conditions of Contract (GCC)
Section V	Special Conditions of Contract (SCC)
Section VI	Technical Requirements (including Implementation Schedule)
Section VII	Sample Forms

- 9.2 Bidders are expected to examine all instructions, forms, terms, specifications, and other information in the Bidding Documents. Failure to furnish all information required by the Bidding Documents or to submit a bid not substantially responsive to the Bidding Documents in every respect will be at the Bidder's risk and may result in the rejection of its bid.
- 9.3 The Invitation for Bids is not formally part of the Bidding Documents and is included for reference only. In case of inconsistencies, the actual Bidding Documents shall prevail.

- 10. Clarification of Bidding Documents and Pre-bid Meeting**
- 10.1 A prospective Bidder requiring any clarification of the Bidding Documents may notify the Purchaser in writing at the Purchaser's address and by one of the means **indicated in the BDS**. Similarly, if a Bidder feels that any important provision in the documents will be unacceptable, such an issue should be raised as soon as possible. The Purchaser will respond in writing to any request for clarification or modification of the Bidding Documents that it receives no later than twenty-one (21) days prior to the deadline for submission of bids prescribed by the Purchaser. Copies of the Purchaser's response (including an explanation of the query but not identifying its source) will be sent to all prospective Bidders that received the Bidding Documents from the Purchaser.
- 10.2 When **specified in the BDS**, the Purchaser will organize and Bidders are welcome to attend a pre-bid meeting at the time and place **indicated in the BDS**. The purpose of the meeting will be to clarify issues and answer questions on any matter that may be raised at this stage, with particular attention to issues related to the Technical Requirements. Bidders are requested to submit any questions in writing to reach the Purchaser not later than one week before the meeting. Questions and answers will be transmitted in accordance with ITB Clause 10.1. Minutes of the meeting, including the questions raised and responses given, together with any responses prepared after the meeting, will be transmitted without delay to all those that received the Bidding Documents from the Purchaser. Any modification to the Bidding Documents listed in ITB Clause 9.1, which may become necessary as a result of the pre-bid meeting, shall be made by the Purchaser exclusively by issuing an Addendum pursuant to ITB Clause 11 and not through the minutes of the pre-bid meeting.
- 11. Amendment of Bidding Documents**
- 11.1 At any time prior to the deadline for submission of bids, the Purchaser may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend the Bidding Documents. Later amendments on the same subject modify or replace earlier ones.
- 11.2 Amendments will be provided in the form of Addenda to the Bidding Documents, which will be sent in writing to all prospective Bidders that received the Bidding Documents from the Purchaser. Addenda will be binding on Bidders. Bidders are required to immediately acknowledge receipt of any such Addenda. It will be assumed that the amendments contained in such Addenda will have been taken into account by the Bidder in its bid.

- 11.3 In order to afford prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Purchaser may, at its discretion, extend the deadline for the submission of bids, in which case, the Purchaser will notify all Bidders in writing of the extended deadline.

C. PREPARATION OF BIDS

12. Language of Bid

- 12.1 The bid prepared by the Bidder and all correspondence and documents related to the bid exchanged by the Bidder and the Purchaser shall be written in the **language specified in the BDS**, or, if the BDS so provides, in either one of two languages specified there. Any printed literature furnished by the Bidder as part of its bid may be in a language not specified in the BDS, as long as such literature is accompanied by a translation of its pertinent passages into the language of the bid, in which case, for purposes of interpretation of the bid, the translation shall govern.

13. Documents Comprising the Bid

- 13.1 The bid submitted by the Bidder shall comprise:
- (a) Bid Submission Form completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;
 - (b) all Price Schedules duly completed in accordance with ITB Clauses 14, 15, and 18 and signed by a person or persons duly authorized to bind the Bidder to the Contract;
 - (c) if required, Bid-securing Declaration or Bid Security furnished in accordance with ITB Clause 17;
 - (d) written confirmation authorizing the signatory of the bid to commit the Bidder, in accordance with ITB Clause 19.2;
 - (e) Attachments:
 - (i) Attachment 1: Bidder's Eligibility

In the absence of prequalification, documents establishing to the Purchaser's satisfaction the Bidder's eligibility to bid, including but not limited to documentary evidence that the Bidder is legally incorporated in a territory of an eligible source country as defined under ITB Clause 4;
 - (ii) Attachment 2: Bidder's Qualifications

Documentary evidence establishing to the Purchaser's satisfaction, and in accordance with ITB Clause 6, that the Bidder is qualified to perform the

Contract if its bid is accepted. In the case where prequalification of Bidders has been undertaken, and pursuant to ITB Clause 6.1 (a), the Bidder must provide evidence on any changes in the information submitted as the basis for prequalification or, if there has been no change at all in said information, a statement to this effect;

Any Manufacturer's Authorizations and Subcontractor agreements specified as required in the BDS for ITB Clauses 6.1 (b) and 6.1 (c);

(iii) Attachment 3: Eligibility of Goods and Services

Documents establishing, to the Purchaser's satisfaction, that the Goods and Services components of the Information System to be supplied, installed, and/or performed by the Bidder are eligible Goods and Services as defined under ITB Clause 5. If awarded the Contract, the Bidder shall submit for such components of the Information System evidence of eligibility, which shall be confirmed by a certificate of origin issued at the time of shipment;

(iv) Attachment 4: Conformity of the Information System to the Bidding Documents

Documentary evidence establishing to the Purchaser's satisfaction, and in accordance with ITB Clause 16, that the Goods and Services components of the Information System to be supplied, installed, and/or performed by the Bidder conform to the Bidding Documents;

(v) Attachment 5: Proposed Subcontractors

A list of all major items of Goods or Services that the Bidder proposes to purchase or subcontract from others, and the name and nationality of the proposed Subcontractor, including vendors, for each of those items;

(vi) Attachment 6: Intellectual Property

A list of:

- (1) all Software included in the Bidder's bid, assigning each item to one of the software categories defined in GCC Clause 1.1 (c):

(A) System, General Purpose, and Application

Software; and

(B) Standard and Custom Software.

- (2) all Custom Materials, as defined in GCC Clause 1.1 (c), included in the Bidder's bid.

All Materials not identified as Custom Materials shall be deemed Standard Materials, as defined in GCC Clause 1.1 (c).

Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract according to GCC Clause 39 (Changes to the System).

14. Bid Prices

- 14.1 All Goods and Services identified in the Supply and Installation Cost Sub-Table and the Recurrent Cost Sub-Table in Section VII (Forms 2.5 and 2.6), and all other Goods and Services proposed by the Bidder to fulfill the requirements of the Information System, must be priced separately in the format of the same tables and summarized in the corresponding Cost Summary Tables in the same Section. Prices must be quoted in accordance with the instructions provided in Section VII for the various cost tables, in the manner specified below.
- 14.2 The price of items that the Bidder has left blank in the cost tables provided in Section VII shall be assumed to be included in the price of other items. Items omitted altogether from the cost tables shall be assumed to be omitted from the bid and, provided that the bid is substantially responsive, an adjustment to the bid price will be made during evaluation in accordance with ITB Clause 28.6 (c) (iii).
- 14.3 Unit prices must be quoted at a level of detail appropriate for calculation of any partial deliveries or partial payments under the contract, in accordance with the Implementation Schedule in Section VI, and with GCC and SCC Clause 12 – Terms of Payment. Bidders may be required to provide a breakdown of any composite or lump-sum items included in the Cost Tables.
- 14.4 The prices for Goods components of the System are to be expressed and shall be defined and governed in accordance with the rules prescribed in the edition of Incoterms **specified in the BDS**, and quoted in the appropriate columns of the cost tables of Section VII as follows:
- (a) Goods supplied from outside the Purchaser's country:
- Unless otherwise **specified in the BDS**, the prices shall be quoted on a CIP (named place of destination) basis,

exclusive of all taxes, stamps, duties, levies, and fees imposed in the Purchaser's country. The named place of destination and special instructions for the contract of carriage are as **specified in the BDS**. In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Bidder may obtain insurance services from any eligible source country.

(b) Locally supplied Goods:

Unit prices of Goods offered from within the Purchaser's Country, shall be quoted on an EXW (ex factory, ex works, ex warehouse or off-the-shelf, as applicable) basis, including all customs duties, levies, fees, sales and other taxes incurred until delivery of the Goods, but excluding all VAT or sales and other taxes and duties/fees incurred for the Goods at the time of invoicing or sales transaction, if the Contract is awarded.

(c) Inland transportation:

Unless otherwise **stated in the BDS**, inland transportation, insurance and related local costs incidental to the delivery of the Goods to the designated Project Sites must be quoted separately as a Service item in accordance with ITB Clause 14.5, whether the Goods are to be supplied locally or from outside the Purchaser's country, except when these costs are already included in the price of the Goods, as is, e.g., the case, when ITB Clause 14.4 (a) specifies CIP, and the named places of destination are the Project Sites.

14.5 The price of Services shall be quoted in total for each service (where appropriate, broken down into unit prices), separated into their local and foreign currency components. Prices must include all taxes, duties, levies and fees whatsoever, except only VAT or other indirect taxes, or stamp duties, that may be assessed and/or apply in the Purchaser's country on/to the price of the Services invoiced to the Purchaser, if the Contract is awarded. Unless otherwise **specified in the BDS**, the prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials, etc. Costs incidental to the delivery of the Services but incurred by the Purchaser or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these Bidding Documents (as, e.g., a requirement for the Bidder to include the travel and subsistence

costs of trainees).

- 14.6 Prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in SCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e) (xii), shall be quoted as Service prices in accordance with ITB Clause 14.5 on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals. Recurrent costs are all-inclusive of the costs of necessary Goods such as spare parts, software license renewals, labor, etc., needed for the continued and proper operation of the System and, if appropriate, of the Bidder's own allowance for price increases.
- 14.7 Unless otherwise **specified in the BDS**, prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.

15. Bid Currencies 15.1 Prices shall be quoted in the following currencies:

- (a) The Bidder may quote its prices for all Information Technologies, associated Goods, and Services to be supplied from outside the Purchaser's Country in the currencies of countries eligible according to Section III. If the Bidder wishes to be paid in a combination of different currencies, it must quote unit prices accordingly, but no more than three foreign currencies may be used.
- (b) Unless otherwise **specified in the BDS**, the Bidder shall express its prices for such Information Technologies, associated Goods, and Services to be supplied locally (i.e., from within the Purchaser's Country) in the currency of the Purchaser's Country.

16. Documents
Establishing
the Conformity
of the
Information
System to the
Bidding
Documents

16.1 Pursuant to ITB Clause 13.1 (e) (iv), the Bidder shall furnish, as part of its bid, documents establishing the conformity to the Bidding Documents of the Information System that the Bidder proposes to supply and install under the Contract.

16.2 The documentary evidence of conformity of the Information System to the Bidding Documents shall be in the form of written descriptions, literature, diagrams, certifications, and client references, including:

- (a) the Bidder's technical bid, i.e., a detailed description of the Bidder's proposed technical solution conforming in all material aspects with the Technical Requirements (Section VI) and other parts of these Bidding Documents, overall as well as in regard to the essential technical and performance characteristics of each component making up the proposed Information System;
- (b) an item-by-item commentary on the Purchaser's Technical Requirements, demonstrating the substantial responsiveness of the Information System offered to those requirements. In demonstrating responsiveness, the commentary shall include explicit cross references to the relevant pages in the supporting materials included in the bid. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the bid, the item-by-item commentary shall prevail;
- (c) a Preliminary Project Plan describing, among other things, the methods by which the Bidder will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Bidder

proposes to use. The Plan should include a detailed Contract Implementation Schedule in bar chart form, showing the estimated duration, sequence, and interrelationship of all key activities needed to complete the Contract. The Preliminary Project Plan must also address any other topics **specified in the BDS**. In addition, the Preliminary Project Plan should state the Bidder's assessment of what it expects the Purchaser and any other party involved in the implementation of the Information System to provide during implementation and how the Bidder proposes to coordinate the activities of all involved parties;

- (d) a written confirmation that the Bidder accepts responsibility for the successful integration and interoperability of all components of the Information System as required by the Bidding Documents.

16.3 For purposes of the commentary to be furnished pursuant to ITB Clause 16.2 (b), the Bidder shall note that references to brand names or model numbers or national or proprietary standards designated by the Purchaser in its Technical Requirements are intended to be descriptive and not restrictive. Except where explicitly **prohibited in the BDS** for specific items or standards, the Bidder may substitute alternative brand/model names or standards in its bid, provided that it demonstrates to the Purchaser's satisfaction that the use of the substitute(s) will result in the Information System being able to perform substantially equivalent to or better than that specified in the Technical Requirements.

17. Securing the Bid

17.1 The BDS for this Clause specifies whether bids must be secured, and if so, whether by a Bid-Securing Declaration or by a Bid Security. If a Bid Security is required or optional, the **BDS also specifies the amount**.

17.2 Securing the bids shall be substantially in accordance with the related sample forms included in Section VII or other forms approved by the Purchaser prior to bid submission. Bids must remain secured for a period of 28 days beyond the validity period of the bids, as extended, if applicable, in accordance with ITB Clause 18.2. In case of a Bid Security, it shall also:

- (a) at the Bidder's option, be in the form of either a certified check, letter of credit, or a bank guarantee from a banking institution, or a bond issued by a surety;
- (b) be issued by a reputable institution selected by the Bidder and located in any eligible country; if the institution

- issuing the security is located outside the Purchaser's Country, it shall have a correspondent financial institution located in the Purchaser's Country to make the security enforceable;
- (c) be payable promptly upon written demand by the Purchaser in case any of the conditions listed in ITB Clause 17.6 is/are invoked;
 - (d) be submitted in its original form; copies will not be accepted.
- 17.3 The Bid-Securing Declaration or the Bid Security of a Joint Venture shall be issued in the name of the Joint Venture submitting the bid provided the Joint Venture has legally been constituted, or else it shall be issued in the name of all partners proposed for the Joint Venture in the bid. Sanctions due to a breach of the terms of a Bid-Securing Declaration pursuant to ITB Clause 17.6 will apply to all partners to the Joint Venture.
- 17.4 If a Bid-Securing Declaration or Bid Security is required in accordance with ITB Clause 17.1, any bid not accompanied by a substantially acceptable Bid-Securing Declaration or Bid Security in accordance with ITB Clauses 17.2 and 17.3, shall be rejected by the Purchaser as non-responsive.
- 17.5 Unless executed or forfeited pursuant to ITB Clause 17.6, Bid-Securing Declarations, if any, will expire for, or Bid Securities, if any, will be returned as promptly as possible to,
- (a) all Bidders upon annulment of the bidding pursuant to ITB Clause 34;
 - (b) Bidders refusing a request to extend the period of validity of their bids pursuant to ITB Clause 18.2;
 - (c) the successful Bidder once it has signed the Contract Agreement and furnished a valid Performance Security as required;
 - (d) the unsuccessful Bidders at the same time as in (c), that is, when they are informed about the successful establishment of the contract with the successful Bidder.

17.6 The Bid-Securing Declaration, if any, may be executed, or the Bid Security, if any, may be forfeited:

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Bid Submission Form or any extension of validity the Bidder has agreed to pursuant to ITB Clause 18.2; or
- (b) in the case of the successful Bidder, if the Bidder fails to:
 - (i) sign the Contract Agreement in accordance with ITB Clause 36; or
 - (ii) furnish the Performance Security in accordance with ITB Clause 37.

17.7 If a bid security is **not required in the BDS**, and

- (a) if a Bidder withdraws its bid during the period of bid validity specified by the Bidder on the Letter of Bid Form, except as provided in ITB 18.2, or
- (b) if the successful Bidder fails to: sign the Contract in accordance with ITB 36; or furnish a performance security in accordance with ITB 37;

the Borrower may, **if provided for in the BDS**, declare the Bidder disqualified to be awarded a contract by the Employer for a period of time **as stated in the BDS**.

18. Period of Validity of Bids

18.1 Bids shall remain valid, at a minimum, for the period **specified in the BDS** after the deadline date for bid submission prescribed by the Purchaser, pursuant to ITB Clause 21. A bid valid for a shorter period shall be rejected by the Purchaser as non-responsive. For the convenience of Bidders, the BDS spells out the minimal original expiration dates for the validity of the bid and, if applicable pursuant to ITB Clause 17.1, for securing the bid. However, Bidders are responsible for adjusting the dates in the BDS in accordance with any extensions to the deadline date of bid submission pursuant to ITB Clause 21.2.

18.2 In exceptional circumstances, prior to expiry of the bid validity period, the Purchaser may request that the Bidders extend the period of validity for a specified additional period. The request and the responses to the request shall be made in writing. A Bidder may refuse the request without risking execution of the Bid-Securing Declaration or forfeiting the Bid Security, but in this case the bid will be out of the competition for the award. Except as provided in ITB Clause 18.3, a Bidder agreeing to the request will not be required or permitted to modify its bid, but will be required to ensure that the bid remains secured for a

correspondingly longer period, pursuant to ITB Clause 17.2.

- 18.3 In the case of fixed price contracts, if the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial bid validity, the contract price will be adjusted as specified in the request for extension. Bid evaluation will be based on the bid prices without taking into consideration the above correction.

**19. Format and
Signing of Bid**

- 19.1 The Bidder shall prepare an original and the number of copies/sets of the bid **specified in the BDS**, clearly marking each one as “ORIGINAL BID,” “COPY NO. 1,” “COPY NO. 2,” etc., as appropriate. In the event of any discrepancy between them, the original shall govern.
- 19.2 The original and all copies of the bid, each consisting of the documents listed in ITB Clause 13.1, shall be typed or written in indelible ink and shall be signed by a person or persons duly authorized to sign on behalf of the Bidder. The authorization must be in writing and included in the bid pursuant to ITB Clause 13.1 (d). The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the bid, except for unamended printed literature, shall be initialed by the person or persons signing the bid.
- 19.3 The bid shall contain no interlineations, erasures, or overwriting, except to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.
- 19.4 The Bidder shall furnish in the Bid Submission Form (a sample of which is provided in the Sample Forms Section of the Bidding Documents) information regarding commissions or gratuities, if any, paid or to be paid to agents relating to this procurement and to the execution of the Contract should the Bidder be successful.

D. SUBMISSION OF BIDS

**20. Sealing and
Marking of
Bids**

- 20.1 The Bidder shall seal the original and each copy of the bid in separate envelopes, duly marking the envelopes as “ORIGINAL BID” and “COPY NO. [number].” The envelopes shall then be sealed in an outer envelope.
- 20.2 The inner and outer envelopes shall
- (a) be addressed to the Purchaser at the address **given in the**

BDS, and

- (b) bear the loan/Project name indicated in the BDS for ITB Clause 2.1, the Invitation for Bids title and number, and the Contract name(s), as indicated in the BDS for ITB Clause 1.2, and the statement “DO NOT OPEN BEFORE [*time and date*],” to be completed with the time and date specified in the BDS for ITB Clause 24.1.

20.3 The inner envelopes shall also indicate the name and address of the Bidder so that the bid can be returned unopened in case it is declared “late.”

20.4 If the outer envelope is not sealed and marked as required by ITB Clause 20.2 above, the Purchaser will assume no responsibility for the bid’s misplacement or premature opening. If the outer envelope discloses the Bidder’s identity, the Purchaser will not guarantee the anonymity of the bid submission, but this disclosure will not constitute grounds for bid rejection.

**21. Deadline for
Submission of
Bids**

21.1 Bids must be received by the Purchaser at the address specified in the BDS for ITB Clause 20.2 no later than the time and date **stated in the BDS.**

21.2 The Purchaser may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents in accordance with ITB Clause 11.3, in which case all rights and obligations of the Purchaser and Bidders will thereafter be subject to the deadline as extended.

22. Late Bids

22.1 Any bid received by the Purchaser after the bid submission deadline prescribed by the Purchaser in the BDS for ITB Clause 21, will be rejected and returned unopened to the Bidder.

**23. Withdrawal,
Substitution,
and
Modification of
Bids**

23.1 The Bidder may withdraw, substitute, or modify its bid after submission, provided that written notice of the withdrawal, substitution, or modification is received by the Purchaser prior to the deadline prescribed for bid submission. All notices must be duly signed by an authorized representative and shall include a copy of the authorization (the power of attorney) in accordance with ITB Sub-Clause 19.2.

23.2 All notices of withdrawal, substitution, or modification shall

- (a) be addressed to the Purchaser at the address named in the BDS for ITB Clause 20.2 (a), and
- (b) bear the Contract name, the IFB Title and IFB Number, and the words “BID WITHDRAWAL NOTICE”, BID

SUBSTITUTION NOTICE”, or “BID MODIFICATION NOTICE”.

- 23.3 A notice may also be sent by electronic means such as fax or e-mail, but in this case must include a scan of the mailing receipt showing both the sender's and receiver's addresses for the signed hardcopy of the notice, and a scan of the power of attorney.
- 23.4 Bids requested to be withdrawn in accordance with ITB 23.1 shall be returned unopened to the Bidders. Bid withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a validly submitted bid.
- 23.5 The substitution or modification of the bid shall be prepared, sealed, marked, and dispatched as follows:
- (a) The Bidders shall provide an original and the number of copies specified in the BDS for ITB Clause 19.1 of any substitution or modification to its bid, clearly identified as such, in two inner envelopes duly marked “BID SUBSTITUTION -- ORIGINAL” or “BID MODIFICATION -- ORIGINAL” and “BID SUBSTITUTION -- COPIES” or “BID MODIFICATION -- COPIES.” The inner envelopes shall be sealed in an outer envelope, which shall be duly marked “BID SUBSTITUTION” or “BID MODIFICATION”.
 - (b) Other provisions concerning the marking and dispatch of a bid substitution or modification shall be in accordance with ITB Clauses 20.2, 20.3, and 20.4.
- 23.6 No bid may be withdrawn, substituted, or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified by the Bidder in the Bid Submission Form, or any extension thereof agreed to by the Bidder. Withdrawal of a bid during this interval may result in the execution of the Bid-Securing Declaration, if any, or forfeiture of the Bid Security, if any, pursuant to ITB Clause 17.6.

E. BID OPENING AND EVALUATION

24. Opening of Bids by Purchaser

- 24.1 The Purchaser will open all bids, including withdrawals, substitutions, and modifications, in public, in the presence of Bidders’ representatives who choose to attend, at the time, on the date and at the place **specified in the BDS**. Bidders’ representatives shall sign a register as proof of their attendance.
- 24.2 First, envelopes marked “BID WITHDRAWAL NOTICE” shall be

opened and read out and the envelope with the corresponding bid shall not be opened, but returned to the Bidder. No bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at bid opening. Next, envelopes marked "BID SUBSTITUTION NOTICE" shall be opened and read out and exchanged with the corresponding bid being substituted, and the substituted bid shall not be opened, but returned to the Bidder. No bid substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at bid opening. Envelopes marked "BID MODIFICATION NOTICE" shall be opened and read out with the corresponding bid. No bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at bid opening. Only bids that are opened and read out at bid opening shall be considered further.

24.3 Bids shall be opened one at a time, reading out: the name of the Bidder and whether there is a modification; the total bid price including any unconditional discounts, and, if applicable, the prices and unconditional discounts for Subsystems, lots, or slices; the presence or absence of a Bid-Securing Declaration or a Bid Security if one was required; any conditional discounts offered for the award of more than one Subsystem, lot, or slice, if the BDS for ITB Clause 28.1 permits such discounts to be considered in the bid evaluation; and any other such details as the Purchaser may consider appropriate.

24.4 Bids and modifications that are not opened and read out at bid opening shall not be considered for further evaluation, irrespective of the circumstances. These bids, including any bids validly withdrawn in accordance with ITB Clause 24.2, will promptly be returned, unopened, to their Bidders.

24.5 The Purchaser will prepare minutes of the bid opening, including the information disclosed to those present in accordance with ITB Clause 24.3. The minutes will promptly be distributed to all Bidders that met the deadline for submitting bids.

25. Clarification of Bids

25.1 During the bid evaluation, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered, or permitted.

26. Preliminary Examination

26.1 The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been

of Bids

made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order. In the case where a prequalification process has been undertaken for the Contract(s) for which these Bidding Documents have been issued, the Purchaser will ensure that each bid is from a prequalified Bidder, and in the case of a Joint Venture, that partners and structure of the Joint Venture are unchanged from those in the prequalification.

- 26.2 Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price, which is obtained by multiplying the unit price and quantity, or between added or subtracted subtotals and totals, the unit or subtotal price shall prevail and the total price shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit or subtotal prices, in which case the line item total as quoted shall govern and the unit price or sub-total shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail, unless the discrepancy is the result of a typo/error for which the correction is self-evident to the Purchaser. If the Bidder with the Lowest Evaluated Bid does not accept the correction of errors, the bid shall be rejected.
- 26.3 The Purchaser may waive any minor informality, nonconformity, or irregularity in a bid that does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- 26.4 Prior to the detailed evaluation, the Purchaser will determine whether each bid is of acceptable quality, is complete, and is substantially responsive to the Bidding Documents. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions, and specifications of the Bidding Documents without material deviations, exceptions, objections, conditionalities, or reservations. A material deviation, exception, objection, conditionality, or reservation is one: (i) that limits in any substantial way the scope, quality, or performance of the Information System; or (ii) that limits, in any substantial way that is inconsistent with the Bidding Documents, the Purchaser's rights or the successful Bidder's obligations under the Contract; or (iii) the acceptance of which would unfairly affect the competitive position of other Bidders who have submitted substantially responsive bids.
- 26.5 If a bid is not substantially responsive, it will be rejected by the Purchaser and may not subsequently be made responsive by the Bidder by correction of the nonconformity. The Purchaser's

determination of bid responsiveness will be based on the contents of the bid itself.

27. Conversion to Single Currency

27.1 For evaluation and comparison purposes, the Purchaser shall convert all bid prices expressed in various currencies and amounts into a single currency **specified in the BDS**, using the selling exchange rate established by the source and on the date also **specified in the BDS**.

28. Evaluation and Comparison of Bids

28.1 The Purchaser will evaluate and compare the bids that have been determined to be substantially responsive, pursuant to ITB Clause 26. The evaluation will be performed assuming either that:

- (a) the Contract will be awarded to the lowest evaluated Bidder for the entire Information System; or
- (b) if **specified in the BDS**, Contracts will be awarded to the Bidders for each individual Subsystem, lot, or slice defined in the Technical Requirements whose bids result in the lowest combined evaluated price for the entire System.

In the latter case, discounts that are conditional on the award of more than one Subsystem, lot, or slice may be offered in bids. However, such discounts will only be considered in the price evaluation if so **confirmed in the BDS**.

28.2 To be considered for Contract award, Bidders must have submitted bids

- (a) for which detailed bid evaluation using the same standards for compliance determination as listed in ITB Clauses 26.3 and 26.4 confirms that the bids are commercially and technically responsive, and include the hardware, Software, related equipment, products, Materials, and other Goods and Services components of the Information System in, substantially, the full required quantities for the entire Information System or, if allowed in the BDS for ITB Clause 28.1, the individual Subsystem, lot or slice bid on; and
- (b) that offer Information Technologies that are proven to perform up to the standards promised in the bid by having successfully passed the performance, benchmark, and/or functionality tests the Purchaser may require, pursuant to ITB Clause 31.2.

28.3 The Purchaser's evaluation of a bid will be made on the basis of prices quoted in accordance with ITB Clause 14 (Bid Prices).

28.4 If **indicated by the BDS**, the Purchaser's evaluation of

responsive bids will take into account technical factors, in addition to cost factors. An Evaluated Bid Score (B) will be calculated for each responsive bid using the following formula, which permits a comprehensive assessment of the bid price and the technical merits of each bid:

$$B \equiv \frac{C_{low}}{C} X + \frac{T}{T_{high}} (1 - X)$$

where

C = Evaluated Bid Price

C_{low} = the lowest of all Evaluated Bid Prices among responsive bids

T = the total Technical Score awarded to the bid

T_{high} = the Technical Score achieved by the bid that was scored highest among all responsive bids

X = weight for the Price as **specified in the BDS**

The bid with the highest Evaluated Bid Score (B) among responsive bids shall be termed the Lowest Evaluated Bid and is eligible for Contract award, provided the Bidder was prequalified and/or it was found to be qualified to perform the Contract in accordance with ITB Clause 31 (Postqualification).

28.5 If, in addition to the cost factors, the Purchaser has chosen to give weight to important technical factors (i.e., the price weight, X, is less than 1 in the evaluation), that cannot be reduced to life-cycle costs or pass/fail criteria, the Total Technical Points assigned to each bid in the Evaluated Bid Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the bid in accordance with the criteria set forth below.

- (a) The technical features to be evaluated are generally defined below and specifically **identified in the BDS**:
 - (i) Performance, capacity, or functionality features that either exceed levels specified as mandatory in the Technical Requirements; and/or influence the life-cycle cost and effectiveness of the Information System.
 - (ii) Usability features, such as ease of use, ease of administration, or ease of expansion, which influence the life-cycle cost and effectiveness of the Information System.

- (iii) The quality of the Bidder's Preliminary Project Plan as evidenced by the thoroughness, reasonableness, and responsiveness of: (a) the task and resource schedules, both general and specific, and (b) the proposed arrangements for management and coordination, training, quality assurance, technical support, logistics, problem resolution, and transfer of knowledge, and other such activities as specified by the Purchaser in Section VI (Technical Requirements) or proposed by the Bidder based on the Bidder's experience.
- (b) Feature scores will be grouped into a small number of evaluation categories, generally defined below and specifically **identified in the BDS**, namely:
 - (i) The technical features that reflect how well the Information System meets the Purchaser's Business Requirements (including quality assurance and risk-containment measures associated with the implementation of the Information System).
 - (ii) The technical features that reflect how well the Information System meets the System's Functional Performance Standards.
 - (iii) The technical features that reflect how well the Information System meets the General Technical Requirements for hardware, network and communications, Software, and Services.
- (c) As **specified in the BDS**, each category will be given a weight and within each category each feature may also be given a weight.
- (d) During the evaluation process, the evaluation committee will assign each desirable/preferred feature a whole number score from 0 to 4, where 0 means that the feature is absent, and 1 to 4 either represent predefined values for desirable features amenable to an objective way of rating (as is the case for, e.g., extra memory, or extra mass storage capacity, etc., if these extras would be conducive for the utility of the system), or if the feature represents a desirable functionality (e.g., of a software package) or a quality improving the prospects for a successful implementation (such as the strengths of the proposed project staff, the methodology, the elaboration of the project plan, etc., in the bid), the scoring will be 1 for the feature being present but showing deficiencies; 2 for

meeting the requirements; 3 for marginally exceeding the requirements; and 4 for significantly exceeding the requirements.

- (e) The score for each feature (i) within a category (j) will be combined with the scores of features in the same category as a weighted sum to form the Category Technical Score using the following formula:

$$S_j \equiv \sum_{i=1}^k t_{ji} * w_{ji}$$

where:

t_{ji} = the technical score for feature “i” in category “j”

w_{ji} = the weight of feature “i” in category “j”

k = the number of scored features in category “j”

and $\sum_{i=1}^k w_{ji} = 1$

- (f) The Category Technical Scores will be combined in a weighted sum to form the total Technical Bid Score using the following formula:

$$T \equiv \sum_{j=1}^n S_j * W_j$$

where:

S_j = the Category Technical Score of category “j”

W_j = the weight of category “j” as **specified in the BDS**

n = the number of categories

and $\sum_{j=1}^n W_j = 1$

28.6 The Evaluated Bid Price (C) for each responsive bid will be determined as the sum of the Adjusted Supply and Installation Costs (P) plus the Recurrent Costs (R);

where the Adjusted Supply and Installation Costs (P) are determined as:

- (a) The price of the hardware, Software, related equipment, products, Materials and other Goods offered from within or from outside the Purchaser’s Country, in accordance with ITB 14.4; plus
- (b) The total price for all software development, transportation, insurance, installation, customization,

integration, Commissioning, testing, training, technical support, repair, and other Services, in accordance with ITB 14.5;

(c) with adjustments for:

(i) Deviations proposed to the Implementation Schedule in the Technical Requirements resulting in delayed completion of the entire Information System, if **permitted in the BDS** and provided they do not exceed the maximum permissible delay period **specified in the BDS**. For evaluation purposes, a pro rata increase of the total Supply and Installation Costs will be added using the percentage(s) **specified in the BDS** for each week of delay. Bids offering deliveries beyond the maximum permissible delay specified may be rejected.

(ii) Deviations taken to the Contract payment schedule specified in the SCC. If deviations are **permitted in the BDS**, for evaluation purposes the total Supply and Installation Costs will be increased pro rata by the amount of interest that could otherwise be earned on the amount of any payments that would fall due under the proposed schedule earlier than the schedule stipulated in the SCC, at the interest rate **specified in the BDS**.

(iii) Goods and Services that are required for the Information System but have been left out or are necessary to correct minor deviations of the bid will be added to the total Supply and Installation Costs using costs taken from the highest prices from other responsive bids for the same Goods and Services, or in the absence of such information, the cost will be estimated at prevailing list prices. If the missing Goods and Services are a scored technical feature, the relevant score will be set at zero.

(iv) Corrections to errors in arithmetic, in accordance with ITB Clause 26.2.

(v) Any discounts offered for the award of more than one Subsystem, lot, or slice, if the BDS for ITB Clause 28.1 permits the consideration of discounts in the price evaluation.

(d) The Recurrent Costs (R) are reduced to net present value and determined using the following formula:

$$R \equiv \sum_{x=1}^{N+M} \frac{R_x}{(1+I)^x}$$

where

N = number of years of the Warranty Period, defined in SCC Clause 29.4

M = number of years of the Post-Warranty Services Period, as defined in SCC Clause 1.1.(e) (xii)

x = an index number 1, 2, 3, ... $N + M$ representing each year of the combined Warranty Service and Post-Warranty Service Periods.

R_x = total Recurrent Costs for year “ x ,” as recorded in the Recurrent Cost Sub-Table.

I = discount rate to be used for the Net Present Value calculation, as **specified in the BDS**.

29. Domestic Preference

29.1 No margin of domestic preference will apply.

30. Contacting the Purchaser

30.1 From the time of bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the bid, it should do so in writing.

30.2 If a Bidder tries to directly influence the Purchaser or otherwise interfere in the bid evaluation process and the Contract award decision, its bid may be rejected.

F. POSTQUALIFICATION AND AWARD OF CONTRACT

31. Post-qualification

31.1 The Purchaser will determine at its own cost and to its satisfaction whether the Bidder (including Joint Venture Partners, and any Subcontractors for which the BDS for ITB Clause 6.1 (a) permits that their qualifications count towards the required Bidder qualifications) that is selected as having submitted the Lowest Evaluated Bid is qualified to perform the Contract satisfactorily, in accordance with ITB Clause 6. If a prequalification process was undertaken for the Contract(s) for which these Bidding Documents were issued, the Purchaser will determine in the manner described above that no material changes have occurred after the prequalification that negatively affect the ability of the Bidder that has submitted the Lowest Evaluated Bid to perform the Contract.

31.2 Pursuant to ITB Clauses 6 and 16, and as additionally may be **specified in the BDS**, the determination will evaluate the

Bidder's financial, technical, design, integration, customization, production, management, and support capabilities and will be based on an examination of the documentary evidence of the Bidder's qualifications, as well as other information the Purchaser deems necessary and appropriate. This determination may include visits or interviews with the Bidder's clients referenced in its bid, site inspections, and any other measures. If so **specified in the BDS**, at the time of postqualification the Purchaser may also carry out tests to determine that the performance or functionality of the Information System offered meets those stated in the Technical Requirements.

31.3 An affirmative postqualification determination will be a prerequisite for award of the Contract to the Lowest Evaluated Bidder. A negative determination will result in rejection of the Bidder's bid, in which event the Purchaser will proceed to the next lowest evaluated Bidder to make a similar determination of that Bidder's capabilities to perform satisfactorily.

**32. Award
Criteria**

32.1 Subject to ITB Clause 34, the Purchaser will award the Contract to the Bidder whose bid has been determined to be substantially responsive and the Lowest Evaluated Bid, provided further that the Bidder has been determined to be qualified to perform the Contract satisfactorily, pursuant to ITB Clause 31.

**33. Purchaser's
Right to Vary
Quantities at
Time of Award**

33.1 The Purchaser reserves the right at the time of Contract award to increase or decrease, by the percentage(s) **indicated in the BDS**, any of the following:

- (a) the quantity of substantially identical Subsystems; or
- (b) the quantity of individual hardware, Software, related equipment, Materials, products, and other Goods components of the Information System; or
- (c) the quantity of Installation or other Services to be performed,

from that originally specified in the Technical Requirements (as amended by any Addenda issued pursuant to ITB Clause 11), without any change in unit prices or other terms and conditions.

**34. Purchaser's
Right to
Accept Any
Bid and to
Reject Any or
All Bids**

34.1 The Purchaser reserves the right to accept or reject any bid or to annul the bidding process and reject all bids at any time prior to Contract award, without thereby incurring any liability to the Bidders.

35. Notification of Award

- 35.1 Prior to the expiration of the period of bid validity, the Purchaser shall notify the successful Bidder, in writing, that its bid has been accepted.
- 35.2 Until a formal Contract is prepared and executed, the notification of award shall constitute a binding Contract.
- 35.3 The Purchaser shall promptly publish in UNDB online and in dgMarket the results, identifying the bid and lot numbers and the following information: (i) name of each Bidder who submitted a bid; (ii) bid prices as read out at bid opening; (iii) name, evaluated price and, if the bidding conditions included scoring for technical quality, the technical score of each bid that was evaluated; (iv) name of Bidders whose bids were rejected and the reasons for their rejection; and (v) name of the winning Bidder, the price it offered, as well as the duration and summary scope of the contract awarded. After publication of the award, unsuccessful Bidders may make a request in writing to the Purchaser for a debriefing seeking explanations on the grounds on which their bids were not selected. The Purchaser shall promptly respond in writing to any unsuccessful Bidder who, after publication of contract award, requests a debriefing.
- 35.4 Upon the successful Bidder furnishing the signed Contract Agreement and the Performance Security pursuant to ITB Clause 37, the Purchaser will promptly notify each unsuccessful Bidder, and will discharge all remaining Bid Securities, if any, as provided in ITB Clause 17.5 (c) and (d).

36. Signing of Contract

- 36.1 At the same time as the Purchaser notifies the successful Bidder that its bid has been accepted, the Purchaser will send the Bidder the Contract Agreement provided in the Bidding Documents, incorporating all agreements between the parties.
- 36.2 As soon as practically possible, but no more than twenty-eight (28) days following receipt of the Contract Agreement, the successful Bidder shall sign and date it, and return it to the Purchaser.

37. Performance Security

- 37.1 As soon as practically possible, but no more than twenty-eight (28) days following receipt of notification of award from the Purchaser, the successful Bidder shall furnish the Performance Security in accordance with the GCC, using the Performance Security form provided in the Bidding Documents or another form acceptable to the Purchaser.
- 37.2 Failure of the successful Bidder to comply with the requirements of ITB Clause 36 or ITB Clause 37.1 shall constitute sufficient grounds for the annulment of the award and, if and as

applicable, execution of the Bid-Securing Declaration or forfeiture of the Bid Security, in which event the Purchaser may make the award to the next lowest evaluated bid submitted by a qualified Bidder or call for new bids.

38. Adjudicator

- 38.1 Unless otherwise **stated in the BDS**, the Purchaser proposes that the person named in the BDS be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GCC Clause 6. In this case, a résumé of the named person is **attached to the BDS**. The proposed hourly fee for the Adjudicator is **specified in the BDS**. The expenses that would be considered reimbursable to the Adjudicator are also **specified in the BDS**. If a Bidder does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Bid Submission Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative. If the successful Bidder and the Adjudicator nominated in the BDS happen to be from the same country, and this is not the country of the Purchaser too, the Purchaser reserves the right to cancel the Adjudicator nominated in the BDS and propose a new one. If by the day the Contract is signed, the Purchaser and the successful Bidder have not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the SCC clause relating to GCC Clause 6.1.4, or if no Appointing Authority is specified there, the Contract will be implemented without an Adjudicator.
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SECTION II. BID DATA SHEET (BDS)

Bid Data Sheet

The following specific information relating to the System to be procured and the procurement procedures that will be used shall complement, supplement, or amend the provisions in the Instructions to Bidders (ITB). Whenever there is a conflict, the provisions in the Bid Data Sheet (BDS) shall prevail over those in the ITB.

A. GENERAL

ITB 1.1	<p>Name of Purchaser: The Government Staff of RA and the Foreign Financing Projects Management Center of the Ministry of Finance of the RA</p> <p>Name of authorized Purchasing Agent: <i>none</i></p> <p>Description of the System for which bids are invited:</p> <p>The purpose of the project is to modernize and enhance the existing EDMS based on user requirements and technology developments over last ten years. General purpose of the upgrade and modernization of the existing EDMS is to enhance efficiency of daily work for more than 60 government institutions, significantly enhance data exchange, control over the assignments between the government institutions and overall internal efficiency. Through enhancement and modernization of EDMS new functions for performance assessment will be introduced such as staff load, distribution of deadlines and assessment of task duration for each assignment. The existing EDMS will become not only document management and exchange solution but an environment where public servants can discuss all issues related to preparation of documents including voting, forums etc. Existing EDMS will be modernized to have ability to integrate with other existing e-gov systems in Armenia such as passport services, business register, Human resource management information system of the RA Civil Service Council and others to enable more accurate data collection and processing.</p>
ITB 1.2	<p>Title of IFB: <i>Supply and Installation of Upgrade and Integration of G2G systems for public administration (EDMS, HRM, etc.)</i></p> <p>Number of IFB: <i>PSMP3-GO-2-2-3</i></p> <p>Name of resulting Contract(s): <i>Supply and Installation of Upgrade and Integration of G2G systems for public administration (EDMS, HRM, etc.)</i></p>

ITB 1.4	Alternative e-Tendering procedures <i>are not</i> available in this procurement.
ITB 2.1	Name of the Borrower: <i>Republic of Armenia</i> Loan or credit number: 8539-AM Loan or credit amount: <i>USD 21.0 million</i> Name of Project: Third Public Sector Modernization Project
ITB 6.1 (a)	Qualification Requirements for Bidders are attached to this BDS in Annex 1 below, which are the integral part of the BDS.
ITB 6.1 (b)	Manufacturer's Authorizations for Information Technologies – except for those technologies which the Bidder itself manufactures - are required for the following types/categories: 1. Switches, 2. Switch modules, 3. Servers, 4. Storage system, 5. Thin Clients and monitors.
ITB 6.1 (c)	If the Bidder proposes to use Subcontractors for the provision of certain key services, written agreements by the proposed firms to provide these services in case of contract(s) resulting from this bidding are required for the following types/categories of services: <i>equipment and all software</i>

B. THE BIDDING DOCUMENTS

ITB 10.1 Purchaser's / duly authorized Purchasing Agent's address:
Attention:

Attention: Mr. Edgar Avetyan
Executive Director
Address:
Room No. 344,
Foreign Financing Projects Management Center (FFPMC)
Ministry of Finance of RA
Government House 1, Republic Square
City: Yerevan

ZIP Code: 0010

Country: Republic of Armenia

Telephone: (374-10) 52 34 71

Facsimile number: (374-10) 545 708

e-mail: info@ffpmc.am

ITB 10.2	No pre-bid meetings are proposed. N/A
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C. PREPARATION OF BIDS

ITB 12.1	The language of the bid and of all correspondence and documents related to it is: <i>English.</i>
ITB 14.1	N/A
ITB 14.4	The Incoterms edition is <i>“Incoterms 2010 — ICC Official Rules for the Interpretation of Trade Terms” published in January 1, 2011 by the International Chamber of Commerce, 38 Cours Albert 1er, 75008 Paris, France</i> .
ITB 14.4 (a)	For foreign goods priced on a CIP Armenian border basis: <ul style="list-style-type: none"> (i) The contract of carriage shall include the cost of unloading the goods at destination, as well as payment by the Supplier of the cost of custom formalities, duties, taxes or other charges payable on the foreign Goods for their transit through any country other than the Purchaser's country. (ii) <i>The named place of destination shall be the Sites of Government entities listed in the point 4.3 “Site Table(s)” of Section VI.</i>
ITB 14.7	Prices quoted by the Bidder shall be <i>fixed.</i>

ITB 15.1 (b)	<p>The currency to be used for quoting prices of the Goods and Services components of the System offered locally (i.e., from within the Purchaser's Country), as well as local currency expenditures for local technical support, training, maintenance, transportation, insurance, and other local services incidental to delivery, installation and operation of the System, is: AMD</p> <p>The local bidders are reminded that the requirements of the Law "On the currency regulation and currency control" of November 24, 2004 should be respected.</p>
ITB 16.2 (c)	<p>In addition to the topics described in ITB Clause 16.2 (c), the Preliminary Project Plan must address the following topics:</p> <ul style="list-style-type: none"> (a) Project Organization and Management (b) Task, Time, and Resource Schedules (c) Delivery and Installation (d) System Integration (e) Training (f) Pre-commissioning and Appraisal (g) Operational Acceptance and Testing (h) Warranty Service
ITB 16.3	<p>In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders are required to offer specific brand names and models for the following limited number of specific items (as per attachment 5, HARDWARE SPECIFICATION):</p> <p>Item No 11, RAM: HP;</p> <p>Item No. 12, Network modules: Cisco, HP, QNAP</p>
ITB 17.1	<p>Bids need to be secured by a Bid Security.</p> <p>The amount of Bid Security required is: AMD 14,500,000.0 or an equivalent amount in freely convertible currency.</p>
ITB 17.7	<p>If the Bidder incurs any of the actions prescribed in ITB Clause 17.7(a) or (b), the Borrower will declare the Bidder ineligible to be awarded contracts by the Employer for a period of 3 years.</p>

ITB 18.1	<p>The bid validity period shall be 120 days after the deadline for bid submission, as specified below in reference to ITB Clause 21.</p> <p>Accordingly, the bid shall be valid through April 03, 2018 (120 days after the date of bid opening).</p> <p>Accordingly, a bid with a Bid Security that expires before May 1, 2018 (i.e. twenty-eight (28) days after the end of the bid validity period) shall be rejected as non-responsive.</p>
ITB 19.1	<p>Required number of bid copies, besides the original:</p> <p><i>Four (4) copies and one copy on CD-ROM. In case of any discrepancy between the hard copy and electronic, the hard original copy will prevail.</i></p>

D. SUBMISSION OF BIDS

ITB 20.2 (a)	<p>The address for bid submission is:</p> <p><i>Foreign Financing Projects Management Center (FFPMC)</i> <i>Ministry of Finance of RA</i> <i>Government House 1, Republic Square</i> <i>3rd floor, room N 324,</i> <i>Yerevan, Republic of Armenia</i> <i>Telephone: (374-10) 52 34 71</i> <i>Fax: (374-10) 545 708</i></p>
ITB 21.1	<p>Deadline for bid submission is: <i>December 4, 2017, at 15:00 (local time)</i></p>

E. BID OPENING AND EVALUATION

ITB 24.1	<p>Time, date, and place for bid opening are:</p> <p><i>December 4, 2017, at 15:00 (local time)</i></p> <p><i>Place:</i></p>
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	<p>Foreign Financing Projects Management Center (FFPMC)</p> <p>Ministry of Finance of RA</p> <p>Government House 1, Republic Square</p> <p>3rd floor, room N 324,</p> <p>Yerevan, Republic of Armenia</p> <p>Telephone: +374 11 910 581</p> <p>Fax: (374-10) 545 708</p>	
ITB 27.1	<p>The currency chosen for the purpose of converting to a common currency is: Armenian Drams (AMD).</p> <p>The source of exchange rate is: Central Bank of the Republic of Armenia (www.cba.am).</p> <p>The date of exchange rate determination is: the date of the bid opening.</p>	
ITB 28.1	<p>Bids for Subsystems, lots, or slices of the overall Information System will not be accepted.</p> <p>Discounts for the award of multiple Subsystems, lots, or slices will not be considered in bid evaluation.</p>	
ITB 28.4	<p>The bid evaluation will take into account technical factors in addition to cost factors.</p> <p>The weight of the Price (“X” multiplied by 100 in the Evaluated Bid Score formula) = 80%</p>	
ITB 28.5	<p>(a),(b) The technical evaluation categories and the features to be evaluated within each category are as follows: The Detailed technical/quality evaluation parameters and scoring scheme can be found attached to this BDS in Annex 2 below , which are the integral part of the BDS.</p> <p>(a), (b) The technical evaluation categories and the features to be evaluated within each category are as follows:</p> <table border="1"><tr><td><p>1 Supplier Qualification & Experience 40</p><p>1.1 At least 5 years of specialization in software development 25%</p><p>1.2 At least 5 years of experience in online e-government systems development 25%</p><p>1.3 At least 1 successfully implemented project on e-government system in public sector comparable to this assignment 25%</p></td></tr></table>	<p>1 Supplier Qualification & Experience 40</p> <p>1.1 At least 5 years of specialization in software development 25%</p> <p>1.2 At least 5 years of experience in online e-government systems development 25%</p> <p>1.3 At least 1 successfully implemented project on e-government system in public sector comparable to this assignment 25%</p>
<p>1 Supplier Qualification & Experience 40</p> <p>1.1 At least 5 years of specialization in software development 25%</p> <p>1.2 At least 5 years of experience in online e-government systems development 25%</p> <p>1.3 At least 1 successfully implemented project on e-government system in public sector comparable to this assignment 25%</p>		

	<p>1.4 At least 3 successfully implemented contracts with similar nature 25%</p> <p>Subtotal weight: 100%</p> <p>2. Qualification of Key Personnel 60</p> <p>2.1 Project Coordinator 30%</p> <p>2.2 Lead Programmer 40%</p> <p>2.3 Training Expert 30%</p> <p>Subtotal weight: 100%</p>
ITB 28.6 (c) (i)	The Purchaser will not accept deviations in the schedule of installation and commissioning specified in the Implementation Schedule.
ITB 28.6 (c) (ii)	The Purchaser will not accept deviations in the payment schedule in the SCC.
ITB 28.6 (d)	N/A

F. POSTQUALIFICATION AND AWARD OF CONTRACT

ITB 31.2	As additional postqualification measures, the Information System (or components/parts of it) offered by the Lowest Evaluated Bidder may be subjected to the following tests and performance benchmarks prior to Contract award: <i>N/A</i> .
ITB 33.1	Percentage for quantity increase or decrease: 15% .
ITB 38.1	The Adjudicator proposed by the Employer is: Ms. Naira Margaryan. The hourly fee for this proposed Adjudicator shall be: AMD 20,000. The biographical data of the proposed Adjudicator is as follows: please visit http://uba.am/arbitration/arbstaff/?pageid=208&childid=211 for details.

Annex 1 ITB 6.1 (a) Postqualification criteria

Requirement	Single Entity	Joint Venture (existing or intended)		
		All Parties Combined	Each Member	One Member
a. Experience				
At least 5 years of experience in operating in ICT field.	Must meet requirement	N/A	Must meet requirement	N/A
At least 5 years of experience in online e-government systems development	Must meet requirement	N/A	Must meet requirement	N/A
At least 3 successfully implemented contracts with similar nature in the 2011-2016 years specifying the purchaser, contract price and supplied goods.	Must meet requirement	Must meet requirement	N/A	N/A
b. Technical Capacity				
<u>For the Software</u> The Bidder or its designated subcontractor shall have warranty service center or must submit as a part of Preliminary Project Plan the details for setting up such warranty service center to provide warranty services and technical support on the terms as indicated in Section VI “Technical Requirements”. <u>For the Hardware</u> The Bidder must provide the link to the official Vendor’s web page, where information can be seen about the official service center operating in the territory of Armenia. The service center must have been operating for minimum of one year.	Must meet requirement	N/A	N/A	Must meet requirement
c. Financial Capacity:				
The Bidders shall provide their financial statements for the	Must meet requirement	N/A	Must meet requirement	N/A

Requirement	Single Entity	Joint Venture (existing or intended)		
		All Parties Combined	Each Member	One Member
last three (3) years (i.e. 2014, 2015, and 2016)				
Average annual turnover in any two (2) out of the last three (3) years (i.e. 2014, 2015, and 2016) should be equal to value proposed by the Bidder for this Contract.	Must meet requirement	Must meet requirement	N/A	N/A

Annex 2 ITB 28.5 Technical Quality Evaluation Parameters

The bid evaluation will take into account technical factors in addition to cost factors.

The weight of the Price ("X" multiplied by 100 in the Evaluated Bid Score formula) = 80 percent

1 Supplier Qualification & Experience 40

- 1.1 At least 5 years of specialization in software development 25%
 - 1.2 At least 5 years of experience in online e-government systems development 25%
 - 1.3 At least 1 successfully implemented project on e-government system in public sector comparable to this assignment 25%
 - 1.4 At least 3 successfully implemented contracts with similar nature 25%
- Subtotal weight: 100%**

2. Qualification of Key Personnel 60

- 2.1 Project Coordinator 30%
- 2.2 Lead Programmer 40%
- 2.3 Training Expert 30%

Subtotal weight: 100%

No.	Category	Score from Table	Category Weight	Category Score	Category Total
1	Supplier Qualification & Experience	Table A	0.40	Score from Table A	Score from Table A * 0.40
2	Qualification of Key Personnel	Table B	0.60	Score from Table B	Score from Table B * 0.60
TOTAL					

1. Supplier Qualification & Experience

Within the Firm Qualification & Experience category, Bidders will be evaluated on:

Supplier Qualification & Experience

Bidders should describe the proposed development resources to be used, the roles they will fill and their time commitment. A strategy to obtain backup resources should be identified to ensure the Bidder is able to complete contract deliverables should the selected individuals not be able to deliver services as scheduled. Any substitution of resources will require pre-approval.

Table A – Category 1: Supplier Qualification & Experience					
No	Sub Category	Score Values	Feature Scores Assigned	Feature Weight	Total
1.1	At least 5 years of specialization in software development	A1 1.1		6.25	Feature Scores Assigned X Feature Weight
1.2	At least 5 years of experience in online e-government systems development	A1 1.2		6.25	Feature Scores Assigned X Feature Weight

1.3	At least 1 successfully implemented project on e-government system in public sector comparable to this assignment	A1 1.3		6.25	Feature Scores Assigned X Feature Weight
1.4	At least 3 successfully implemented contracts with similar nature	A1 1.4		6.25	Feature Scores Assigned X Feature Weight
TOTAL					

Table A1		
Feature	Scoring	Feature Scores Assigned
A1 1.1 At least 5 years of specialization in software development	4= nine and more years of specialization	
	3= eight years of specialization	
	2= Seven years of specialization	
	1= From five to six years of specialization	
A1 1.2 At least 5 years of experience in online e-government systems development	4= Ten and more years of experience	
	3= From eight to nine years of experience	
	2= From six to seven years of experience	
	1= Five years of experience	
A1 1.3 At least 1 successfully implemented project on e-government system in public sector comparable to this assignment	4 = Seven and more projects	
	3 = From five to six projects	
	2 = From three to four projects	
	1 = From one to two projects	
A1 1.4 At least 3 successfully implemented contracts with similar nature	4 = Seven and more contracts	
	3 = Six contracts	
	2 = From four to five contracts	
	1 = Three contracts	

2. Qualification of Key Personnel

Within the Team Qualification & Experience category, Bidders will be evaluated on:

Bidders should describe the proposed development resources to be used, the roles they will fill and their time commitment. A strategy to obtain backup resources should be identified to ensure the Bidder is able to complete contract deliverables should the selected individuals not be able to deliver services as scheduled. Any substitution of resources will require pre-approval.

Table B- Category 2: Qualification of Key Personnel			
No	Sub Category	Score from Table	Category 2 Score
2.1	Project Coordinator	B1 2.1	Total Score from Table B1 2.1
2.2	Lead Programmer	B1 2.2	Total Score from Table B1 2.2
2.3	Training Expert	B1 2.3	Total Score from Table B1 2.3
TOTAL			

Table B1 2.1					
No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.1	Project Coordinator				
2.1.1	At least five years of experience managing project of similar nature	B1 2.1.1		3.0	Feature Scores Assigned X Feature Weight
2.1.2	Experience in managing large scale e-governance projects.	B1 2.1.2		2.25	Feature Scores Assigned X Feature Weight
2.1.3	At least three years of experience in writing Technical Specification for e-Governance applications	B1 2.1.3		2.25	Feature Scores Assigned X Feature Weight
TOTAL					

Feature	Scoring	Feature Scores Assigned
B1 2.1.1 At least five years of experience managing project of similar nature	4 = Nine and more years of experience	
	3 = Eight years of experience	
	2 = Seven years of experience	
	1 = From Five to Six years of experience	
B1 2.1.2 Experience in managing large scale e-governance projects	4 = Five projects	
	3 = Four projects	
	2 = Three projects	
	1 = Two projects	
B1 2.1.3 At least three years of experience in writing Technical Specification for e-Governance applications	4 = Ten and more years of experience	
	3 = From eight to nine years of experience	
	2 = From five to seven years of experience	
	1 = From three to four years of experience	

Table B1 2.2					
No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.2	Lead Programmer				
2.2.1	Minimum 5 years of working experience relating to the use of IT tools in public administration	B1 2.2.1		4.0	Feature Scores Assigned X Feature Weight
2.2.2	Minimum 3 years of experience in content/data and database management systems	B1 2.2.2		3.0	Feature Scores Assigned X Feature Weight
2.2.3	Minimum 5 years of experience in developing internet-based applications for deploying functional, content-oriented web sites and in managing server-side information content;	B1 2.2.3		3.0	Feature Scores Assigned X Feature Weight
TOTAL					

Feature	Scoring	Feature Scores Assigned

B1 2.2.1 Minimum 5 years of working experience relating to the use of IT tools in public administration	4 = Eight and more years of experience	
	3 = Seven Years of experience	
	2 = Six Years of experience	
	1 = Five Years of experience	
B1 2.2.2 Minimum 3 years of experience in content/data and database management systems	4 = Six and more years of experience	
	3 = Five years of experience	
	2 = Four years of experience	
	1 = Three years of experience	
B1 2.2.3 Minimum 5 years of experience in developing internet-based applications for deploying functional, content-oriented web sites and in managing server-side information content;	4 = Eight and more years of experience	
	3 = Seven years of experience	
	2 = Six years of experience	
	1 = Five years of experience	

Table B1 2.3					
No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
Training Expert					
2.3.1	Minimum of 5 years of experience in training needs analysis, design of training programs and training-of-trainers	B1 2.3.1		3.5	Feature Scores Assigned X Feature Weight
2.3.2	Experience in organizing and delivery of trainings, seminars and workshops, especially for e-gov systems.	B1 2.3.2		2.0	Feature Scores Assigned X Feature Weight
2.3.3	Minimum 3 years of experience in conducting training needs analysis;	B1 2.3.3		2.0	Feature Scores Assigned X Feature Weight
TOTAL					

Feature	Scoring	Feature Scores Assigned
B1 2.3.1 Minimum of 5 years of experience in training needs analysis, design of training programs and training-of-trainers	4 = Eight and more years of experience	
	3 = Seven years of experience	
	2 = Six years of experience	
	1 = Five years of experience	
B1 2.3.2 Experience in organizing and delivery of trainings, seminars and workshops, especially for e-gov systems.	4 = six years of experience	
	3 = five years of experience	
	2 = four years of experience	
	1 = three years of experience	
B1 2.3.3 Minimum 3 years of experience in conducting training needs analysis;	4 = Six and more years of experience	
	3 = Five years of experience	
	2 = Four years of experience	
	1 = Three years of experience	

**SECTION III. ELIGIBLE COUNTRIES FOR THE PROVISION
OF GOODS, WORKS, AND SERVICES IN BANK-FINANCED
PROCUREMENT**

Eligible Countries for the Provision of Goods, Works, and Services in Bank-Financed Procurement

1. Eligible for this procurement are firms of, and goods manufactured in, all countries except countries, if any, listed in the following restrictions.

2. In accordance with para. 1.8 (a) of the Guidelines: Procurement under IBRD Loans and IDA Credits, firms of a Country or goods manufactured in a Country may be excluded if

- (i) as a matter of law or official regulation, the Borrower's Country prohibits commercial relations with that Country, provided that the Bank is satisfied that such exclusion does not preclude effective competition for the supply of the goods or works required, or
- (ii) by an Act of Compliance with a Decision of the United Nations Security Council taken under Chapter VII of the Charter of the United Nations, the Borrower's Country prohibits any import of goods from that Country or any payments to persons or entities in that Country.

3. For the information of borrowers and bidders, at the present time firms, goods and services from the following countries are excluded from this bidding:

With reference to paragraph (i) above: ***none***

With reference to paragraph (ii) above: ***none***

SECTION IV. GENERAL CONDITIONS OF CONTRACT

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General Conditions of Contract

A. CONTRACT AND INTERPRETATION

1. Definitions

1.1 In this Contract, the following terms shall be interpreted as indicated below.

(a) contract elements

(i) “Contract” means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term “the Contract” shall in all such documents be construed accordingly.

(ii) “Contract Documents” means the documents specified in Article 1.1 (Contract Documents) of the Contract Agreement (including any amendments to these Documents).

(iii) “Contract Agreement” means the agreement entered into between the Purchaser and the Supplier using the form of Contract Agreement contained in the Sample Forms Section of the Bidding Documents and any modifications to this form agreed to by the Purchaser and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.

(iv) “GCC” means the General Conditions of Contract.

(v) “SCC” means the Special Conditions of Contract.

(vi) “Technical Requirements” means the Technical Requirements Section of the Bidding Documents.

(vii) “Implementation Schedule” means the Implementation Schedule Sub-section of the Technical Requirements.

viii) “Contract Price” means the price or prices

defined in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

- (ix) “Procurement Guidelines” refers to the edition **specified in the SCC** of the World Bank Guidelines: Procurement under IBRD Loans and IDA Credits.
- (x) “Bidding Documents” refers to the collection of documents issued by the Purchaser to instruct and inform potential suppliers of the processes for bidding, selection of the winning bid, and Contract formation, as well as the contractual conditions governing the relationship between the Purchaser and the Supplier. The General and Special Conditions of Contract, the Technical Requirements, and all other documents included in the Bidding Documents reflect the Procurement Guidelines that the Purchaser is obligated to follow during procurement and administration of this Contract.

(b) entities

- (i) “Purchaser” means the entity purchasing the Information System, as **specified in the SCC**.
- (ii) “Project Manager” means the person **named as such in the SCC** or otherwise appointed by the Purchaser in the manner provided in GCC Clause 18.1 (Project Manager) to perform the duties delegated by the Purchaser.
- (iii) “Supplier” means the firm or Joint Venture whose bid to perform the Contract has been accepted by the Purchaser and is named as such in the Contract Agreement.
- (iv) “Supplier’s Representative” means any person nominated by the Supplier and named as such in the Contract Agreement or otherwise approved by the Purchaser in the manner provided in GCC Clause 18.2 (Supplier’s Representative) to perform the duties delegated by the Supplier.
- (v) “Subcontractor” means any firm to whom any of

the obligations of the Supplier, including preparation of any design or supply of any Information Technologies or other Goods or Services, is subcontracted directly or indirectly by the Supplier.

- (vi) “Adjudicator” means the person named in Appendix 2 of the Contract Agreement, appointed by agreement between the Purchaser and the Supplier to make a decision on or to settle any dispute between the Purchaser and the Supplier referred to him or her by the parties, pursuant to GCC Clause 6.1 (Adjudication).
 - (vii) “The World Bank” (also called “The Bank”) means the International Bank for Reconstruction and Development (IBRD) or the International Development Association (IDA).
- (c) scope
- (i) “Information System,” also called “the System,” means all the Information Technologies, Materials, and other Goods to be supplied, installed, integrated, and made operational (exclusive of the Supplier’s Equipment), together with the Services to be carried out by the Supplier under the Contract.
 - (ii) “Subsystem” means any subset of the System identified as such in the Contract that may be supplied, installed, tested, and commissioned individually before Commissioning of the entire System.
 - (iii) “Information Technologies” means all information processing and communications-related hardware, Software, supplies, and consumable items that the Supplier is required to supply and install under the Contract.
 - (iv) “Goods” means all equipment, machinery, furnishings, Materials, and other tangible items that the Supplier is required to supply or supply and install under the Contract, including, without limitation, the Information

Technologies and Materials, but excluding the Supplier's Equipment.

- (v) "Services" means all technical, logistical, management, and any other Services to be provided by the Supplier under the Contract to supply, install, customize, integrate, and make operational the System. Such Services may include, but are not restricted to, activity management and quality assurance, design, development, customization, documentation, transportation, insurance, inspection, expediting, site preparation, installation, integration, training, data migration, Pre-commissioning, Commissioning, maintenance, and technical support.
- (vi) "The Project Plan" means the document to be developed by the Supplier and approved by the Purchaser, pursuant to GCC Clause 19, based on the requirements of the Contract and the Preliminary Project Plan included in the Supplier's bid. The "Agreed and Finalized Project Plan" is the version of the Project Plan approved by the Purchaser, in accordance with GCC Clause 19.2. Should the Project Plan conflict with the Contract in any way, the relevant provisions of the Contract, including any amendments, shall prevail.
- (vii) "Software" means that part of the System which are instructions that cause information processing Subsystems to perform in a specific manner or execute specific operations.
- (viii) "System Software" means Software that provides the operating and management instructions for the underlying hardware and other components, and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Systems Software. Such System Software includes, but is not restricted to, micro-code embedded in hardware (i.e., "firmware"), operating systems, communications, system and network

management, and utility software.

- (ix) “General-Purpose Software” means Software that supports general-purpose office and software development activities and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be General-Purpose Software. Such General-Purpose Software may include, but is not restricted to, word processing, spreadsheet, generic database management, and application development software.
- (x) “Application Software” means Software formulated to perform specific business or technical functions and interface with the business or technical users of the System and is identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Application Software.
- (xi) “Standard Software” means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Standard Software.
- (xii) “Custom Software” means Software identified as such in Appendix 4 of the Contract Agreement and such other Software as the parties may agree in writing to be Custom Software.
- (xiii) “Source Code” means the database structures, dictionaries, definitions, program source files, and any other symbolic representations necessary for the compilation, execution, and subsequent maintenance of the Software (typically, but not exclusively, required for Custom Software).
- (xiv) “Materials” means all documentation in printed or printable form and all instructional and informational aides in any form (including

audio, video, and text) and on any medium, provided to the Purchaser under the Contract.

- (xv) “Standard Materials” means all Materials not specified as Custom Materials.
 - (xvi) “Custom Materials” means Materials developed by the Supplier at the Purchaser’s expense under the Contract and identified as such in Appendix 5 of the Contract Agreement and such other Materials as the parties may agree in writing to be Custom Materials. Custom Materials includes Materials created from Standard Materials.
 - (xvii) “Intellectual Property Rights” means any and all copyright, moral rights, trademark, patent, and other intellectual and proprietary rights, title and interests worldwide, whether vested, contingent, or future, including without limitation all economic rights and all exclusive rights to reproduce, fix, adapt, modify, translate, create derivative works from, extract or re-utilize data from, manufacture, introduce into circulation, publish, distribute, sell, license, sublicense, transfer, rent, lease, transmit or provide access electronically, broadcast, display, enter into computer memory, or otherwise use any portion or copy, in whole or in part, in any form, directly or indirectly, or to authorize or assign others to do so.
 - (xviii) “Supplier’s Equipment” means all equipment, tools, apparatus, or things of every kind required in or for installation, completion and maintenance of the System that are to be provided by the Supplier, but excluding the Information Technologies, or other items forming part of the System.
- (d) activities
- (i) “Delivery” means the transfer of the Goods from the Supplier to the Purchaser in accordance with the current edition Incoterms specified in the Contract.

- (ii) “Installation” means that the System or a Subsystem as specified in the Contract is ready for Commissioning as provided in GCC Clause 26 (Installation).
 - (iii) “Pre-commissioning” means the testing, checking, and any other required activity that may be specified in the Technical Requirements that are to be carried out by the Supplier in preparation for Commissioning of the System as provided in GCC Clause 26 (Installation).
 - (iv) “Commissioning” means operation of the System or any Subsystem by the Supplier following Installation, which operation is to be carried out by the Supplier as provided in GCC Clause 27.1 (Commissioning), for the purpose of carrying out Operational Acceptance Test(s).
 - (v) “Operational Acceptance Tests” means the tests specified in the Technical Requirements and Agreed and Finalized Project Plan to be carried out to ascertain whether the System, or a specified Subsystem, is able to attain the functional and performance requirements specified in the Technical Requirements and Agreed and Finalized Project Plan, in accordance with the provisions of GCC Clause 27.2 (Operational Acceptance Test).
 - (vi) “Operational Acceptance” means the acceptance by the Purchaser of the System (or any Subsystem(s) where the Contract provides for acceptance of the System in parts), in accordance with GCC Clause 27.3 (Operational Acceptance).
- (e) place and time
- (i) “Purchaser’s Country” is the **country named in the SCC**.
 - (ii) “Supplier’s Country” is the country in which the Supplier is legally organized, as named in the Contract Agreement.

- (iii) “Project Site(s)” means the place(s) **specified in the SCC** for the supply and installation of the System.
- (iv) “Eligible Country” means the countries and territories eligible for participation in procurements financed by the World Bank as defined in the Procurement Guidelines. (**Note:** The World Bank maintains a list of countries from which Bidders, Goods, and Services are not eligible to participate in procurement financed by the Bank. The list is regularly updated and can be obtained from the Public Information Center of the Bank or its web site on procurement. A copy of the list is contained in the Section of the Bidding Documents entitled “Eligible Countries for the Provision of Goods, Works, and Services in Bank-Financed Procurement”).
- (v) “Day” means calendar day of the Gregorian Calendar.
- (vi) “Week” means seven (7) consecutive Days, beginning the day of the week as is customary in the Purchaser’s Country.
- (vii) “Month” means calendar month of the Gregorian Calendar.
- (viii) “Year” means twelve (12) consecutive Months.
- (ix) “Effective Date” means the date of fulfillment of all conditions specified in Article 3 (Effective Date for Determining Time for Achieving Operational Acceptance) of the Contract Agreement, for the purpose of determining the Delivery, Installation, and Operational Acceptance dates for the System or Subsystem(s).
- (x) “Contract Period” is the time period during which this Contract governs the relations and obligations of the Purchaser and Supplier in relation to the System, as **specified in the SCC**.

- (xi) “Defect Liability Period” (also referred to as the “Warranty Period”) means the period of validity of the warranties given by the Supplier commencing at date of the Operational Acceptance Certificate of the System or Subsystem(s), during which the Supplier is responsible for defects with respect to the System (or the relevant Subsystem[s]) as provided in GCC Clause 29 (Defect Liability).
- (xii) “The Post-Warranty Services Period” means the number of years **defined in the SCC** (if any), following the expiration of the Warranty Period during which the Supplier may be obligated to provide Software licenses, maintenance, and/or technical support services for the System, either under this Contract or under separate contract(s).
- (xiii) “The Coverage Period” means the Days of the Week and the hours of those Days during which maintenance, operational, and/or technical support services (if any) must be available.

2. Contract Documents

- 2.1 Subject to Article 1.2 (Order of Precedence) of the Contract Agreement, all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary, and mutually explanatory. The Contract shall be read as a whole.

3. Interpretation

- 3.1 Governing Language
 - 3.1.1 All Contract Documents and related correspondence exchanged between Purchaser and Supplier shall be written in the language **specified in the SCC**, and the Contract shall be construed and interpreted in accordance with that language.
 - 3.1.2 If any of the Contract Documents or related correspondence are prepared in a language other than the governing language under GCC Clause 3.1.1 above, the translation of such documents into the governing language shall prevail in matters of interpretation. The originating party, with respect to such documents shall bear the costs and risks of such translation.

3.2 Singular and Plural

The singular shall include the plural and the plural the singular, except where the context otherwise requires.

3.3 Headings

The headings and marginal notes in the GCC are included for ease of reference and shall neither constitute a part of the Contract nor affect its interpretation.

3.4 Persons

Words importing persons or parties shall include firms, corporations, and government entities.

3.5 Incoterms

Unless inconsistent with any provision of the Contract, the meaning of any trade term and the rights and obligations of parties thereunder shall be as prescribed by the current Incoterms (“Incoterms 2000” or a more recent version if and as published). Incoterms are the international rules for interpreting trade terms published by the International Chamber of Commerce, 38 Cours Albert 1er, 75008 Paris, France.

3.6 Entire Agreement

The Contract constitutes the entire agreement between the Purchaser and Supplier with respect to the subject matter of Contract and supersedes all communications, negotiations, and agreements (whether written or oral) of parties with respect to the subject matter of the Contract made prior to the date of Contract.

3.7 Amendment

No amendment or other variation of the Contract shall be effective unless it is in writing, is dated, expressly refers to the Contract, and is signed by a duly authorized representative of each party to the Contract.

3.8 Independent Supplier

The Supplier shall be an independent contractor performing the Contract. The Contract does not create any agency, partnership, joint venture, or other joint relationship

between the parties to the Contract.

Subject to the provisions of the Contract, the Supplier shall be solely responsible for the manner in which the Contract is performed. All employees, representatives, or Subcontractors engaged by the Supplier in connection with the performance of the Contract shall be under the complete control of the Supplier and shall not be deemed to be employees of the Purchaser, and nothing contained in the Contract or in any subcontract awarded by the Supplier shall be construed to create any contractual relationship between any such employees, representatives, or Subcontractors and the Purchaser.

3.9 Joint Venture

If the Supplier is a Joint Venture of two or more firms, all such firms shall be jointly and severally bound to the Purchaser for the fulfillment of the provisions of the Contract and shall designate one of such firms to act as a leader with authority to bind the Joint Venture. The composition or constitution of the Joint Venture shall not be altered without the prior consent of the Purchaser.

3.10 Nonwaiver

3.10.1 Subject to GCC Clause 3.10.2 below, no relaxation, forbearance, delay, or indulgence by either party in enforcing any of the terms and conditions of the Contract or the granting of time by either party to the other shall prejudice, affect, or restrict the rights of that party under the Contract, nor shall any waiver by either party of any breach of Contract operate as waiver of any subsequent or continuing breach of Contract.

3.10.2 Any waiver of a party's rights, powers, or remedies under the Contract must be in writing, must be dated and signed by an authorized representative of the party granting such waiver, and must specify the right and the extent to which it is being waived.

3.11 Severability

If any provision or condition of the Contract is prohibited or rendered invalid or unenforceable, such prohibition,

invalidity, or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of the Contract.

3.12 Country of Origin

“Origin” means the place where the Information Technologies, Materials, and other Goods for the System were produced or from which the Services are supplied. Goods are produced when, through manufacturing, processing, Software development, or substantial and major assembly or integration of components, a commercially recognized product results that is substantially different in basic characteristics or in purpose or utility from its components. The Origin of Goods and Services is distinct from the nationality of the Supplier and may be different.

4. Notices

4.1 Unless otherwise stated in the Contract, all notices to be given under the Contract shall be in writing and shall be sent, pursuant to GCC Clause 4.3 below, by personal delivery, airmail post, special courier, cable, telegraph, telex, facsimile, electronic mail, or Electronic Data Interchange (EDI), with the following provisions.

4.1.1 Any notice sent by cable, telegraph, telex, facsimile, electronic mail, or EDI shall be confirmed within two (2) days after dispatch by notice sent by airmail post or special courier, except as otherwise specified in the Contract.

4.1.2 Any notice sent by airmail post or special courier shall be deemed (in the absence of evidence of earlier receipt) to have been delivered ten (10) days after dispatch. In proving the fact of dispatch, it shall be sufficient to show that the envelope containing such notice was properly addressed, stamped, and conveyed to the postal authorities or courier service for transmission by airmail or special courier.

4.1.3 Any notice delivered personally or sent by cable, telegraph, telex, facsimile, electronic mail, or EDI shall be deemed to have been delivered on the date of its dispatch.

4.1.4 Either party may change its postal, cable, telex, facsimile, electronic mail, or EDI addresses for receipt

of such notices by ten (10) days' notice to the other party in writing.

4.2 Notices shall be deemed to include any approvals, consents, instructions, orders, certificates, information and other communication to be given under the Contract.

4.3 Pursuant to GCC Clause 18, notices from/to the Purchaser are normally given by, or addressed to, the Project Manager, while notices from/to the Supplier are normally given by, or addressed to, the Supplier's Representative, or in its absence its deputy if any. If there is no appointed Project Manager or Supplier's Representative (or deputy), or if their related authority is limited by the SCC for GCC Clauses 18.1 or 18.2.2, or for any other reason, the Purchaser or Supplier may give and receive notices at their fallback addresses. The address of the Project Manager and the fallback address of the Purchaser are as **specified in the SCC** or as subsequently established/amended. The address of the Supplier's Representative and the fallback address of the Supplier are as specified in Appendix 1 of the Contract Agreement or as subsequently established/amended.

5. Governing Law 5.1 The Contract shall be governed by and interpreted in accordance with the laws of the country specified in the SCC.

6. Settlement of Disputes 6.1 Adjudication

6.1.1 If any dispute of any kind whatsoever shall arise between the Purchaser and the Supplier in connection with or arising out of the Contract, including without prejudice to the generality of the foregoing, any question regarding its existence, validity, or termination, or the operation of the System (whether during the progress of implementation or after its achieving Operational Acceptance and whether before or after the termination, abandonment, or breach of the Contract), the parties shall seek to resolve any such dispute by mutual consultation. If the parties fail to resolve such a dispute by mutual consultation within fourteen (14) days after one party has notified the other in writing of the dispute, then, if the Contract Agreement in Appendix 2 includes and names an Adjudicator, the dispute shall, within

another fourteen (14) days, be referred in writing by either party to the Adjudicator, with a copy to the other party. If there is no Adjudicator specified in the Contract Agreement, the mutual consultation period stated above shall last twenty-eight (28) days (instead of fourteen), upon expiry of which either party may move to the notification of arbitration pursuant to GCC Clause 6.2.1.

6.1.2 The Adjudicator shall give his or her decision in writing to both parties within twenty-eight (28) days of the dispute being referred to the Adjudicator. If the Adjudicator has done so, and no notice of intention to commence arbitration has been given by either the Purchaser or the Supplier within fifty-six (56) days of such reference, the decision shall become final and binding upon the Purchaser and the Supplier. Any decision that has become final and binding shall be implemented by the parties forthwith.

6.1.3 The Adjudicator shall be paid an hourly fee at the rate specified in the Contract Agreement plus reasonable expenditures incurred in the execution of duties as Adjudicator, and these costs shall be divided equally between the Purchaser and the Supplier.

6.1.4 Should the Adjudicator resign or die, or should the Purchaser and the Supplier agree that the Adjudicator is not fulfilling his or her functions in accordance with the provisions of the Contract, a new Adjudicator shall be jointly appointed by the Purchaser and the Supplier. Failing agreement between the two within twenty-eight (28) days, the new Adjudicator shall be appointed at the request of either party by the Appointing Authority **specified in the SCC**, or, if no Appointing Authority is **specified in SCC**, the Contract shall, from this point onward and until the parties may otherwise agree on an Adjudicator or an Appointing Authority, be implemented as if there is no Adjudicator.

6.2 Arbitration

6.2.1 If

- (a) the Purchaser or the Supplier is dissatisfied with the Adjudicator's decision and acts before this decision has become final and binding pursuant to GCC Clause 6.1.2, or
- (b) the Adjudicator fails to give a decision within the allotted time from referral of the dispute pursuant to GCC Clause 6.1.2, and the Purchaser or the Supplier acts within the following fourteen (14) days, or
- (c) in the absence of an Adjudicator from the Contract Agreement, the mutual consultation pursuant to GCC Clause 6.1.1 expires without resolution of the dispute and the Purchaser or the Supplier acts within the following fourteen (14) days,

then either the Purchaser or the Supplier may act to give notice to the other party, with a copy for information to the Adjudicator in case an Adjudicator had been involved, of its intention to commence arbitration, as provided below, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given.

6.2.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC Clause 6.2.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after Installation of the Information System.

6.2.3 Arbitration proceedings shall be conducted in accordance with the rules of procedure **specified in the SCC.**

6.3 Notwithstanding any reference to the Adjudicator or arbitration in this clause,

- (a) the parties shall continue to perform their respective obligations under the Contract unless they otherwise agree;
- (b) the Purchaser shall pay the Supplier any monies due the Supplier.

B. SUBJECT MATTER OF CONTRACT

- | | |
|--|--|
| 7. Scope of the System | <p>7.1 Unless otherwise expressly limited in the SCC or Technical Requirements, the Supplier's obligations cover the provision of all Information Technologies, Materials and other Goods as well as the performance of all Services required for the design, development, and implementation (including procurement, quality assurance, assembly, associated site preparation, Delivery, Pre-commissioning, Installation, Testing, and Commissioning) of the System, in accordance with the plans, procedures, specifications, drawings, codes, and any other documents specified in the Contract and the Agreed and Finalized Project Plan.</p> <p>7.2 The Supplier shall, unless specifically excluded in the Contract, perform all such work and / or supply all such items and Materials not specifically mentioned in the Contract but that can be reasonably inferred from the Contract as being required for attaining Operational Acceptance of the System as if such work and / or items and Materials were expressly mentioned in the Contract.</p> <p>7.3 The Supplier's obligations (if any) to provide Goods and Services as implied by the Recurrent Cost tables of the Supplier's bid, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), are as specified in the SCC, including the relevant terms, characteristics, and timings.</p> |
| 8. Time for Commencement and Operational Acceptance | <p>8.1 The Supplier shall commence work on the System within the period specified in the SCC, and without prejudice to GCC Clause 28.2, the Supplier shall thereafter proceed with the System in accordance with the time schedule specified in the Implementation Schedule in the Technical Requirements Section and any refinements made in the Agreed and Finalized Project Plan.</p> <p>8.2 The Supplier shall achieve Operational Acceptance of the System (or Subsystem(s) where a separate time for Operational Acceptance of such Subsystem(s) is specified in the Contract) within the time specified in the SCC and in accordance with the time schedule specified in the Implementation Schedule in the Technical Requirements</p> |

Section and any refinements made in the Agreed and Finalized Project Plan, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

9. Supplier's Responsibilities

- 9.1 The Supplier shall conduct all activities with due care and diligence, in accordance with the Contract and with the skill and care expected of a competent provider of information technologies, information systems, support, maintenance, training, and other related services, or in accordance with best industry practices. In particular, the Supplier shall provide and employ only technical personnel who are skilled and experienced in their respective callings and supervisory staff who are competent to adequately supervise the work at hand.
- 9.2 The Supplier confirms that it has entered into this Contract on the basis of a proper examination of the data relating to the System provided by the Purchaser and on the basis of information that the Supplier could have obtained from a visual inspection of the site (if access to the site was available) and of other data readily available to the Supplier relating to the System as at the date twenty-eight (28) days prior to bid submission. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.
- 9.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed and Finalized Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule in the Technical Requirements Section. Failure to provide such resources, information, and decision making may constitute grounds for termination pursuant to GCC Clause 41.2.
- 9.4 The Supplier shall acquire in its name all permits, approvals, and/or licenses from all local, state, or national government authorities or public service undertakings in the Purchaser's Country that are necessary for the performance of the Contract, including, without limitation, visas for the Supplier's and Subcontractor's personnel and entry permits for all imported Supplier's Equipment. The Supplier shall

acquire all other permits, approvals, and/or licenses that are not the responsibility of the Purchaser under GCC Clause 10.4 and that are necessary for the performance of the Contract.

- 9.5 The Supplier shall comply with all laws in force in the Purchaser's Country. The laws will include all national, provincial, municipal, or other laws that affect the performance of the Contract and are binding upon the Supplier. The Supplier shall indemnify and hold harmless the Purchaser from and against any and all liabilities, damages, claims, fines, penalties, and expenses of whatever nature arising or resulting from the violation of such laws by the Supplier or its personnel, including the Subcontractors and their personnel, but without prejudice to GCC Clause 10.1. The Supplier shall not indemnify the Purchaser to the extent that such liability, damage, claims, fines, penalties, and expenses were caused or contributed to by a fault of the Purchaser.
- 9.6 The Supplier shall, in all dealings with its labor and the labor of its Subcontractors currently employed on or connected with the Contract, pay due regard to all recognized festivals, official holidays, religious or other customs, and all local laws and regulations pertaining to the employment of labor.
- 9.7 Any Information Technologies or other Goods and Services that will be incorporated in or be required for the System and other supplies shall have their Origin, as defined in GCC Clause 3.12, in a country that shall be an Eligible Country, as defined in GCC Clause 1.1 (e) (iv).
- 9.8 The Supplier shall permit the Bank and/or persons appointed by the Bank to inspect the Supplier's offices and/or the accounts and records of the Supplier and its sub-contractors relating to the performance of the Contract, and to have such accounts and records audited by auditors appointed by the Bank if required by the Bank. The Supplier's attention is drawn to Sub-Clause 41.2.1(c), which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under Sub-Clause 9.8 constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility under the Procurement Guidelines)

9.9 Other Supplier responsibilities, if any, are as **stated in the SCC**.

**10. Purchaser's
Responsibilities**

10.1 The Purchaser shall ensure the accuracy of all information and/or data to be supplied by the Purchaser to the Supplier, except when otherwise expressly stated in the Contract.

10.2 The Purchaser shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach an Agreed and Finalized Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule in the Technical Requirements Section. Failure to provide such resources, information, and decision making may constitute grounds for Termination pursuant to GCC Clause 41.3.1 (b).

10.3 The Purchaser shall be responsible for acquiring and providing legal and physical possession of the site and access to it, and for providing possession of and access to all other areas reasonably required for the proper execution of the Contract.

10.4 If requested by the Supplier, the Purchaser shall use its best endeavors to assist the Supplier in obtaining in a timely and expeditious manner all permits, approvals, and/or licenses necessary for the execution of the Contract from all local, state, or national government authorities or public service undertakings that such authorities or undertakings require the Supplier or Subcontractors or the personnel of the Supplier or Subcontractors, as the case may be, to obtain.

10.5 In such cases where the responsibilities of specifying and acquiring or upgrading telecommunications and/or electric power services falls to the Supplier, as specified in the Technical Requirements, SCC, Agreed and Finalized Project Plan, or other parts of the Contract, the Purchaser shall use its best endeavors to assist the Supplier in obtaining such services in a timely and expeditious manner.

10.6 The Purchaser shall be responsible for timely provision of all resources, access, and information necessary for the Installation and Operational Acceptance of the System (including, but not limited to, any required telecommunications or electric power services), as identified in the Agreed and Finalized Project Plan, except where provision of such items is explicitly identified in the Contract

as being the responsibility of the Supplier. Delay by the Purchaser may result in an appropriate extension of the Time for Operational Acceptance, at the Supplier's discretion.

- 10.7 Unless otherwise specified in the Contract or agreed upon by the Purchaser and the Supplier, the Purchaser shall provide sufficient, properly qualified operating and technical personnel, as required by the Supplier to properly carry out Delivery, Pre-commissioning, Installation, Commissioning, and Operational Acceptance, at or before the time specified in the Technical Requirements Section's Implementation Schedule and the Agreed and Finalized Project Plan.
- 10.8 The Purchaser will designate appropriate staff for the training courses to be given by the Supplier and shall make all appropriate logistical arrangements for such training as specified in the Technical Requirements, SCC, the Agreed and Finalized Project Plan, or other parts of the Contract.
- 10.9 The Purchaser assumes primary responsibility for the Operational Acceptance Test(s) for the System, in accordance with GCC Clause 27.2, and shall be responsible for the continued operation of the System after Operational Acceptance. However, this shall not limit in any way the Supplier's responsibilities after the date of Operational Acceptance otherwise specified in the Contract.
- 10.10 The Purchaser is responsible for performing and safely storing timely and regular backups of its data and Software in accordance with accepted data management principles, except where such responsibility is clearly assigned to the Supplier elsewhere in the Contract.
- 10.11 All costs and expenses involved in the performance of the obligations under this GCC Clause 10 shall be the responsibility of the Purchaser, save those to be incurred by the Supplier with respect to the performance of the Operational Acceptance Test(s), in accordance with GCC Clause 27.2.
- 10.12 Other Purchaser responsibilities, if any, are **as stated in the SCC.**

C. PAYMENT

11. Contract Price

- 11.1 The Contract Price shall be as specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.
- 11.2 The Contract Price shall be a firm lump sum not subject to any alteration, except:
- (a) in the event of a Change in the System pursuant to GCC Clause 39 or to other clauses in the Contract;
 - (b) in accordance with the price adjustment formula (if any) **specified in the SCC.**
- 11.3 The Supplier shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price, which shall, except as otherwise provided for in the Contract, cover all its obligations under the Contract.

12. Terms of Payment

- 12.1 The Supplier's request for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the System or Subsystem(s), Delivered, Pre-commissioned, Installed, and Operationally Accepted, and by documents submitted pursuant to GCC Clause 22.5 and upon fulfillment of other obligations stipulated in the Contract.

The Contract Price shall be paid as **specified in the SCC.**

- 12.2 No payment made by the Purchaser herein shall be deemed to constitute acceptance by the Purchaser of the System or any Subsystem(s).
- 12.3 Payments shall be made promptly by the Purchaser, but in no case later than forty five (45) days after submission of a valid invoice by the Supplier. In the event that the Purchaser fails to make any payment by its respective due date or within the period set forth in the Contract, the Purchaser shall pay to the Supplier interest on the amount of such delayed payment at the rate(s) **specified in the SCC** for the period of delay until payment has been made in full, whether before or after judgment or arbitration award.
- 12.4 All payments shall be made in the currency(ies) specified in the Contract Agreement, pursuant to GCC Clause 11. For

Goods and Services supplied locally, payments shall be made in the currency of the Purchaser's Country, unless otherwise **specified in the SCC**.

- 12.5 Unless otherwise **specified in the SCC**, payment of the foreign currency portion of the Contract Price for Goods supplied from outside the Purchaser's Country shall be made to the Supplier through an irrevocable letter of credit opened by an authorized bank in the Supplier's Country and will be payable on presentation of the appropriate documents. It is agreed that the letter of credit will be subject to Article 10 of the latest revision of Uniform Customs and Practice for Documentary Credits, published by the International Chamber of Commerce, Paris.

13. Securities

13.1 Issuance of Securities

The Supplier shall provide the securities specified below in favor of the Purchaser at the times and in the amount, manner, and form specified below.

13.2 Advance Payment Security

- 13.2.1 As **specified in the SCC**, the Supplier shall provide a security equal in amount and currency to the advance payment, and valid until the System is Operationally Accepted.

- 13.2.2 The security shall be in the form provided in the Bidding Documents or in another form acceptable to the Purchaser. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Purchaser. The way the value of the security is deemed to become reduced and, eventually, voided is as **specified in the SCC**. The security shall be returned to the Supplier immediately after its expiration.

13.3 Performance Security

- 13.3.1 The Supplier shall, within twenty-eight (28) days of the notification of Contract award, provide a security for the due performance of the Contract in the amount

and currency **specified in the SCC.**

13.3.2 The security shall be a bank guarantee in the form provided in the Sample Forms Section of the Bidding Documents, or it shall be in another form acceptable to the Purchaser.

13.3.3 The security shall automatically become null and void once all the obligations of the Supplier under the Contract have been fulfilled, including, but not limited to, any obligations during the Warranty Period and any extensions to the period. The security shall be returned to the Supplier no later than twenty-eight (28) days after its expiration.

13.3.4 Upon Operational Acceptance of the entire System, the security shall be reduced to the amount **specified in the SCC**, on the date of such Operational Acceptance, so that the reduced security would only cover the remaining warranty obligations of the Supplier.

- 14. Taxes and Duties**
- 14.1 For Goods or Services supplied from outside the Purchaser's country, the Supplier shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the Purchaser's country. Any duties, such as importation or customs duties, and taxes and other levies, payable in the Purchaser's country for the supply of Goods and Services from outside the Purchaser's country are the responsibility of the Purchaser unless these duties or taxes have been made part of the Contract Price in Article 2 of the Contract Agreement and the Price Schedule it refers to, in which case the duties and taxes will be the Supplier's responsibility.
- 14.2 For Goods or Services supplied locally, the Supplier shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods or Services to the Purchaser. The only exception are taxes or duties, such as value-added or sales tax or stamp duty as apply to, or are clearly identifiable, on the invoices and provided they apply in the Purchaser's country, and only if these taxes, levies and/or duties are also excluded from the Contract Price in Article 2 of the Contract Agreement and the Price Schedule

it refers to.

- 14.3 If any tax exemptions, reductions, allowances, or privileges may be available to the Supplier in the Purchaser's Country, the Purchaser shall use its best efforts to enable the Supplier to benefit from any such tax savings to the maximum allowable extent.
- 14.4 For the purpose of the Contract, it is agreed that the Contract Price specified in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement is based on the taxes, duties, levies, and charges prevailing at the date twenty-eight (28) days prior to the date of bid submission in the Purchaser's Country (also called "Tax" in this GCC Clause 14.4). If any Tax rates are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Supplier, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

D. INTELLECTUAL PROPERTY

15. Copyright

- 15.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.
- 15.2 The Purchaser agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC Clause 16, except that additional copies of Standard Materials may be made by the Purchaser for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.
- 15.3 The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or as may be otherwise **specified in the SCC**.

15.4 As applicable, the Purchaser's and Supplier's rights and obligations with respect to Custom Software or elements of the Custom Software, including any license agreements, and with respect to Custom Materials or elements of the Custom Materials, are specified in the SCC. **Subject to the SCC**, the Intellectual Property Rights in all Custom Software and Custom Materials specified in Appendices 4 and 5 of the Contract Agreement (if any) shall, at the date of this Contract or on creation of the rights (if later than the date of this Contract), vest in the Purchaser. The Supplier shall do and execute or arrange for the doing and executing of each necessary act, document, and thing that the Purchaser may consider necessary or desirable to perfect the right, title, and interest of the Purchaser in and to those rights. In respect of such Custom Software and Custom Materials, the Supplier shall ensure that the holder of a moral right in such an item does not assert it, and the Supplier shall, if requested to do so by the Purchaser and where permitted by applicable law, ensure that the holder of such a moral right waives it.

15.5 The parties shall enter into such (if any) escrow arrangements in relation to the Source Code to some or all of the Software as are **specified in the SCC** and in **accordance with the SCC**.

16. Software License Agreements

16.1 Except to the extent that the Intellectual Property Rights in the Software vest in the Purchaser, the Supplier hereby grants to the Purchaser license to access and use the Software, including all inventions, designs, and marks embodied in the Software.

Such license to access and use the Software shall:

- (a) be:
 - (i) nonexclusive;
 - (ii) fully paid up and irrevocable (except that it shall terminate if the Contract terminates under GCC Clauses 41.1 or 41.3);
 - (iii) valid throughout the territory of the Purchaser's Country (or such other territory as **specified in the SCC**); and
 - (iv) subject to additional restrictions (if any) as

specified in the SCC.

- (b) permit the Software to be:
 - (i) used or copied for use on or with the computer(s) for which it was acquired (if specified in the Technical Requirements and/or the Supplier's bid), plus a backup computer(s) of the same or similar capacity, if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;
 - (ii) as **specified in the SCC**, used or copied for use on or transferred to a replacement computer(s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier's bid specifies a class of computer to which the license is restricted and unless the Supplier agrees otherwise in writing, the replacement computer(s) is(are) within that class;
 - (iii) if the nature of the System is such as to permit such access, accessed from other computers connected to the primary and/or backup computer(s) by means of a local or wide-area network or similar arrangement, and used on or copied for use on those other computers to the extent necessary to that access;
 - (iv) reproduced for safekeeping or backup purposes;
 - (v) customized, adapted, or combined with other computer software for use by the Purchaser, provided that derivative software incorporating any substantial part of the delivered, restricted Software shall be subject to same restrictions as are set forth in this Contract;
 - (vi) as **specified in the SCC**, disclosed to, and reproduced for use by, support service suppliers and their subcontractors, (and the Purchaser may sublicense such persons to use and copy for use the Software) to the extent reasonably necessary

to the performance of their support service contracts, subject to the same restrictions as are set forth in this Contract; and

- (vii) disclosed to, and reproduced for use by, the Purchaser and by such other persons as are **specified in the SCC** (and the Purchaser may sublicense such persons to use and copy for use the Software), subject to the same restrictions as are set forth in this Contract.

16.2 The Standard Software may be subject to audit by the Supplier, in accordance with the terms **specified in the SCC**, to verify compliance with the above license agreements.

17. Confidential Information

17.1 Except if otherwise **specified in the SCC**, the "Receiving Party" (either the Purchaser or the Supplier) shall keep confidential and shall not, without the written consent of the other party to this Contract ("the Disclosing Party"), divulge to any third party any documents, data, or other information of a confidential nature ("Confidential Information") connected with this Contract, and furnished directly or indirectly by the Disclosing Party prior to or during performance, or following termination, of this Contract.

17.2 For the purposes of GCC Clause 17.1, the Supplier is also deemed to be the Receiving Party of Confidential Information generated by the Supplier itself in the course of the performance of its obligations under the Contract and relating to the businesses, finances, suppliers, employees, or other contacts of the Purchaser or the Purchaser's use of the System.

17.3 Notwithstanding GCC Clauses 17.1 and 17.2:

- (a) the Supplier may furnish to its Subcontractor Confidential Information of the Purchaser to the extent reasonably required for the Subcontractor to perform its work under the Contract; and
- (b) the Purchaser may furnish Confidential Information of the Supplier: (i) to its support service suppliers and their subcontractors to the extent reasonably required for them to perform their work under their support service contracts; and (ii) to its affiliates and

subsidiaries,

in which event the Receiving Party shall ensure that the person to whom it furnishes Confidential Information of the Disclosing Party is aware of and abides by the Receiving Party's obligations under this GCC Clause 17 as if that person were party to the Contract in place of the Receiving Party.

- 17.4 The Purchaser shall not, without the Supplier's prior written consent, use any Confidential Information received from the Supplier for any purpose other than the operation, maintenance and further development of the System. Similarly, the Supplier shall not, without the Purchaser's prior written consent, use any Confidential Information received from the Purchaser for any purpose other than those that are required for the performance of the Contract.
- 17.5 The obligation of a party under GCC Clauses 17.1 through 17.4 above, however, shall not apply to that information which:
- (a) now or hereafter enters the public domain through no fault of the Receiving Party;
 - (b) can be proven to have been possessed by the Receiving Party at the time of disclosure and that was not previously obtained, directly or indirectly, from the Disclosing Party;
 - (c) otherwise lawfully becomes available to the Receiving Party from a third party that has no obligation of confidentiality.
- 17.6 The above provisions of this GCC Clause 17 shall not in any way modify any undertaking of confidentiality given by either of the parties to this Contract prior to the date of the Contract in respect of the System or any part thereof.
- 17.7 The provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years or such longer period as may be **specified in the SCC**.

E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

18. Representatives 18.1 Project Manager

If the Project Manager is not named in the Contract, then within fourteen (14) days of the Effective Date, the Purchaser shall appoint and notify the Supplier in writing of the name of the Project Manager. The Purchaser may from time to time appoint some other person as the Project Manager in place of the person previously so appointed and shall give a notice of the name of such other person to the Supplier without delay. No such appointment shall be made at such a time or in such a manner as to impede the progress of work on the System. Such appointment shall take effect only upon receipt of such notice by the Supplier. Subject to the extensions and/or limitations **specified in the SCC** (if any), the Project Manager shall have the authority to represent the Purchaser on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Purchaser pursuant to GCC Clause 4.

18.2 Supplier's Representative

18.2.1 If the Supplier's Representative is not named in the Contract, then within fourteen (14) days of the Effective Date, the Supplier shall appoint the Supplier's Representative and shall request the Purchaser in writing to approve the person so appointed. The request must be accompanied by a detailed curriculum vitae for the nominee, as well as a description of any other System or non-System responsibilities the nominee would retain while performing the duties of the Supplier's Representative. If the Purchaser does not object to the appointment within fourteen (14) days, the Supplier's Representative shall be deemed to have been approved. If the Purchaser objects to the appointment within fourteen (14) days giving the reason therefor, then the Supplier shall appoint a replacement within fourteen (14) days of such objection in accordance with this GCC Clause 18.2.1.

18.2.2 Subject to the extensions and/or limitations **specified in the SCC** (if any), the Supplier's Representative shall have the authority to represent the Supplier on all day-to-day matters relating to the System or arising from the Contract, and shall normally be the person giving or receiving notices on behalf of the Supplier pursuant to GCC Clause 4.

18.2.3 The Supplier shall not revoke the appointment of the Supplier's Representative without the Purchaser's prior written consent, which shall not be unreasonably withheld. If the Purchaser consents to such an action, the Supplier shall appoint another person of equal or superior qualifications as the Supplier's Representative, pursuant to the procedure set out in GCC Clause 18.2.1.

18.2.4 The Supplier's Representative and staff are obliged to work closely with the Purchaser's Project Manager and staff, act within their own authority, and abide by directives issued by the Purchaser that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of its personnel and any subcontracted personnel.

18.2.5 The Supplier's Representative may, subject to the approval of the Purchaser (which shall not be unreasonably withheld), at any time delegate to any person any of the powers, functions, and authorities vested in him or her. Any such delegation may be revoked at any time. Any such delegation or revocation shall be subject to a prior notice signed by the Supplier's Representative and shall specify the powers, functions, and authorities thereby delegated or revoked. No such delegation or revocation shall take effect unless and until the notice of it has been delivered.

18.2.6 Any act or exercise by any person of powers, functions and authorities so delegated to him or her in accordance with GCC Clause 18.2.5 shall be deemed to be an act or exercise by the Supplier's Representative.

18.3 Objections and Removals

18.3.1 The Purchaser may by notice to the Supplier object to any representative or person employed by the Supplier in the execution of the Contract who, in the reasonable opinion of the Purchaser, may have behaved inappropriately, be incompetent, or be negligent. The Purchaser shall provide evidence of the same, whereupon the Supplier shall remove such person from work on the System.

18.3.2 If any representative or person employed by the Supplier is removed in accordance with GCC Clause 18.3.1, the Supplier shall, where required, promptly appoint a replacement.

19. Project Plan

19.1 In close cooperation with the Purchaser and based on the Preliminary Project Plan included in the Supplier's bid, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as **specified in the SCC** and/or Technical Requirements.

19.2 The Supplier shall formally present to the Purchaser the Project Plan in accordance with the procedure specified in the SCC.

19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed and Finalized Project Plan shall be incorporated in the Contract by amendment, in accordance with GCC Clauses 39 and 40.

19.4 The Supplier shall undertake to supply, install, test, and commission the System in accordance with the Agreed and Finalized Project Plan and the Contract.

19.5 The Progress and other reports **specified in the SCC** shall be prepared by the Supplier and submitted to the Purchaser in the format and frequency specified in the Technical Requirements.

20. Subcontracting

20.1 Appendix 3 (List of Approved Subcontractors) to the Contract Agreement specifies critical items of supply or services and a list of Subcontractors for each item that are considered acceptable by the Purchaser. If no Subcontractors are listed for an item, the Supplier shall

prepare a list of Subcontractors it considers qualified and wishes to be added to the list for such items. The Supplier may from time to time propose additions to or deletions from any such list. The Supplier shall submit any such list or any modification to the list to the Purchaser for its approval in sufficient time so as not to impede the progress of work on the System. The Purchaser shall not withhold such approval unreasonably. Such approval by the Purchaser of a Subcontractor(s) shall not relieve the Supplier from any of its obligations, duties, or responsibilities under the Contract.

20.2 The Supplier may, at its discretion, select and employ Subcontractors for such critical items from those Subcontractors listed pursuant to GCC Clause 20.1. If the Supplier wishes to employ a Subcontractor not so listed, or subcontract an item not so listed, it must seek the Purchaser's prior approval under GCC Clause 20.3.

20.3 For items for which pre-approved Subcontractor lists have not been specified in Appendix 3 to the Contract Agreement, the Supplier may employ such Subcontractors as it may select, provided: (i) the Supplier notifies the Purchaser in writing at least twenty-eight (28) days prior to the proposed mobilization date for such Subcontractor; and (ii) by the end of this period either the Purchaser has granted its approval in writing or fails to respond. The Supplier shall not engage any Subcontractor to which the Purchaser has objected in writing prior to the end of the notice period. The absence of a written objection by the Purchaser during the above specified period shall constitute formal acceptance of the proposed Subcontractor. Except to the extent that it permits the deemed approval of the Purchaser of Subcontractors not listed in the Contract Agreement, nothing in this Clause, however, shall limit the rights and obligations of either the Purchaser or Supplier as they are specified in GCC Clauses 20.1 and 20.2, in the SCC, or in Appendix 3 of the Contract Agreement.

21. Design and Engineering

21.1 Technical Specifications and Drawings

21.1.1 The Supplier shall execute the basic and detailed design and the implementation activities necessary for successful installation of the System in compliance with the provisions of the Contract or, where not so

specified, in accordance with good industry practice.

The Supplier shall be responsible for any discrepancies, errors or omissions in the specifications, drawings, and other technical documents that it has prepared, whether such specifications, drawings, and other documents have been approved by the Project Manager or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

21.1.2 The Supplier shall be entitled to disclaim responsibility for any design, data, drawing, specification, or other document, or any modification of such design, drawings, specification, or other documents provided or designated by or on behalf of the Purchaser, by giving a notice of such disclaimer to the Project Manager.

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of bid submission shall apply unless otherwise **specified in the SCC**. During Contract execution, any changes in such codes and standards shall be applied after approval by the Purchaser and shall be treated in accordance with GCC Clause 39.3.

21.3 Approval/Review of Technical Documents by the Project Manager

21.3.1 The Supplier shall prepare and furnish to the Project Manager the documents as **specified in the SCC** for the Project Manager's approval or review.

Any part of the System covered by or related to the documents to be approved by the Project Manager shall be executed only after the Project Manager's approval of these documents.

GCC Clauses 21.3.2 through 21.3.7 shall apply to

those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

21.3.2 Within fourteen (14) days after receipt by the Project Manager of any document requiring the Project Manager's approval in accordance with GCC Clause 21.3.1, the Project Manager shall either return one copy of the document to the Supplier with its approval endorsed on the document or shall notify the Supplier in writing of its disapproval of the document and the reasons for disapproval and the modifications that the Project Manager proposes. If the Project Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Project Manager.

21.3.3 The Project Manager shall not disapprove any document except on the grounds that the document does not comply with some specified provision of the Contract or that it is contrary to good industry practice.

21.3.4 If the Project Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Project Manager's approval in accordance with GCC Clause 21.3.2. If the Project Manager approves the document subject to modification(s), the Supplier shall make the required modification(s), and the document shall then be deemed to have been approved, subject to GCC Clause 21.3.5. The procedure set out in GCC Clauses 21.3.2 through 21.3.4 shall be repeated, as appropriate, until the Project Manager approves such documents.

21.3.5 If any dispute occurs between the Purchaser and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document and/or any modification(s) to a document that cannot be settled between the parties within a reasonable period, then, in case the Contract Agreement includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance with GCC Clause 6.1 (Adjudicator). If such dispute is referred to an Adjudicator, the Project

Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Supplier shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Supplier's view on the dispute and if the Purchaser has not given notice under GCC Clause 6.1.2, then the Supplier shall be reimbursed by the Purchaser for any additional costs incurred by reason of such instructions and shall be relieved of such responsibility or liability in connection with the dispute and the execution of the instructions as the Adjudicator shall decide, and the Time for Achieving Operational Acceptance shall be extended accordingly.

21.3.6 The Project Manager's approval, with or without modification of the document furnished by the Supplier, shall not relieve the Supplier of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

21.3.7 The Supplier shall not depart from any approved document unless the Supplier has first submitted to the Project Manager an amended document and obtained the Project Manager's approval of the document, pursuant to the provisions of this GCC Clause 21.3. If the Project Manager requests any change in any already approved document and/or in any document based on such an approved document, the provisions of GCC Clause 39 (Changes to the System) shall apply to such request.

22. Procurement, Delivery, and Transport

22.1 Subject to related Purchaser's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies, Materials, and other Goods in an expeditious and orderly manner to the Project Site.

22.2 Delivery of the Information Technologies, Materials, and other Goods shall be made by the Supplier in accordance

with the Technical Requirements.

22.3 Early or partial deliveries require the explicit written consent of the Purchaser, which consent shall not be unreasonably withheld.

22.4 Transportation

22.4.1 The Supplier shall provide such packing of the Goods as is required to prevent their damage or deterioration during shipment. The packing, marking, and documentation within and outside the packages shall comply strictly with the Purchaser's instructions to the Supplier.

22.4.2 The Supplier will bear responsibility for and cost of transport to the Project Sites in accordance with the terms and conditions used in the specification of prices in the Price Schedules, including the terms and conditions of the associated Incoterms.

22.4.3 Unless otherwise **specified in the SCC**, the Supplier shall be free to use transportation through carriers registered in any eligible country and to obtain insurance from any eligible source country.

22.5 Unless otherwise **specified in the SCC**, the Supplier will provide the Purchaser with shipping and other documents, as specified below:

22.5.1 For Goods supplied from outside the Purchaser's Country:

Upon shipment, the Supplier shall notify the Purchaser and the insurance company contracted by the Supplier to provide cargo insurance by telex, cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate, with a copy to the cargo insurance company:

- (a) two copies of the Supplier's invoice showing the description of the Goods, quantity, unit price, and total amount;

- (b) usual transportation documents;
- (c) insurance certificate;
- (d) certificate(s) of origin; and
- (e) estimated time and point of arrival in the Purchaser's Country and at the site.

22.5.2 For Goods supplied locally (i.e., from within the Purchaser's country):

Upon shipment, the Supplier shall notify the Purchaser by telex, cable, facsimile, electronic mail, or EDI with the full details of the shipment. The Supplier shall promptly send the following documents to the Purchaser by mail or courier, as appropriate:

- (a) two copies of the Supplier's invoice showing the Goods' description, quantity, unit price, and total amount;
- (b) delivery note, railway receipt, or truck receipt;
- (c) certificate of insurance;
- (d) certificate(s) of origin; and
- (e) estimated time of arrival at the site.

22.6 Customs Clearance

- (a) The Purchaser will bear responsibility for, and cost of, customs clearance into the Purchaser's country in accordance the particular Incoterm(s) used for Goods supplied from outside the Purchaser's country in the Price Schedules referred to by Article 2 of the Contract Agreement.
- (b) At the request of the Purchaser, the Supplier will make available a representative or agent during the process of customs clearance in the Purchaser's country for goods supplied from outside the Purchaser's country. In the event of delays in customs clearance that are not the fault of the Supplier:
 - (i) the Supplier shall be entitled to an extension in the Time for Achieving Operational Acceptance,

pursuant to GCC Clause 40;

- (ii) the Contract Price shall be adjusted to compensate the Supplier for any additional storage charges that the Supplier may incur as a result of the delay.

23. Product Upgrades

- 23.1 At any point during performance of the Contract, should technological advances be introduced by the Supplier for Information Technologies originally offered by the Supplier in its bid and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).
- 23.2 At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's Country, pursuant to GCC Clause 39 (Changes to the System).
- 23.3 During performance of the Contract, the Supplier shall offer to the Purchaser all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the Supplier in the Recurrent Costs tables in its bid.
- 23.4 During the Warranty Period, unless otherwise **specified in the SCC**, the Supplier will provide at no additional cost to the Purchaser all new versions, releases, and updates for all Standard Software that are used in the System, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's country, and no later than twelve (12) months after they are released in the country of origin of the Software.
- 23.5 The Purchaser shall introduce all new versions, releases or updates of the Software within eighteen (18) months of

receipt of a production-ready copy of the new version, release, or update, provided that the new version, release, or update does not adversely affect System operation or performance or require extensive reworking of the System. In cases where the new version, release, or update adversely affects System operation or performance, or requires extensive reworking of the System, the Supplier shall continue to support and maintain the version or release previously in operation for as long as necessary to allow introduction of the new version, release, or update. In no case shall the Supplier stop supporting or maintaining a version or release of the Software less than twenty four (24) months after the Purchaser receives a production-ready copy of a subsequent version, release, or update. The Purchaser shall use all reasonable endeavors to implement any new version, release, or update as soon as practicable, subject to the twenty-four-month-long stop date.

**24. Implementation,
Installation, and
Other Services**

24.1 The Supplier shall provide all Services specified in the Contract and Agreed and Finalized Project Plan in accordance with the highest standards of professional competence and integrity.

24.2 Prices charged by the Supplier for Services, if not included in the Contract, shall be agreed upon in advance by the parties (including, but not restricted to, any prices submitted by the Supplier in the Recurrent Cost Schedules of its Bid) and shall not exceed the prevailing rates charged by the Supplier to other purchasers in the Purchaser's Country for similar services.

**25. Inspections and
Tests**

25.1 The Purchaser or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.

25.2 The Purchaser or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Purchaser shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.

25.3 Should the inspected or tested components fail to conform to

the Contract, the Purchaser may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Purchaser.

25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such inspection and/or test shall be added to the Contract Price. Further, if such inspection and/or test impedes the progress of work on the System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Achieving Operational Acceptance and the other obligations so affected.

25.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 6 (Settlement of Disputes), starting with referral of the matter to the Adjudicator in case an Adjudicator is included and named in the Contract Agreement.

26. Installation of the System

26.1 As soon as the System, or any Subsystem, has, in the opinion of the Supplier, been delivered, Pre-commissioned, and made ready for Commissioning and Operational Acceptance Testing in accordance with the Technical Requirements, the SCC and the Agreed and Finalized Project Plan, the Supplier shall so notify the Purchaser in writing.

26.2 The Project Manager shall, within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, either issue an Installation Certificate in the form specified in the Sample Forms Section in the Bidding Documents, stating that the System, or major component or Subsystem (if Acceptance by major component or Subsystem is specified pursuant to the SCC for GCC Clause 27.2.1), has achieved Installation by the date of the Supplier's notice under GCC Clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the

System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Subsystem and, when in the Supplier's opinion the System or Subsystem is ready for Commissioning and Operational Acceptance Testing, notify the Purchaser in writing, in accordance with GCC Clause 26.1. The procedure set out in this GCC Clause 26.2 shall be repeated, as necessary, until an Installation Certificate is issued.

- 26.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects and/or deficiencies within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, or if the Purchaser puts the System or a Subsystem into production operation, then the System (or Subsystem) shall be deemed to have achieved successful Installation as of the date of the Supplier's notice or repeated notice, or when the Purchaser put the System into production operation, as the case may be.

27. Commissioning and Operational Acceptance

27.1 Commissioning

27.1.1 Commissioning of the System (or Subsystem if specified pursuant to the SCC for GCC Clause 27.2.1) shall be commenced by the Supplier:

- (a) immediately after the Installation Certificate is issued by the Project Manager, pursuant to GCC Clause 26.2; or
- (b) as otherwise specified in the Technical Requirement or the Agreed and Finalized Project Plan; or
- (c) immediately after Installation is deemed to have occurred, under GCC Clause 26.3.

27.1.2 The Purchaser shall supply the operating and technical personnel and all materials and information reasonably required to enable the Supplier to carry out its obligations with respect to Commissioning.

Production use of the System or Subsystem(s) shall not commence prior to the start of formal Operational Acceptance Testing.

27.2 Operational Acceptance Tests

27.2.1 The Operational Acceptance Tests (and repeats of such tests) shall be the primary responsibility of the Purchaser (in accordance with GCC Clause 10.9), but shall be conducted with the full cooperation of the Supplier during Commissioning of the System (or major components or Subsystem[s] if **specified in the SCC** and supported by the Technical Requirements), to ascertain whether the System (or major component or Subsystem[s]) conforms to the Technical Requirements and meets the standard of performance quoted in the Supplier's bid, including, but not restricted to, the functional and technical performance requirements. The Operational Acceptance Tests during Commissioning will be conducted as **specified in the SCC**, the Technical Requirements and/or the Agreed and Finalized Project Plan.

At the Purchaser's discretion, Operational Acceptance Tests may also be performed on replacement Goods, upgrades and new version releases, and Goods that are added or field-modified after Operational Acceptance of the System.

27.2.2 If for reasons attributable to the Purchaser, the Operational Acceptance Test of the System (or Subsystem[s] or major components, pursuant to the SCC for GCC Clause 27.2.1) cannot be successfully completed within the period **specified in the SCC**, from the date of Installation or any other period agreed upon in writing by the Purchaser and the Supplier, the Supplier shall be deemed to have fulfilled its obligations with respect to the technical and functional aspects of the Technical Specifications, SCC and/or the Agreed and Finalized Project Plan, and GCC Clause 28.2 and 28.3 shall not apply.

27.3 Operational Acceptance

27.3.1 Subject to GCC Clause 27.4 (Partial Acceptance) below, Operational Acceptance shall occur in respect of the System, when

(a) the Operational Acceptance Tests, as specified in

the Technical Requirements, and/or SCC and/or the Agreed and Finalized Project Plan have been successfully completed; or

- (b) the Operational Acceptance Tests have not been successfully completed or have not been carried out for reasons that are attributable to the Purchaser within the period from the date of Installation or any other agreed-upon period as specified in GCC Clause 27.2.2 above; or
- (c) the Purchaser has put the System into production or use for sixty (60) consecutive days. If the System is put into production or use in this manner, the Supplier shall notify the Purchaser and document such use.

27.3.2 At any time after any of the events set out in GCC Clause 27.3.1 have occurred, the Supplier may give a notice to the Project Manager requesting the issue of an Operational Acceptance Certificate.

27.3.3 After consultation with the Purchaser, and within fourteen (14) days after receipt of the Supplier's notice, the Project Manager shall:

- (a) issue an Operational Acceptance Certificate; or
- (b) notify the Supplier in writing of any defect or deficiencies or other reason for the failure of the Operational Acceptance Tests; or
- (c) issue the Operational Acceptance Certificate, if the situation covered by GCC Clause 27.3.1 (b) arises.

27.3.4 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Purchaser, and the Purchaser, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the

Operational Acceptance Tests, the Supplier shall notify the Purchaser of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Purchaser shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

27.3.5 If the System or Subsystem fails to pass the Operational Acceptance Test(s) in accordance with GCC Clause 27.2, then either:

(a) the Purchaser may consider terminating the Contract, pursuant to GCC Clause 41.2.2;

or

(b) if the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Purchaser to fulfill its obligations under the Contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional aspects of the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.

27.3.6 If within fourteen (14) days after receipt of the Supplier's notice the Project Manager fails to issue the Operational Acceptance Certificate or fails to inform the Supplier in writing of the justifiable reasons why the Project Manager has not issued the Operational Acceptance Certificate, the System or Subsystem shall be deemed to have been accepted as of the date of the Supplier's said notice.

27.4 Partial Acceptance

27.4.1 If so specified in the SCC for GCC Clause 27.2.1, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem(s) of the System. In this event, the provisions in the Contract relating to Installation and

Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate(s) shall be issued accordingly for each such major component or Subsystem of the System, subject to the limitations contained in GCC Clause 27.4.2.

27.4.2 The issuance of Operational Acceptance Certificates for individual major components or Subsystems pursuant to GCC Clause 27.4.1 shall not relieve the Supplier of its obligation to obtain an Operational Acceptance Certificate for the System as an integrated whole (if so specified in the SCC for GCC Clauses 12.1 and 27.2.1) once all major components and Subsystems have been supplied, installed, tested, and commissioned.

27.4.3 In the case of minor components for the System that by their nature do not require Commissioning or an Operational Acceptance Test (e.g., minor fittings, furnishings or site works, etc.), the Project Manager shall issue an Operational Acceptance Certificate within fourteen (14) days after the fittings and/or furnishings have been delivered and/or installed or the site works have been completed. The Supplier shall, however, use all reasonable endeavors to promptly remedy any defects or deficiencies in such minor components detected by the Purchaser or Supplier.

F. GUARANTEES AND LIABILITIES

28. Operational Acceptance Time Guarantee

28.1 The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule in the Technical Requirements Section and/or the Agreed and Finalized Project Plan pursuant to GCC Clause 8.2, or within such extended time to which the Supplier shall be entitled under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

28.2 If the Supplier fails to supply, install, commission, and achieve Operational Acceptance of the System (or Subsystems pursuant to the SCC for GCC Clause 27.2.1) within the time for

achieving Operational Acceptance specified in the Implementation Schedule in the Technical Requirement or the Agreed and Finalized Project Plan, or any extension of the time for achieving Operational Acceptance previously granted under GCC Clause 40 (Extension of Time for Achieving Operational Acceptance), the Supplier shall pay to the Purchaser liquidated damages at the rate **specified in the SCC** as a percentage of the Contract Price, or the relevant part of the Contract Price if a Subsystem has not achieved Operational Acceptance. The aggregate amount of such liquidated damages shall in no event exceed the amount specified in the SCC (“the Maximum”). Once the Maximum is reached, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2.

28.3 Unless otherwise **specified in the SCC**, liquidated damages payable under GCC Clause 28.2 shall apply only to the failure to achieve Operational Acceptance of the System (and Subsystems) as specified in the Implementation Schedule in the Technical Requirements and/or Agreed and Finalized Project Plan. This Clause 28.3 shall not limit, however, any other rights or remedies the Purchaser may have under the Contract for other delays.

28.4 If liquidated damages are claimed by the Purchaser for the System (or Subsystem), the Supplier shall have no further liability whatsoever to the Purchaser in respect to the Operational Acceptance time guarantee for the System (or Subsystem). However, the payment of liquidated damages shall not in any way relieve the Supplier from any of its obligations to complete the System or from any other of its obligations and liabilities under the Contract.

29. Defect Liability

29.1 The Supplier warrants that the System, including all Information Technologies, Materials, and other Goods supplied and Services provided, shall be free from defects in the design, engineering, Materials, and workmanship that prevent the System and/or any of its components from fulfilling the Technical Requirements or that limit in a material fashion the performance, reliability, or extensibility of the System and/or Subsystems. Exceptions and/or limitations, if any, to this warranty with respect to Software (or categories of Software), shall be as **specified in the SCC**. Commercial warranty provisions of products supplied under the Contract shall apply to the extent that they do not conflict

with the provisions of this Contract.

- 29.2 The Supplier also warrants that the Information Technologies, Materials, and other Goods supplied under the Contract are new, unused, and incorporate all recent improvements in design that materially affect the System's or Subsystem's ability to fulfill the Technical Requirements.
- 29.3 In addition, the Supplier warrants that: (i) all Goods components to be incorporated into the System form part of the Supplier's and/or Subcontractor's current product lines, (ii) they have been previously released to the market, and (iii) those specific items **identified in the SCC** (if any) have been in the market for at least the minimum periods **specified in the SCC**.
- 29.4 The Warranty Period shall commence from the date of Operational Acceptance of the System (or of any major component or Subsystem for which separate Operational Acceptance is provided for in the Contract) and shall extend for the length of time **specified in the SCC**.
- 29.5 If during the Warranty Period any defect as described in GCC Clause 29.1 should be found in the design, engineering, Materials, and workmanship of the Information Technologies and other Goods supplied or of the Services provided by the Supplier, the Supplier shall promptly, in consultation and agreement with the Purchaser regarding appropriate remedying of the defects, and at its sole cost, repair, replace, or otherwise make good (as the Supplier shall, at its discretion, determine) such defect as well as any damage to the System caused by such defect. Any defective Information Technologies or other Goods that have been replaced by the Supplier shall remain the property of the Supplier.
- 29.6 The Supplier shall not be responsible for the repair, replacement, or making good of any defect or of any damage to the System arising out of or resulting from any of the following causes:
- (a) improper operation or maintenance of the System by the Purchaser;
 - (b) normal wear and tear;

- (c) use of the System with items not supplied by the Supplier, unless otherwise identified in the Technical Requirements, or approved by the Supplier; or
- (d) modifications made to the System by the Purchaser, or a third party, not approved by the Supplier.

29.7 The Supplier's obligations under this GCC Clause 29 shall not apply to:

- (a) any materials that are normally consumed in operation or have a normal life shorter than the Warranty Period; or
- (b) any designs, specifications, or other data designed, supplied, or specified by or on behalf of the Purchaser or any matters for which the Supplier has disclaimed responsibility, in accordance with GCC Clause 21.1.2.

29.8 The Purchaser shall give the Supplier a notice promptly following the discovery of such defect, stating the nature of any such defect together with all available evidence. The Purchaser shall afford all reasonable opportunity for the Supplier to inspect any such defect. The Purchaser shall afford the Supplier all necessary access to the System and the site to enable the Supplier to perform its obligations under this GCC Clause 29.

29.9 The Supplier may, with the consent of the Purchaser, remove from the site any Information Technologies and other Goods that are defective, if the nature of the defect, and/or any damage to the System caused by the defect, is such that repairs cannot be expeditiously carried out at the site. If the repair, replacement, or making good is of such a character that it may affect the efficiency of the System, the Purchaser may give the Supplier notice requiring that tests of the defective part be made by the Supplier immediately upon completion of such remedial work, whereupon the Supplier shall carry out such tests.

If such part fails the tests, the Supplier shall carry out further repair, replacement, or making good (as the case may be) until that part of the System passes such tests. The tests shall be agreed upon by the Purchaser and the Supplier.

29.10 If the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by

such defect within the time period **specified in the SCC**, the Purchaser may, following notice to the Supplier, proceed to do such work or contract a third party (or parties) to do such work, and the reasonable costs incurred by the Purchaser in connection with such work shall be paid to the Purchaser by the Supplier or may be deducted by the Purchaser from any monies due the Supplier or claimed under the Performance Security.

29.11 If the System or Subsystem cannot be used by reason of such defect and/or making good of such defect, the Warranty Period for the System shall be extended by a period equal to the period during which the System or Subsystem could not be used by the Purchaser because of such defect and/or making good of such defect.

29.12 Items substituted for defective parts of the System during the Warranty Period shall be covered by the Defect Liability Warranty for the remainder of the Warranty Period applicable for the part replaced or three (3) months, whichever is greater.

29.13 At the request of the Purchaser and without prejudice to any other rights and remedies that the Purchaser may have against the Supplier under the Contract, the Supplier will offer all possible assistance to the Purchaser to seek warranty services or remedial action from any subcontracted third-party producers or licensor of Goods included in the System, including without limitation assignment or transfer in favor of the Purchaser of the benefit of any warranties given by such producers or licensors to the Supplier.

30. Functional Guarantees

30.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.

30.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier

shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and shall request the Purchaser to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.

30.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.

**31. Intellectual
Property Rights
Warranty**

31.1 The Supplier hereby represents and warrants that:

- (a) the System as supplied, installed, tested, and accepted;
- (b) use of the System in accordance with the Contract; and
- (c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract

do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract. Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

**32. Intellectual
Property Rights
Indemnity**

32.1 The Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability), that the Purchaser or its employees or officers may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights by reason

of:

- (a) installation of the System by the Supplier or the use of the System, including the Materials, in the country where the site is located;
- (b) copying of the Software and Materials provided the Supplier in accordance with the Agreement; and
- (c) sale of the products produced by the System in any country, except to the extent that such losses, liabilities, and costs arise as a result of the Purchaser's breach of GCC Clause 32.2.

32.2 Such indemnity shall not cover any use of the System, including the Materials, other than for the purpose indicated by or to be reasonably inferred from the Contract, any infringement resulting from the use of the System, or any products of the System produced thereby in association or combination with any other goods or services not supplied by the Supplier, where the infringement arises because of such association or combination and not because of use of the System in its own right.

32.3 Such indemnities shall also not apply if any claim of infringement:

- (a) is asserted by a parent, subsidiary, or affiliate of the Purchaser's organization;
- (b) is a direct result of a design mandated by the Purchaser's Technical Requirements and the possibility of such infringement was duly noted in the Supplier's Bid; or
- (c) results from the alteration of the System, including the Materials, by the Purchaser or any persons other than the Supplier or a person authorized by the Supplier.

32.4 If any proceedings are brought or any claim is made against the Purchaser arising out of the matters referred to in GCC Clause 32.1, the Purchaser shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim.

If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) days, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

32.5 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from and against any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of any infringement or alleged infringement of any Intellectual Property Rights arising out of or in connection with any design, data, drawing, specification, or other documents or materials provided to the Supplier in connection with this Contract by the Purchaser or any persons (other than the Supplier) contracted by the Purchaser, except to the extent that such losses, liabilities, and costs arise as a result of the Supplier's breach of GCC Clause 32.8.

32.6 Such indemnity shall not cover

- (a) any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;
- (b) any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by the Purchaser or any other person contracted by the Purchaser, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or

materials in its own right.

32.7 Such indemnities shall also not apply:

- (a) if any claim of infringement is asserted by a parent, subsidiary, or affiliate of the Supplier's organization;
- (b) to the extent that any claim of infringement is caused by the alteration, by the Supplier, or any persons contracted by the Supplier, of the design, data, drawing, specification, or other documents or materials provided to the Supplier by the Purchaser or any persons contracted by the Purchaser.

32.8 If any proceedings are brought or any claim is made against the Supplier arising out of the matters referred to in GCC Clause 32.5, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

33. Limitation of Liability

33.1 Provided the following does not exclude or limit any liabilities of either party in ways not permitted by applicable law:

- (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and
- (b) the aggregate liability of the Supplier to the Purchaser,

whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Supplier to indemnify the Purchaser with respect to intellectual property rights infringement.

G. RISK DISTRIBUTION

34. Transfer of Ownership

34.1 With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Purchaser at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.

34.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by GCC Clause 15 (Copyright) and any elaboration in the Technical Requirements.

34.3 Ownership of the Supplier's Equipment used by the Supplier and its Subcontractors in connection with the Contract shall remain with the Supplier or its Subcontractors.

35. Care of the System

35.1 The Purchaser shall become responsible for the care and custody of the System or Subsystems upon their Delivery. The Purchaser shall make good at its own cost any loss or damage that may occur to the System or Subsystems from any cause from the date of Delivery until the date of Operational Acceptance of the System or Subsystems, pursuant to GCC Clause 27 (Commissioning and Operational Acceptance), excepting such loss or damage arising from acts or omissions of the Supplier, its employees, or subcontractors.

35.2 If any loss or damage occurs to the System or any part of the System by reason of:

- (a) (insofar as they relate to the country where the Project Site is located) nuclear reaction, nuclear radiation, radioactive contamination, a pressure wave caused by aircraft or other aerial objects, or any other occurrences that an experienced contractor could not reasonably foresee, or if reasonably foreseeable could not reasonably make provision for or insure against, insofar as such risks are not normally insurable on the

insurance market and are mentioned in the general exclusions of the policy of insurance taken out under GCC Clause 37;

- (b) any use not in accordance with the Contract, by the Purchaser or any third party;
- (c) any use of or reliance upon any design, data, or specification provided or designated by or on behalf of the Purchaser, or any such matter for which the Supplier has disclaimed responsibility in accordance with GCC Clause 21.1.2,

the Purchaser shall pay to the Supplier all sums payable in respect of the System or Subsystems that have achieved Operational Acceptance, notwithstanding that the same be lost, destroyed, or damaged. If the Purchaser requests the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Supplier shall make good the same at the cost of the Purchaser in accordance with GCC Clause 39. If the Purchaser does not request the Supplier in writing to make good any loss or damage to the System thereby occasioned, the Purchaser shall either request a change in accordance with GCC Clause 39, excluding the performance of that part of the System thereby lost, destroyed, or damaged, or, where the loss or damage affects a substantial part of the System, the Purchaser shall terminate the Contract pursuant to GCC Clause 41.1.

- 35.3 The Purchaser shall be liable for any loss of or damage to any Supplier's Equipment which the Purchaser has authorized to locate within the Purchaser's premises for use in fulfillment of Supplier's obligations under the Contract, except where such loss or damage arises from acts or omissions of the Supplier, its employees, or subcontractors.

**36. Loss of or
Damage to
Property;
Accident or
Injury to
Workers;
Indemnification**

- 36.1 The Supplier and each and every Subcontractor shall abide by the job safety, insurance, customs, and immigration measures prevalent and laws in force in the Purchaser's Country.
- 36.2 Subject to GCC Clause 36.3, the Supplier shall indemnify and hold harmless the Purchaser and its employees and officers from and against any and all losses, liabilities and costs (including losses, liabilities, and costs incurred in

defending a claim alleging such a liability) that the Purchaser or its employees or officers may suffer as a result of the death or injury of any person or loss of or damage to any property (other than the System, whether accepted or not) arising in connection with the supply, installation, testing, and Commissioning of the System and by reason of the negligence of the Supplier or its Subcontractors, or their employees, officers or agents, except any injury, death, or property damage caused by the negligence of the Purchaser, its contractors, employees, officers, or agents.

36.3 If any proceedings are brought or any claim is made against the Purchaser that might subject the Supplier to liability under GCC Clause 36.2, the Purchaser shall promptly give the Supplier notice of such proceedings or claims, and the Supplier may at its own expense and in the Purchaser's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Supplier fails to notify the Purchaser within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Purchaser shall be free to conduct the same on its own behalf. Unless the Supplier has so failed to notify the Purchaser within the twenty-eight (28) day period, the Purchaser shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Purchaser shall, at the Supplier's request, afford all available assistance to the Supplier in conducting such proceedings or claim and shall be reimbursed by the Supplier for all reasonable expenses incurred in so doing.

36.4 The Purchaser shall indemnify and hold harmless the Supplier and its employees, officers, and Subcontractors from any and all losses, liabilities, and costs (including losses, liabilities, and costs incurred in defending a claim alleging such a liability) that the Supplier or its employees, officers, or Subcontractors may suffer as a result of the death or personal injury of any person or loss of or damage to property of the Purchaser, other than the System not yet achieving Operational Acceptance, that is caused by fire, explosion, or any other perils, in excess of the amount recoverable from insurances procured under GCC Clause 37 (Insurances), provided that such fire, explosion, or other

perils were not caused by any act or failure of the Supplier.

36.5 If any proceedings are brought or any claim is made against the Supplier that might subject the Purchaser to liability under GCC Clause 36.4, the Supplier shall promptly give the Purchaser notice of such proceedings or claims, and the Purchaser may at its own expense and in the Supplier's name conduct such proceedings or claim and any negotiations for the settlement of any such proceedings or claim. If the Purchaser fails to notify the Supplier within twenty-eight (28) days after receipt of such notice that it intends to conduct any such proceedings or claim, then the Supplier shall be free to conduct the same on its own behalf. Unless the Purchaser has so failed to notify the Supplier within the twenty-eight (28) days, the Supplier shall make no admission that may be prejudicial to the defense of any such proceedings or claim. The Supplier shall, at the Purchaser's request, afford all available assistance to the Purchaser in conducting such proceedings or claim and shall be reimbursed by the Purchaser for all reasonable expenses incurred in so doing.

36.6 The party entitled to the benefit of an indemnity under this GCC Clause 36 shall take all reasonable measures to mitigate any loss or damage that has occurred. If the party fails to take such measures, the other party's liabilities shall be correspondingly reduced.

37. Insurances

37.1 The Supplier shall at its expense take out and maintain in effect, or cause to be taken out and maintained in effect, during the performance of the Contract, the insurance set forth below. The identity of the insurers and the form of the policies shall be subject to the approval of the Purchaser, who should not unreasonably withhold such approval.

(a) Cargo Insurance During Transport

as applicable, 110 percent of the price of the Information Technologies and other Goods in a freely convertible currency, covering the Goods from physical loss or damage during shipment through receipt at the Project Site.

(b) Installation "All Risks" Insurance

as applicable, 110 percent of the price of the

Information Technologies and other Goods covering the Goods at the site from all risks of physical loss or damage (excluding only perils commonly excluded under “all risks” insurance policies of this type by reputable insurers) occurring prior to Operational Acceptance of the System.

(c) Third-Party Liability Insurance

On terms as **specified in the SCC**, covering bodily injury or death suffered by third parties (including the Purchaser’s personnel) and loss of or damage to property (including the Purchaser’s property and any Subsystems that have been accepted by the Purchaser) occurring in connection with the supply and installation of the Information System.

(d) Automobile Liability Insurance

In accordance with the statutory requirements prevailing in the Purchaser’s Country, covering use of all vehicles used by the Supplier or its Subcontractors (whether or not owned by them) in connection with the execution of the Contract.

(e) Other Insurance (if any), as **specified in the SCC**.

37.2 The Purchaser shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1, except for the Third-Party Liability, and the Supplier’s Subcontractors shall be named as co-insured under all insurance policies taken out by the Supplier pursuant to GCC Clause 37.1 except for Cargo Insurance During Transport. All insurer’s rights of subrogation against such co-insured for losses or claims arising out of the performance of the Contract shall be waived under such policies.

37.3 The Supplier shall deliver to the Purchaser certificates of insurance (or copies of the insurance policies) as evidence that the required policies are in full force and effect.

37.4 The Supplier shall ensure that, where applicable, its Subcontractor(s) shall take out and maintain in effect adequate insurance policies for their personnel and vehicles and for work executed by them under the Contract, unless

such Subcontractors are covered by the policies taken out by the Supplier.

37.5 If the Supplier fails to take out and/or maintain in effect the insurance referred to in GCC Clause 37.1, the Purchaser may take out and maintain in effect any such insurance and may from time to time deduct from any amount due the Supplier under the Contract any premium that the Purchaser shall have paid to the insurer or may otherwise recover such amount as a debt due from the Supplier.

37.6 Unless otherwise provided in the Contract, the Supplier shall prepare and conduct all and any claims made under the policies effected by it pursuant to this GCC Clause 37, and all monies payable by any insurers shall be paid to the Supplier. The Purchaser shall give to the Supplier all such reasonable assistance as may be required by the Supplier in connection with any claim under the relevant insurance policies. With respect to insurance claims in which the Purchaser's interest is involved, the Supplier shall not give any release or make any compromise with the insurer without the prior written consent of the Purchaser. With respect to insurance claims in which the Supplier's interest is involved, the Purchaser shall not give any release or make any compromise with the insurer without the prior written consent of the Supplier.

38. Force Majeure

38.1 "Force Majeure" shall mean any event beyond the reasonable control of the Purchaser or of the Supplier, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected and shall include, without limitation, the following:

- (a) war, hostilities, or warlike operations (whether a state of war be declared or not), invasion, act of foreign enemy, and civil war;
- (b) rebellion, revolution, insurrection, mutiny, usurpation of civil or military government, conspiracy, riot, civil commotion, and terrorist acts;
- (c) confiscation, nationalization, mobilization, commandeering or requisition by or under the order of any government or de jure or de facto authority or ruler, or any other act or failure to act of any local state

or national government authority;

- (d) strike, sabotage, lockout, embargo, import restriction, port congestion, lack of usual means of public transportation and communication, industrial dispute, shipwreck, shortage or restriction of power supply, epidemics, quarantine, and plague;
- (e) earthquake, landslide, volcanic activity, fire, flood or inundation, tidal wave, typhoon or cyclone, hurricane, storm, lightning, or other inclement weather condition, nuclear and pressure waves, or other natural or physical disaster;
- (f) failure, by the Supplier, to obtain the necessary export permit(s) from the governments of the Country(s) of Origin of the Information Technologies or other Goods, or Supplier's Equipment provided that the Supplier has made all reasonable efforts to obtain the required export permit(s), including the exercise of due diligence in determining the eligibility of the System and all of its components for receipt of the necessary export permits.

38.2 If either party is prevented, hindered, or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances of the event of Force Majeure within fourteen (14) days after the occurrence of such event.

38.3 The party who has given such notice shall be excused from the performance or punctual performance of its obligations under the Contract for so long as the relevant event of Force Majeure continues and to the extent that such party's performance is prevented, hindered, or delayed. The Time for Achieving Operational Acceptance shall be extended in accordance with GCC Clause 40 (Extension of Time for Achieving Operational Acceptance).

38.4 The party or parties affected by the event of Force Majeure shall use reasonable efforts to mitigate the effect of the event of Force Majeure upon its or their performance of the Contract and to fulfill its or their obligations under the Contract, but without prejudice to either party's right to

terminate the Contract under GCC Clause 38.6.

38.5 No delay or nonperformance by either party to this Contract caused by the occurrence of any event of Force Majeure shall:

- (a) constitute a default or breach of the Contract;
- (b) (subject to GCC Clauses 35.2, 38.3, and 38.4) give rise to any claim for damages or additional cost or expense occasioned by the delay or nonperformance,

if, and to the extent that, such delay or nonperformance is caused by the occurrence of an event of Force Majeure.

38.6 If the performance of the Contract is substantially prevented, hindered, or delayed for a single period of more than sixty (60) days or an aggregate period of more than one hundred and twenty (120) days on account of one or more events of Force Majeure during the time period covered by the Contract, the parties will attempt to develop a mutually satisfactory solution, failing which, either party may terminate the Contract by giving a notice to the other.

38.7 In the event of termination pursuant to GCC Clause 38.6, the rights and obligations of the Purchaser and the Supplier shall be as specified in GCC Clauses 41.1.2 and 41.1.3.

38.8 Notwithstanding GCC Clause 38.5, Force Majeure shall not apply to any obligation of the Purchaser to make payments to the Supplier under this Contract.

H. CHANGE IN CONTRACT ELEMENTS

39. Changes to the System

39.1 Introducing a Change

39.1.1 Subject to GCC Clauses 39.2.5 and 39.2.7, the Purchaser shall have the right to propose, and subsequently require, the Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called “Change”), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both

the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

A Change may involve, but is not restricted to, the substitution of updated Information Technologies and related Services in accordance with GCC Clause 23 (Product Upgrades).

39.1.2 The Supplier may from time to time during its performance of the Contract propose to the Purchaser (with a copy to the Project Manager) any Change that the Supplier considers necessary or desirable to improve the quality or efficiency of the System. The Purchaser may at its discretion approve or reject any Change proposed by the Supplier.

39.1.3 Notwithstanding GCC Clauses 39.1.1 and 39.1.2, no change made necessary because of any default of the Supplier in the performance of its obligations under the Contract shall be deemed to be a Change, and such change shall not result in any adjustment of the Contract Price or the Time for Achieving Operational Acceptance.

39.1.4 The procedure on how to proceed with and execute Changes is specified in GCC Clauses 39.2 and 39.3, and further details and sample forms are provided in the Sample Forms Section in the Bidding Documents.

39.1.5 Moreover, the Purchaser and Supplier will agree, during development of the Project Plan, to a date prior to the scheduled date for Operational Acceptance, after which the Technical Requirements for the System shall be “frozen.” Any Change initiated after this time will be dealt with after Operational Acceptance.

39.2 Changes Originating from Purchaser

39.2.1 If the Purchaser proposes a Change pursuant to GCC Clauses 39.1.1, it shall send to the Supplier a “Request for Change Proposal,” requiring the

Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a "Change Proposal," which shall include the following:

- (a) brief description of the Change;
- (b) impact on the Time for Achieving Operational Acceptance;
- (c) detailed estimated cost of the Change;
- (d) effect on Functional Guarantees (if any);
- (e) effect on any other provisions of the Contract.

39.2.2 Prior to preparing and submitting the "Change Proposal," the Supplier shall submit to the Project Manager an "Change Estimate Proposal," which shall be an estimate of the cost of preparing the Change Proposal, plus a first approximation of the suggested approach and cost for implementing the changes. Upon receipt of the Supplier's Change Estimate Proposal, the Purchaser shall do one of the following:

- (a) accept the Supplier's estimate with instructions to the Supplier to proceed with the preparation of the Change Proposal;
- (b) advise the Supplier of any part of its Change Estimate Proposal that is unacceptable and request the Supplier to review its estimate;
- (c) advise the Supplier that the Purchaser does not intend to proceed with the Change.

39.2.3 Upon receipt of the Purchaser's instruction to proceed under GCC Clause 39.2.2 (a), the Supplier shall, with proper expedition, proceed with the preparation of the Change Proposal, in accordance with GCC Clause 39.2.1. The Supplier, at its discretion, may specify a validity period for the Change Proposal, after which if the Purchaser and Supplier has not reached agreement in accordance with GCC Clause 39.2.6, then GCC Clause 39.2.7

shall apply.

39.2.4 The pricing of any Change shall, as far as practicable, be calculated in accordance with the rates and prices included in the Contract. If the nature of the Change is such that the Contract rates and prices are inequitable, the parties to the Contract shall agree on other specific rates to be used for valuing the Change.

39.2.5 If before or during the preparation of the Change Proposal it becomes apparent that the aggregate impact of compliance with the Request for Change Proposal and with all other Change Orders that have already become binding upon the Supplier under this GCC Clause 39 would be to increase or decrease the Contract Price as originally set forth in Article 2 (Contract Price) of the Contract Agreement by more than fifteen (15) percent, the Supplier may give a written notice of objection to this Request for Change Proposal prior to furnishing the Change Proposal. If the Purchaser accepts the Supplier's objection, the Purchaser shall withdraw the proposed Change and shall notify the Supplier in writing of its acceptance.

The Supplier's failure to so object to a Request for Change Proposal shall neither affect its right to object to any subsequent requested Changes or Change Orders, nor affect its right to take into account, when making such subsequent objection, the percentage increase or decrease in the Contract Price that any Change not objected to by the Supplier represents.

39.2.6 Upon receipt of the Change Proposal, the Purchaser and the Supplier shall mutually agree upon all matters contained in the Change Proposal. Within fourteen (14) days after such agreement, the Purchaser shall, if it intends to proceed with the Change, issue the Supplier a Change Order. If the Purchaser is unable to reach a decision within fourteen (14) days, it shall notify the Supplier with details of when the Supplier can expect a decision. If the Purchaser decides not to proceed with the

Change for whatever reason, it shall, within the said period of fourteen (14) days, notify the Supplier accordingly. Under such circumstances, the Supplier shall be entitled to reimbursement of all costs reasonably incurred by it in the preparation of the Change Proposal, provided that these do not exceed the amount given by the Supplier in its Change Estimate Proposal submitted in accordance with GCC Clause 39.2.2.

39.2.7 If the Purchaser and the Supplier cannot reach agreement on the price for the Change, an equitable adjustment to the Time for Achieving Operational Acceptance, or any other matters identified in the Change Proposal, the Change will not be implemented. However, this provision does not limit the rights of either party under GCC Clause 6 (Settlement of Disputes).

39.3 Changes Originating from Supplier

If the Supplier proposes a Change pursuant to GCC Clause 39.1.2, the Supplier shall submit to the Project Manager a written "Application for Change Proposal," giving reasons for the proposed Change and including the information specified in GCC Clause 39.2.1. Upon receipt of the Application for Change Proposal, the parties shall follow the procedures outlined in GCC Clauses 39.2.6 and 39.2.7. However, should the Purchaser choose not to proceed or the Purchaser and the Supplier cannot come to agreement on the change during any validity period that the Supplier may specify in its Application for Change Proposal, the Supplier shall not be entitled to recover the costs of preparing the Application for Change Proposal, unless subject to an agreement between the Purchaser and the Supplier to the contrary.

40. Extension of Time for Achieving Operational Acceptance

40.1 The time(s) for achieving Operational Acceptance specified in the Schedule of Implementation shall be extended if the Supplier is delayed or impeded in the performance of any of its obligations under the Contract by reason of any of the following:

(a) any Change in the System as provided in GCC

Clause 39 (Change in the Information System);

- (b) any occurrence of Force Majeure as provided in GCC Clause 38 (Force Majeure);
- (c) default of the Purchaser; or
- (d) any other matter specifically mentioned in the Contract;

by such period as shall be fair and reasonable in all the circumstances and as shall fairly reflect the delay or impediment sustained by the Supplier.

40.2 Except where otherwise specifically provided in the Contract, the Supplier shall submit to the Project Manager a notice of a claim for an extension of the time for achieving Operational Acceptance, together with particulars of the event or circumstance justifying such extension as soon as reasonably practicable after the commencement of such event or circumstance. As soon as reasonably practicable after receipt of such notice and supporting particulars of the claim, the Purchaser and the Supplier shall agree upon the period of such extension. In the event that the Supplier does not accept the Purchaser's estimate of a fair and reasonable time extension, the Supplier shall be entitled to refer the matter to the provisions for the Settlement of Disputes pursuant to GCC Clause 6.

40.3 The Supplier shall at all times use its reasonable efforts to minimize any delay in the performance of its obligations under the Contract.

41. Termination

41.1 Termination for Purchaser's Convenience

41.1.1 The Purchaser may at any time terminate the Contract for any reason by giving the Supplier a notice of termination that refers to this GCC Clause 41.1.

41.1.2 Upon receipt of the notice of termination under GCC Clause 41.1.1, the Supplier shall either as soon as reasonably practical or upon the date specified in the notice of termination

- (a) cease all further work, except for such work as the Purchaser may specify in the notice of

termination for the sole purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;

- (b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.1.2 (d) (ii) below;
- (c) remove all Supplier's Equipment from the site, repatriate the Supplier's and its Subcontractors' personnel from the site, remove from the site any wreckage, rubbish, and debris of any kind;
- (d) in addition, the Supplier, subject to the payment specified in GCC Clause 41.1.3, shall
 - (i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;
 - (ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystem, as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;
 - (iii) deliver to the Purchaser all nonproprietary drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.1.3 In the event of termination of the Contract under GCC Clause 41.1.1, the Purchaser shall pay to the Supplier the following amounts:

- (a) the Contract Price, properly attributable to the parts of the System executed by the Supplier as of the date of termination;
- (b) the costs reasonably incurred by the Supplier in the removal of the Supplier's Equipment from the site and in the repatriation of the Supplier's

and its Subcontractors' personnel;

- (c) any amount to be paid by the Supplier to its Subcontractors in connection with the termination of any subcontracts, including any cancellation charges;
- (d) costs incurred by the Supplier in protecting the System and leaving the site in a clean and safe condition pursuant to GCC Clause 41.1.2 (a); and
- (e) the cost of satisfying all other obligations, commitments, and claims that the Supplier may in good faith have undertaken with third parties in connection with the Contract and that are not covered by GCC Clauses 41.1.3 (a) through (d) above.

41.2 Termination for Supplier's Default

41.2.1 The Purchaser, without prejudice to any other rights or remedies it may possess, may terminate the Contract forthwith in the following circumstances by giving a notice of termination and its reasons therefore to the Supplier, referring to this GCC Clause 41.2:

- (a) if the Supplier becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, if the Supplier is a corporation, a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Supplier takes or suffers any other analogous action in consequence of debt;
- (b) if the Supplier assigns or transfers the Contract or any right or interest therein in violation of the provision of GCC Clause 42 (Assignment); or
- (c) if the Supplier, in the judgment of the Purchaser, has engaged in corrupt, fraudulent, collusive, coercive or obstructive practices, in competing for or in executing the Contract, including but

not limited to willful misrepresentation of facts concerning ownership of Intellectual Property Rights in, or proper authorization and/or licenses from the owner to offer, the hardware, software, or materials provided under this Contract.

For the purposes of this Clause:

- (i) “corrupt practice”¹ is the offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
- (ii) “fraudulent practice”² is any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
- (iii) “collusive practice”³ is an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
- (iv) “coercive practice”⁴ is impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
- (v) “obstructive practice” is
 - (aa) deliberately destroying, falsifying, altering or concealing of evidence

¹ “Another party” refers to a public official acting in relation to the procurement process or contract execution]. In this context, “public official” includes World Bank staff and employees of other organizations taking or reviewing procurement decisions.

² A “party” refers to a public official; the terms “benefit” and “obligation” relate to the procurement process or contract execution; and the “act or omission” is intended to influence the procurement process or contract execution.

³ “Parties” refers to participants in the procurement process (including public officials) attempting to establish bid prices at artificial, non competitive levels.

⁴ A “party” refers to a participant in the procurement process or contract execution.

material to the investigation or making false statements to investigators in order to materially impede a Bank investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or

- (bb) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under Sub-Clause 9.8.

41.2.2 If the Supplier:

- (a) has abandoned or repudiated the Contract;
- (b) has without valid reason failed to commence work on the System promptly;
- (c) persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just cause;
- (d) refuses or is unable to provide sufficient Materials, Services, or labor to execute and complete the System in the manner specified in the Agreed and Finalized Project Plan furnished under GCC Clause 19 at rates of progress that give reasonable assurance to the Purchaser that the Supplier can attain Operational Acceptance of the System by the Time for Achieving Operational Acceptance as extended;

then the Purchaser may, without prejudice to any other rights it may possess under the Contract, give a notice to the Supplier stating the nature of the default and requiring the Supplier to remedy the same. If the Supplier fails to remedy or to take steps to remedy the same within fourteen (14) days of its receipt of such notice, then the Purchaser may

terminate the Contract forthwith by giving a notice of termination to the Supplier that refers to this GCC Clause 41.2.

41.2.3 Upon receipt of the notice of termination under GCC Clauses 41.2.1 or 41.2.2, the Supplier shall, either immediately or upon such date as is specified in the notice of termination:

- (a) cease all further work, except for such work as the Purchaser may specify in the notice of termination for the sole purpose of protecting that part of the System already executed or any work required to leave the site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to GCC Clause 41.2.3 (d) below;
- (c) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;
- (d) to the extent legally possible, assign to the Purchaser all right, title and benefit of the Supplier to the System or Subsystems as at the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;
- (e) deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as at the date of termination in connection with the System.

41.2.4 The Purchaser may enter upon the site, expel the Supplier, and complete the System itself or by employing any third party. Upon completion of the System or at such earlier date as the Purchaser thinks appropriate, the Purchaser shall give notice to the Supplier that such Supplier's Equipment will be returned to the Supplier at or near the site and shall return such Supplier's Equipment to the Supplier in accordance with such notice. The Supplier shall thereafter without delay and at its cost remove or

arrange removal of the same from the site.

41.2.5 Subject to GCC Clause 41.2.6, the Supplier shall be entitled to be paid the Contract Price attributable to the portion of the System executed as at the date of termination and the costs, if any, incurred in protecting the System and in leaving the site in a clean and safe condition pursuant to GCC Clause 41.2.3 (a). Any sums due the Purchaser from the Supplier accruing prior to the date of termination shall be deducted from the amount to be paid to the Supplier under this Contract.

41.2.6 If the Purchaser completes the System, the cost of completing the System by the Purchaser shall be determined. If the sum that the Supplier is entitled to be paid, pursuant to GCC Clause 41.2.5, plus the reasonable costs incurred by the Purchaser in completing the System, exceeds the Contract Price, the Supplier shall be liable for such excess. If such excess is greater than the sums due the Supplier under GCC Clause 41.2.5, the Supplier shall pay the balance to the Purchaser, and if such excess is less than the sums due the Supplier under GCC Clause 41.2.5, the Purchaser shall pay the balance to the Supplier. The Purchaser and the Supplier shall agree, in writing, on the computation described above and the manner in which any sums shall be paid.

41.3 Termination by Supplier

41.3.1 If:

- (a) the Purchaser has failed to pay the Supplier any sum due under the Contract within the specified period, has failed to approve any invoice or supporting documents without just cause **pursuant to the SCC**, or commits a substantial breach of the Contract, the Supplier may give a notice to the Purchaser that requires payment of such sum, with interest on this sum as stipulated in GCC Clause 12.3, requires approval of such invoice or supporting documents, or specifies the breach and requires the Purchaser to remedy the

same, as the case may be. If the Purchaser fails to pay such sum together with such interest, fails to approve such invoice or supporting documents or give its reasons for withholding such approval, fails to remedy the breach or take steps to remedy the breach within fourteen (14) days after receipt of the Supplier's notice; or

- (b) the Supplier is unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser, including but not limited to the Purchaser's failure to provide possession of or access to the site or other areas or failure to obtain any governmental permit necessary for the execution and/or completion of the System;

then the Supplier may give a notice to the Purchaser of such events, and if the Purchaser has failed to pay the outstanding sum, to approve the invoice or supporting documents, to give its reasons for withholding such approval, or to remedy the breach within twenty-eight (28) days of such notice, or if the Supplier is still unable to carry out any of its obligations under the Contract for any reason attributable to the Purchaser within twenty-eight (28) days of the said notice, the Supplier may by a further notice to the Purchaser referring to this GCC Clause 41.3.1, forthwith terminate the Contract.

- 41.3.2 The Supplier may terminate the Contract immediately by giving a notice to the Purchaser to that effect, referring to this GCC Clause 41.3.2, if the Purchaser becomes bankrupt or insolvent, has a receiving order issued against it, compounds with its creditors, or, being a corporation, if a resolution is passed or order is made for its winding up (other than a voluntary liquidation for the purposes of amalgamation or reconstruction), a receiver is appointed over any part of its undertaking or assets, or if the Purchaser takes or suffers any other analogous action in consequence of debt.

- 41.3.3 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, then the Supplier shall

immediately:

- (a) cease all further work, except for such work as may be necessary for the purpose of protecting that part of the System already executed, or any work required to leave the site in a clean and safe condition;
- (b) terminate all subcontracts, except those to be assigned to the Purchaser pursuant to Clause 41.3.3 (d) (ii);
- (c) remove all Supplier's Equipment from the site and repatriate the Supplier's and its Subcontractor's personnel from the site.
- (d) In addition, the Supplier, subject to the payment specified in GCC Clause 41.3.4, shall:
 - (i) deliver to the Purchaser the parts of the System executed by the Supplier up to the date of termination;
 - (ii) to the extent legally possible, assign to the Purchaser all right, title, and benefit of the Supplier to the System, or Subsystems, as of the date of termination, and, as may be required by the Purchaser, in any subcontracts concluded between the Supplier and its Subcontractors;
 - (iii) to the extent legally possible, deliver to the Purchaser all drawings, specifications, and other documents prepared by the Supplier or its Subcontractors as of the date of termination in connection with the System.

41.3.4 If the Contract is terminated under GCC Clauses 41.3.1 or 41.3.2, the Purchaser shall pay to the Supplier all payments specified in GCC Clause 41.1.3, and reasonable compensation for all loss, except for loss of profit, or damage sustained by the Supplier arising out of, in connection with, or in consequence of such termination.

41.3.5 Termination by the Supplier pursuant to this GCC Clause 41.3 is without prejudice to any other rights

or remedies of the Supplier that may be exercised in lieu of or in addition to rights conferred by GCC Clause 41.3.

41.4 In this GCC Clause 41, the expression “portion of the System executed” shall include all work executed, Services provided, and all Information Technologies, or other Goods acquired (or subject to a legally binding obligation to purchase) by the Supplier and used or intended to be used for the purpose of the System, up to and including the date of termination.

41.5 In this GCC Clause 41, in calculating any monies due from the Purchaser to the Supplier, account shall be taken of any sum previously paid by the Purchaser to the Supplier under the Contract, including any advance payment paid **pursuant to the SCC**.

42. Assignment

42.1 Neither the Purchaser nor the Supplier shall, without the express prior written consent of the other, assign to any third party the Contract or any part thereof, or any right, benefit, obligation, or interest therein or thereunder, except that the Supplier shall be entitled to assign either absolutely or by way of charge any monies due and payable to it or that may become due and payable to it under the Contract.

SECTION V. SPECIAL CONDITIONS OF CONTRACT (SCC)

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Special Conditions of Contract

The following Special Conditions of Contract (SCC) shall supplement or amend the General Conditions of Contract (GCC). Whenever there is a conflict, the provisions of the SCC shall prevail over those in the General Conditions of Contract. For the purposes of clarity, any referenced GCC clause numbers are indicated in the left column of the SCC.

A. CONTRACT AND INTERPRETATION

1. Definitions (GCC Clause 1)

GCC 1.1 (a) (ix)	The applicable edition of the Procurement Guidelines is dated: published by the Bank in January 2011 and revised in July 2014.
GCC 1.1 (b) (i)	The Purchaser is: The Government Staff of RA and the Foreign Financing Projects Management Center of the Ministry of Finance of the RA
GCC 1.1 (b) (ii)	<i>The Project Manager is:</i> Mr. Vahe Stepanyan, Chief of Government Staff of RA
GCC 1.1 (e) (i)	The Purchaser's Country is: <i>Republic of Armenia</i>
GCC 1.1 (e) (iii)	The Project Site(s) is/are: <i>The Government Staff of Armenia Government House #1, Yerevan 0010, Republic of Armenia as headquarters and the list of entities specified in the point 4.3 "Site Table" of Section VI.</i>
GCC 1.1 (e) (x)	<i>The Contract shall continue in force until the Information System and all the Services have been provided unless the Contract is terminated earlier in accordance with the terms set out in the Contract.</i>
GCC 1.1. (e) (xii)	The Post-Warranty Services Period: None

2. Contract Documents (GCC Clause 2)

GCC 2	<i>There are no Special Conditions of Contract applicable to GCC Clause 2.</i>
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3. Interpretation (GCC Clause 3)

GCC 3.1.1	The Contract's governing language is <i>ENGLISH</i> .
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4. Notices (GCC Clause 4)

GCC 4.3	Address of the Project Manager:
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5. Governing Law (GCC Clause 5)

GCC 5.1	The Contract shall be interpreted in accordance with the laws of: <i>Armenia</i>
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6. Settlement of Disputes (GCC Clause 6)

GCC 6.1.4	<p>The Appointing Authority for the Adjudicator is: The Government Staff of RA</p> <p>A new Adjudicator will be jointly appointed by the Purchaser and the Supplier in a case the</p> <p>(i) Adjudicator resign or die, or</p> <p>(ii) Purchaser and the Supplier agree that the Adjudicator is not fulfilling his or her functions in accordance with the provisions of the Contract.</p>
GCC 6.2.3	<p>a) if the Supplier is foreign (including a Joint Venture when at least one partner is foreign):</p> <p><i>All disputes arising in connection with the present Contract shall be finally settled by arbitration in accordance with the UNCITRAL Arbitration Rules. These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract.</i></p> <p>(b) if the Supplier is a national of the Purchaser's country:</p> <p><i>Any dispute between the Purchaser and a Supplier arising in connection with the present Contract shall be referred to arbitration in accordance with the laws of the Purchaser's country.</i></p>

B. SUBJECT MATTER OF CONTRACT

7. Scope of the System (GCC Clause 7)

GCC 7.3	The Supplier's obligations under the Contract will include the following recurrent cost items, as identified in the Recurrent Cost tables in the Supplier's Bid: <i>not applicable</i> .
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8. Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System from <i>the Effective Date of the Contract</i> .
GCC 8.2	Operational Acceptance will occur on or before: <i>Operational Acceptance date consistent with the Implementation Schedule in the Technical Requirements Section.</i>

9. Supplier's Responsibilities (GCC Clause 9)

GCC 9.9	The Supplier shall have the following additional responsibilities: <i>None</i>
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10. Purchaser's Responsibilities (GCC Clause 10)

GCC 10.12	The Purchaser shall have the following additional responsibilities: <i>None</i>
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C. PAYMENT

11. Contract Price (GCC Clause 11)

GCC 11.2 (b)	Adjustments to the Contract Price shall be as follows: <i>None</i>
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12. Terms of Payment (GCC Clause 12)

GCC 12.1	Subject to the provisions of GCC Clause 12 (Terms of Payment), the Purchaser shall pay the Contract Price to the Supplier according to the categories and in the manner specified below. Only the categories Advance Payment and Complete System Integration relate to the entire Contract Price. In other payment categories, the term "total Contract
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Price" means the total cost of goods or services under the specific payment category. Within each such category, the Contract Implementation Schedule may trigger pro-rata payments for the portion of the total Contract Price for the category corresponding to the goods or services actually Delivered, Installed, or Operationally Accepted, at unit prices and in the currencies specified in the Price Schedules of the Contract Agreement.

1. Advance Payment

twenty percent (20%) of the entire Contract Price, exclusive of System Commissioning and System Support (f) costs, shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2.

2. Phase 1 – Technical Design

seventy percent (70%) of the pro-rata Contract Price for Phase 1, shall be paid against Acceptance of Phase 1 within thirty (30) days upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

3. Phase 2 – Development, Deployment and Data Migration Pilot

(i) seventy percent (70%) of the pro-rata Contract Price for Subtotal (a) of Phase 2, of Goods delivered and accepted shall be paid on receipt of the Goods and within thirty (30) days upon submission of claim supported by the Act of Acceptance issued by the Purchaser. Portion of appropriate payment shall be done against the partially delivered and accepted goods.

(ii) seventy percent (70%) of the pro-rata Contract Price for Subtotal (b) of Phase 2 shall be paid against Acceptance of Phase 2 within thirty (30) days upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

4. Phase 3 –System Roll Out to all government entities

seventy percent (70%) of the pro-rata Contract Price for Phase 3 shall be paid against Acceptance of Phase 3 within thirty (30) days upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

5. Phase 4 - Technology Transfer and Training

seventy percent (70%) of the total or pro-rata Contract Price for Phase 4 , shall be paid against Acceptance of Phase 4 within thirty (30) days upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

	<p>6. Operational Acceptance</p> <p>ten percent (10%) of the entire Contract Price, exclusive of System Commissioning and System Support (f) costs, as final payment against Operational Acceptance of the System as an integrated whole, shall be paid within thirty (30) days upon submission of claim supported by the Act of Acceptance issued by the Purchaser .</p> <p>Payment of the Contract price without local taxes shall be made out of Third Public Sector Modernization Project (LOAN NUMBER 8539-AM) proceeds. Local taxes shall be paid out of RA State Budget proceeds directly to the Tax Service of RA. FPPMC will be responsible for performing payments for delivered goods and implemented services on the basis of the Act of Acceptance (showing Goods' description and part numbers) issued by Government Staff of RA.</p>
GCC 12.3	The Purchaser shall pay to the Supplier interest on the delayed payments at a rate of: <i>Six (6%) percent</i> per annum.
GCC 12.4	For Goods and Services supplied locally, the Purchaser will pay the Supplier in <i>the currency stated in the Contract Agreement and the Price Schedules it refers to.</i>
GCC 12.5	Payment for Goods supplied from outside the Purchaser's Country shall be in the form of: <i>direct transfer to the Supplier's bank account</i> , upon receiving of the shipping documents, specified in GCC Clause 22.5.1 and Act of Acceptance issued by the Government Staff of RA.

13. Securities (GCC Clause 13)

GCC 13.2.1	The Supplier shall provide within twenty-eight (28) days of the notification of Contract award an Advance Payment Security in the amount and currency of the Advance Payment specified in SCC for GCC Clause 12.1 above.
GCC 13.2.2	<p>The reduction in value and expiration of the Advance Payment Security are calculated as follows:</p> <p><i>$P \cdot a / (100 - a)$, where "P" is the sum of all payments effected so far to the Supplier (excluding the Advance Payment), and "a" is the Advance Payment expressed as a percentage of the Contract Price pursuant to</i></p>

	<i>the SCC for GCC 12.1.</i>
GCC 13.3.1	The Performance Security shall be denominated in currencies in the currency stated in the Contract Agreement for an amount equal to ten (10) percent of the Contract Price.
GCC 13.3.4	During the Warranty Period (i.e., after Operational Acceptance of the System), the Performance Security shall be reduced to 2,5 percent of the Contract Price.

14. Taxes and Duties (GCC Clause 14)

GCC 14	<i>There are no Special Conditions of Contract applicable to GCC Clause 14</i>
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D. INTELLECTUAL PROPERTY

15. Copyright (GCC Clause 15)

GCC 15.3	The Purchaser may assign, license, or otherwise voluntarily transfer its contractual rights to use the Standard Software or elements of the Standard Software, without the Supplier's prior written consent, under the following circumstances: <i>none</i>
GCC 15.4	<p>The Purchaser's and Supplier's rights and obligations with respect to Custom Software or elements of the Custom Software are as follows</p> <p><i>The Supplier conveys to the Purchaser a permanent, irrevocable license to the custom software and materials valid for use by the Purchaser, its subordinate organizational units and any legal successors.</i></p> <p><i>This license shall entitle the Purchaser to modify, extend, duplicate and prepare derivative software or materials for use by the Purchaser, its subordinate organizational units and legal successors in the normal course of the Purchaser activities.</i></p> <p><i>The Supplier, within fifteen (15) days of Final Acceptance conveys to the Purchaser a copy of the Source Code of custom software and all relevant documents relating to the custom software.</i></p> <p><i>The Supplier represents and warrants to the Purchaser that:</i></p> <p>(a) <i>the Source Code of the customized part and related</i></p>

	<p><i>documents supplied to the Purchaser is complete, accurate, and up-to-date copy corresponding exactly to the production release of the software in operation at the time of Final Acceptance;</i></p> <p><i>(b) During the warranty period, the Supplier will supply to the Purchaser, within fifteen (15) days of any changes in the production release, the Source Code and related documents which are also complete, accurate and up to date corresponding to then current production release;</i></p> <p><i>(c) The Source Code shall contain all information in human readable form necessary to enable a reasonably skilled programmer or analyst to maintain and/or enhance the custom software, and without prejudice to the generality of the foregoing, that the Source Code and related documentation shall contain all listings of programmers' comments, data and process models, logic manuals, and flowcharts.</i></p>
GCC 15.5	<i>No software escrow contract is required for the execution of the Contract.</i>

16. Software License Agreements (GCC Clause 16)

GCC 16.1 (a) (iii)	The Supplier conveys to the Purchaser a permanent, irrevocable license to the software and materials valid for use by the Purchaser, its subordinate organizational units and any legal successors, which shall be valid not only throughout the territory of the Purchaser's Country but also in Embassy(s), Consulate(s) or Representative office(s) of the Republic of Armenia, where the software will be used as EDMS with their headquarters in Armenia.
GCC 16.1 (a) (iv)	Use of the software shall be subject to the following additional restrictions <i>none</i>
GCC 16.1 (b) (ii)	The Software license shall permit the Software to be used or copied for use or transferred to a replacement computer <i>provided the replacement computer falls within approximately the same class of machine and maintains approximately the same number of users, if a multi-user machine.</i>

GCC 16.1 (b) (vi)	The Software license shall permit the Software to be disclosed to and reproduced for use (including a valid sublicense) by <i>support service suppliers or their subcontractors, exclusively for such suppliers or subcontractors in the performance of their support service contracts</i> subject to the same restrictions set forth in this Contract.
GCC 16.2	The Supplier's right to audit the Standard Software will be subject to the following terms: <i>The Purchaser will make available to the Supplier within seven (7) days of a written request accurate and up-to-date record of the number and location of copies, the number of authorized users, or any other relevant data required demonstrating use of the Software as per the license agreement.</i>

17. Confidential Information (GCC Clause 17)

GCC 17.1	<i>There are no modifications to the confidentiality terms expressed in GCC Clause 17.1</i>
GCC 17.7	The provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for <i>the period specified in the GCC.</i>

E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

18. Representatives (GCC Clause 18)

GCC 18.1	The Purchaser's Project Manager shall have the following additional powers and / or limitations to his or her authority to represent the Purchaser in matters relating to the Contract: <i>no additional powers or limitations</i>
GCC 18.2.2	The Supplier's Representative shall have the following additional powers and / or limitations to his or her authority to represent the Supplier in matters relating to the Contract: <i>no additional powers or limitations</i>

19. Project Plan (GCC Clause 19)

GCC 19.1	<p>Chapters in the Project Plan shall address the following subject:</p> <ul style="list-style-type: none"> (a) <i>Project Organization and Management</i> (b) <i>Task, Time, and Resource Schedules</i> (c) <i>Delivery and Installation</i> (d) <i>System Integration</i> (e) <i>Training</i> (f) <i>Pre-commissioning and Appraisal</i> (g) <i>Operational Acceptance and Testing</i> (h) <i>Warranty Service</i>
GCC 19.2	<p>Within <i>fourteen (14)</i> days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Purchaser. The Purchaser shall, within <i>fourteen (14)</i> days of receipt of the Project Plan, notify the Supplier of any respects in which it considers that the Project Plan does not adequately ensure that the proposed program of work, proposed methods, and/or proposed Information Technologies will satisfy the Technical Requirements and/or the SCC (in this Clause 19.2 called “non-conformities” below). The Supplier shall, within <i>five (5)</i> days of receipt of such notification, correct the Project Plan and resubmit to the Purchaser. The Purchaser shall, within <i>five (5)</i> days of resubmission of the Project Plan, notify the Supplier of any remaining non-conformities. This procedure shall be repeated as necessary until the Project Plan is free from non-conformities. When the Project Plan is free from non-conformities, the Purchaser shall provide confirmation in writing to the Supplier. This approved Project Plan (“the Agreed and Finalized Project Plan”) shall be contractually binding on the Purchaser and the Supplier.</p>
GCC 19.5	<p>The Supplier shall submit to the Purchaser the following reports:<i>none</i></p>

20. Subcontracting (GCC Clause 20)

GCC 20	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 20.</i></p>
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21. Design and Engineering (GCC Clause 21)

GCC 21.2	The Contract shall be executed in accordance with the edition or the revised version of all referenced codes and standards current at the date <i>as specified in the GCC</i> .
GCC 21.3.1	The Supplier shall prepare and furnish to the Project Manager the following documents for which the Supplier must obtain the Project Manager's approval before proceeding with work on the System or any Subsystem covered by the documents. <i>none</i>

22. Procurement, Delivery, and Transport (GCC Clause 22)

GCC 22.4.3	The Supplier <i>shall</i> be free to use transportation through carriers registered in any eligible country and <i>shall</i> obtain insurance from any eligible source country.
GCC 22.5	<p>The Supplier shall provide the Purchaser with the following shipping and other documents:</p> <p>For Goods supplied from outside the Purchaser's Country:</p> <ul style="list-style-type: none"> (a) two copies of the Supplier's invoice showing the description of the Goods part numbers, quantity, unit price, and total amount; (b) usual transportation documents; and (c) insurance certificate; <p>The above documents shall be received by the Purchaser before arrival of the Goods and, if not received, the Supplier will be responsible for any consequent expenses.</p> <p>In addition to above the Supplier should send to the Purchaser the following other documents:</p> <ul style="list-style-type: none"> (d) Manufacturer's or Supplier's warranty certificate; <p>For Goods supplied locally (i.e., from within the Purchaser's country):</p> <p>The Supplier shall send the following documents to the Purchaser, as appropriate:</p>

	<p>(a) two copies of the Supplier's invoice showing Goods' quantity, unit price, and total amount; and</p> <p>(b) Manufacturer's or Supplier's warranty certificate;</p>
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23. Product Upgrades (GCC Clause 23)

GCC 23.4	The Supplier shall provide the Purchaser: <i>with all new versions, releases, and updates to all Standard Software during the Warranty Period, for free, as specified in the GCC.</i>
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24. Implementation, Installation, and Other Services (GCC Clause 24)

GCC 24	<i>There are no Special Conditions of Contract applicable to GCC Clause 24."</i>
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25. Inspections and Tests (GCC Clause 25)

GCC 25	<i>There are no Special Conditions of Contract applicable to GCC Clause 25.</i>
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26. Installation of the System (GCC Clause 26)

GCC 26	<i>There are no Special Conditions of Contract applicable to GCC Clause 26.</i>
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27. Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	Operational Acceptance Testing shall be conducted in accordance with the Technical Requirements and the Agreed and Finalized Project Plan.
GCC 27.2.2	If the Operational Acceptance Test of the System, or Subsystem(s), cannot be successfully completed within <i>no more than sixty (60)</i> days from the date of Installation or any other period agreed upon by the Purchaser and the Supplier, then GCC Clause 27.3.5 (a) or (b) shall

	apply, as the circumstances may dictate.
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F. GUARANTEES AND LIABILITIES

28. Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	Liquidated damages shall be assessed at one half percent (0.5%) percent per week. The maximum liquidated damages are ten percent (10%) of the total Contract Price.
GCC 28.3	Liquidated damages shall be assessed at milestones as indicated in Section VI – Technical Requirements, Implementation Schedule.

29. Defect Liability (GCC Clause 29)

GCC 29.1	For Software, exceptions or limitations to the Supplier’s warranty obligations shall be as follows: <i>None</i>																								
GCC 29.3 (iii)	<p>The Supplier warrants that the following items have been released to the market for the following specific minimum time periods:</p> <p><i>No specific minimum time requirements are established for this Contract other than that the Information Technologies and hardware must have been previously released to the market for at least two years.</i></p>																								
GCC 29.4	<p>The Warranty Period (N) shall begin from the date of Operational Acceptance of the System or Subsystem and extend for <i>12 months for the software and for the hardware as specified below</i></p> <table><tr><td>1</td><td>Switches</td><td>1 year</td></tr><tr><td>2</td><td>Switch modules</td><td>1 year</td></tr><tr><td>3</td><td>Servers</td><td>3 years</td></tr><tr><td>4</td><td>Storage system</td><td>3 years</td></tr><tr><td>5</td><td>Thin Clients and monitors</td><td>3 years</td></tr><tr><td>6</td><td>IP phone</td><td>1 year</td></tr><tr><td>7</td><td>Multifunction Printer (a)</td><td>1 year</td></tr><tr><td>8</td><td>Multifunction Printer (b)</td><td>1 year</td></tr></table>	1	Switches	1 year	2	Switch modules	1 year	3	Servers	3 years	4	Storage system	3 years	5	Thin Clients and monitors	3 years	6	IP phone	1 year	7	Multifunction Printer (a)	1 year	8	Multifunction Printer (b)	1 year
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6	IP phone	1 year																							
7	Multifunction Printer (a)	1 year																							
8	Multifunction Printer (b)	1 year																							

	9	Scanner (a)	1 year	
	10	Scanner (b)	1 year	
	11	RAM	1 year	
	12	Ethernet modules	1 year	
GCC 29.10	During the Warranty Period, the Supplier must commence the work necessary to remedy defects or damage <i>within twenty-four (24) hours</i> of notification.			

30. Functional Guarantees (GCC Clause 30)

GCC 30	<i>There are no Special Conditions of Contract applicable to GCC Clause 30.</i>
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31. Intellectual Property Rights Warranty (GCC Clause 31)

GCC 31	<i>There are no Special Conditions of Contract applicable to GCC Clause 31.</i>
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32. Intellectual Property Rights Indemnity (GCC Clause 32)

GCC 32	<i>There are no Special Conditions of Contract applicable to GCC Clause 32.</i>
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33. Limitation of Liability (GCC Clause 33)

GCC 33	<i>There are no Special Conditions of Contract applicable to GCC Clause 33.</i>
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G. RISK DISTRIBUTION

34. Transfer of Ownership (GCC Clause 34)

GCC 34	<i>There are no Special Conditions of Contract applicable to GCC Clause 34.</i>
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35. Care of the System (GCC Clause 35)

GCC 35	<i>There are no Special Conditions of Contract applicable to GCC Clause 35.</i>
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**36. Loss of or Damage to Property; Accident or Injury to Workers;
Indemnification (GCC Clause 36)**

GCC 36	<i>There are no Special Conditions of Contract applicable to GCC Clause 36.</i>
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37. Insurances (GCC Clause 37)

GCC 37.1 (c)	(i) TPL covering bodily injury or death suffered by third parties (including the Purchaser's personnel): US\$1,000/person without deductible; (ii) TPL covering loss of or damage to property (including the Purchaser's property and any Subsystems that have been accepted by the Purchaser): US\$100,000/occurrence without limit of number of occurrences.
GCC 37.1 (e)	<i>There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).</i>

38. Force Majeure (GCC Clause 38)

GCC 38	<i>There are no Special Conditions of Contract applicable to GCC Clause 38.</i>
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H. CHANGE IN CONTRACT ELEMENTS

39. Changes to the System (GCC Clause 39)

GCC 39	<i>There are no Special Conditions of Contract applicable to GCC Clause 39.</i>
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40. Extension of Time for Achieving Operational Acceptance (GCC Clause 40)

GCC 40	<i>There are no Special Conditions of Contract applicable to GCC Clause 40.</i>
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	40.
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41. Termination (GCC Clause 41)

GCC 41	<i>There are no Special Conditions of Contract applicable to GCC Clause 41.</i>
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42. Assignment (GCC Clause 42)

GCC 42	<i>There are no Special Conditions of Contract applicable to GCC Clause 42.</i>
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SECTION VI. TECHNICAL REQUIREMENTS (INCLUDING IMPLEMENTATION SCHEDULE)

Technical Requirements

A. BACKGROUND

0.1 GENERAL DESCRIPTION

The “Mulberry” electronic document management system has been introduced in the Government of Armenia in May 2007 and as of May 2017 it is being used by more than 40 Government institutions (List of Government entities is specified in the point 4.3 “Site Table” of Section VI). The total number of users is around 12000 civil servants. Number of documents processed through the systems is around 1,000,000 per year. The system automated document exchange between the government entities and at present more than 70% of documents are exchanged electronically.

The modernized and upgraded electronic document management system should allow the abovementioned Government agencies to enhance their efficiency and enable transformation of additional tasks such as voting, discussion, etc. from paper to electronic platform. It will provide the Government an opportunity to significantly increase the control over implementation of Government decisions and Prime Minister’s decisions and track documents within the ministries. As a result of modernization of EDMS, Government agencies will have quicker access to documents, will be able to increase the number online applications from citizens and share public information via their web sites without additional efforts and resources. The system will manage all incoming and outgoing documents at public and internal security levels. Secret and Top secrets documents will not be managed by the required software.

0.2 Acronyms Used in These Technical Requirements

	Term	Explanation
	bps	bits per second
	dpi	dots per inch
	Ethernet	IEEE 802.3 Standard LAN protocol
	GB	gigabyte
	Hz	Hertz (cycles per second)
	HRMIS	Human resource management information system
	ISO	International Organization for Standardization
	KB	kilobyte
	LAN	Local area network
	MB	megabyte

	Term	Explanation
	NIC	Network interface card
	OS	Operating system
	PCL	Printer Command Language
	ppm	pages per minute
	RAID	Redundant array of inexpensive disks
	RAM	Random access memory
	SNMP	Simple Network Management Protocol
	V	Volt

B. BUSINESS FUNCTION AND PERFORMANCE REQUIREMENTS

1.1. Business Requirements to Be Met by the System

1.1.1. The purpose of the project is to modernize and enhance the existing EDMS based on user requirements and technology developments over last ten years. General purpose of the upgrade and modernization of the existing EDMS is to enhance efficiency of daily work for more than 60 government institutions, significantly enhance data exchange, control over the assignments between the government institutions and overall internal efficiency. Through enhancement and modernization of EDMS new functions for performance assessment will be introduced such as staff load, distribution of deadlines and assessment of task duration for each assignment. The existing EDMS will become not only document management and exchange solution but an environment where public servants can discuss all issues related to preparation of documents including voting, forums etc. Existing EDMS will be modernized to have ability to integrate with other existing e-gov systems in Armenia such as passport services, business register, Human resource management information system of the RA Civil Service Council and others to enable more accurate data collection and processing.

1.2. Functional Performance Requirements of the System

- 1.2.1. All mockups and system requirements are descriptive and do not indicate any particular design, wording or layout. Vendors are allowed to propose any solution that fits the best to requirements of specified system.
- 1.2.2. The system should be web based application that can be used without installing any additional software on client computer except standard web browser. The system needs to support at least two of the most used web

browsing software, that are available on multiple platforms (windows, linux). Some of government entities use Linux based OS as standard operating system for user workstations.


- 1.2.3. The system should be provided as an installation package that can be installed independently of vendor. All following upgrades and or modifications should be available for automatic/or manual installation without vendors interference.
- 1.2.4. The system will be multilingual enabling at least 3 simultaneous languages. All forms, data and other information should be available in 3 languages. All data entry interfaces should have relevant design and appearance for multilanguage information entry.
- 1.2.5. All following Mockups and diagrams are for information purposes only and are not mandatory layouts or interface requirements. Vendors are free to propose any other layouts as long as the overall requirements for information collection, storing and processing are met. The following functionality should be available as system setup.








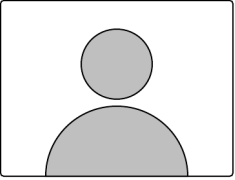
1.3. Users

- 1.3.1. User and role management should be modernized to have additional functionalities such as notifications by email on new arrived tasks, entering full passport and address data, user picture. The user management section should be integrated with passport service to download full user info based on identification document number.
- 1.3.2. It is proposed that users in the system will not have rights unless they are assigned to specific roles. Users can register in the system using an online form or can be added manually by the system administrator or authorized personnel. Mockup 1 presents minimum information requirements for registration of user. Registered users can print their registration information.

Mockup 1, new user information section

Add new user

Username Password Recommended Password 

Primary	Second Language	Third language
<p>Name <input type="text" value="Name"/></p> <p>Second name <input type="text" value="Last Name"/></p> <p>Last name <input type="text" value="Last Name"/></p> <p>Father's name <input type="text" value="Patronymic Name"/></p> <p>DOB <input type="text" value="1/1/10"/> </p> <p>Passport Name <input type="text" value="Passport Number"/> <input type="text" value="Issued by"/></p> <p><input type="text" value="1/1/10"/>  <input type="text" value="1/1/10"/> </p> <p>PSN <input type="text" value="PSN"/></p> <p>email <input type="text" value="email"/></p> <p>Mobile <input type="text" value="Country"/> <input type="text" value="Area"/> <input type="text" value="Phone Number"/></p> <p>Landline <input type="text" value="Country"/> <input type="text" value="Area"/> <input type="text" value="Phone Number"/> <input type="text" value="Ext."/></p> <p style="text-align: center;"><input type="button" value="Load from ID"/></p>	<p>Country <input type="text" value="Countries"/> </p> <p>Region <input type="text" value="Marzes RA"/> </p> <p>Community <input type="text" value="Communities RA"/> </p> <p>Residence <input type="text"/></p> <p>Street <input type="text"/></p> <p>Hause type <input type="text" value="Building type"/> <input type="text" value="Text"/> <input type="text" value="Text"/></p> <p>Notifications <input type="text" value="Mobile (SMS)"/> </p> <p><input type="text" value="Email"/></p> <p><input type="text" value="Do not notify"/></p> <p><input type="text" value="All means"/></p> <p style="text-align: center;"><input type="button" value="Save"/></p>	

1.3.3. Registered users will be stored in user register of the system with the following management functions available for the system administrator or authorized personnel. User register section of the system should have at least the following functionalities;

1. Search,
2. Sorting/filtering by all users, active users, suspended users,
3. System administrator and/or authorized personnel should be able to define the columns by which the list of users is demonstrated. The selection will be based on all fields used during registration of users,
4. Editing user data,
5. Changing or resetting password,
6. Deactivating/activating a user.

Information and actions for user editing are presented below as Mockup 3.

Mockup 2

Edit user

Username New password is

Primary Language

Name Country

Second name Region

Last name Community

Father's name Residence

DOB Street

Passport Name Issued by

PSN House type

email Notifications

Mobile Email

Landline Do not notify ☐

All means ☐

1.4. Roles

1.4.1. Roles reflect the organization structure/tree of organization or a government entity. Roles reflect organizational structures such as subordination, secretaries and replacements. All permissions of the system are assigned/linked to a Role. Mockup 4 represents minimum role information required. Role register should have at least the following functionalities.

Mockup 3

Add new role

Primary

Title Replacement

Subordinated to User

Code Start End

Division Permissions ☒ ☐ ☒ ☐

Secretary

Status

History

Jhon Dow Start 2015-01-01 2016-03-25

Sam Smith Start 2016-03-25 - 2017-01-01

Jhon Dow Start 2015-01-01 2016-03-25

1. Search,
2. Sorting/filtering by all roles, active roles, suspended roles

3. System administrator and/or authorized personnel should be able to define the columns by which the list of roles demonstrated. The selection will be based on all fields used during registration of roles.
4. Editing role data
5. Replacing role users
6. Deactivating/activating a role

Additional functions for role managements include:

1. Batch permission adding - System administrator and/or authorized personnel should be able to select multiple roles and assign selected permissions to selected roles,
2. Batch permission removal - System administrator and/or authorized personnel should be able to select multiple roles with the same permission and remove selected permissions from selected roles.
3. Roles can be created manually or by using role templates.
4. Roles should keep the history of appointments.

The system should be able to integrate with the Human resource management information system of the RA Civil Service Council. The integration specifications and requirements will be provided to a winning candidate.

1.5. Address book/Contact management

- 1.5.1. The system should have ability to collect and store information about external organizations contacts. The minimum required information for collection and storing of data is summarized in Table 1.

Table 1

Minimum requirements for defining a contact in the system		
Name	Description	
Name	Text Organization name	
Country	List of ISO countries	
Region	List of Armenian regions	
Community	List of Armenian Communities	

Residence	List of Armenian residences	
Street	Text Street name	
House type/ Number	Text	
Organization Code	Text, proposed for coding the address book entries	

Additional descriptive information is presented in Mockup 3.

Mockup 4

Add new entry in address book

Primary	Second Language	Third language
Name <input type="text" value="Organization name"/> Country <input type="text" value="Countries"/> Region <input type="text" value="Marzes RA"/> Community <input type="text" value="Communities RA"/> Residence <input type="text"/> Street <input type="text"/> House type <input type="text" value="Building type"/> <input type="text"/> <input type="text"/>	Organization Code <input type="text" value="Last Name"/> Region <input type="text" value="Last Name"/> Community <input type="text" value="Patronymic Name"/> email <input type="text" value="email"/> URL <input type="text" value="URL"/> Landline <input type="text" value="Country"/> <input type="text" value="Area"/> <input type="text" value="Phone Number"/> <input type="text" value="Ext."/> Fax <input type="text" value="Country"/> <input type="text" value="Area"/> <input type="text" value="Phone Number"/> <input type="text" value="Ext."/> Data exchange URL <input type="text" value="URL"/>	

1.5.2. Register of contacts

Address register should have at least the following functionalities

1. Search,
2. Sorting/filtering by all contacts, active contacts, suspended contacts
3. System administrator and/or authorized personnel should be able to define the columns by which the list of contacts is demonstrated. The selection will be based on all fields used during registration of contacts.
4. Editing contact data

System should have the workflow constructor to enable any business process for any type of document/task. The workflows are based on actions and statuses. The system will have two main predefined statuses New and Finished.

1.7.2. Statuses

The Mockup 5 represents the minimum information available. The names of statuses are free user defined texts. In addition to Status description new system should enable Tracking info field which is proposed for sending meaningful information to external document tracking functions. The table below represents some examples of status name and tracking info.

Table 2, Examples of status name and tracking info		
	Status Description	Tracking info
1.	Awaiting approval	Your document is being processed
2.	Awaiting signature	Your document is being processed
3.	Approved	Your request is satisfied, please see the signed document below

Statuses cannot be deleted if they have been used in any action. Register of statuses should provide at least the following functionalities:

1. Search status by name,
2. Editing status data,
3. Deleting status (if never used),
4. Deactivating/activating status,
5. System administrator and/or authorized personnel should be able to define the columns by which the list of statuses is demonstrated. The selection will be based on all fields used during registration of statuses.

Mockup 6

The mockup shows a web browser window with a title bar. Inside, there's a form titled "Add/Edit new status". At the top of the form are three tabs: "Primary", "Second Language", and "Third language". The "Primary" tab is selected. Below the tabs, there are three text input fields. The first is labeled "Name", and the other two are labeled "Tracking info". At the bottom of the form are two buttons: "Cancel" and "Save".

1.7.3. Actions

Minimum requirements for defining an action in the system are summarized in table 3.

Table 3, Minimum requirements for defining an action in the system		
Name	Description	
Action Name	Text	
Required Status	Selection from available statuses of particular workflow for which the action is defined.	
Next Status	Selection from available statuses of particular workflow for which the action is defined.	
For all statuses	Yes/No selector to enable showing a particular action for all statuses	
Action is automatic	Yes/No selector to enable performing a particular action based on deadline or any other condition.	
Require recipient	Yes/No selector to set an option whether the task is being forwarded to other recipient or can be performed without changing the holder of the task.	
Require deadline	Yes/No selector to enable setting a deadline for the next	

	recipient.	
Action is automatic	Yes/No selector to set whether the action is automatic or should be performed only manually.	
Visible to	System should allow limiting visibility of action to a particular role, group or anyone.	
Edit fields	The system should allow editing particular metadata of the task before completing the action. (Ex. updating the deadline, setting specific value to a field.)	
Decision type	The system should allow setting a special parameter for task. This parameter will indicate whether a decision has been made for the content of the task. (positive/negative). This feature is used during electronic exchange of data between systems to enable automatic processing of content received from EDMS.	
Other programmed actions	The system should allow to develop custom software code during the action (generate a template, send an email etc.).	

Mockup 7

Add/edit action

Primaty Language
Secondary Language
Third language

Action Name

Required Status
 New

Next Status
 Awaiting for signature

For all statuses
 Yes/No

Next Status

Action is automatic
 Yes/No

Require recipient
 Yes/No

Require attachment
 Yes/No

Require deadline
 Yes/No

Action is automatic
 Yes/No

Visa action
 Positive / Negative / Reset

Creates subtask
 Positive / Negative / Reset

Recipient can be changed
 Yes/No

Data is editable
 Yes/No

Also inform
 ✓ Head of secretariat
 ✓ Director-

Also for Non Holders
 Positive / Negative / Reset

Require action confirmation
 Yes/No

Require comment
 Yes/No

Visible to
 Role
 Group
 Everyone
 Immediate supervisor

1.8. Forms

System should have forms designer to allow development of any custom forms and layouts for recording task/document metadata. System should allow custom layout of

fields on form. The following minimum set of field types should be available in the system.

Table 4, Minimum set of field types	
Name	Description
Rich text	Text with formatting
Text	Text without formatting
Password	text with hidden or viewable characters
Email	text with validation rules. (text@text.com)
Numeric	numeric data
Financial	numeric data with formatting and currency selection option
Date	date,
Date and time	date and time
Time	time
Yes/No	Yes/No selector
Selector	Drop down multiple value selector
Checkbox	Check box

1.9. Libraries management

The system should enable creating and maintenance of custom libraries such as countries, communities, etc. Libraries can be multilevel (Country, Region, Community, Residence, Street, Building). Library management component should enable importing and exporting libraries from one EDMS to another. In addition the system should enable exporting/importing libraries from one of the standard formats such as CSV, .XLSX, etc. Libraries should be accessible from forms as source for values of different field types such as sectors.

1.10. Templates

The system should enable generation of multi format (xml, pdf) templates from data available in any task/document records. System should provide tools to develop document templates and attach them to Action. Documents will be generated from system data during actions. Same template can be used for more than one workflow and action.

1.11. Calendar

System should have its own manageable calendar. The minimum functionalities for the system calendar include:

Setting day properties for a single day in the calendar or for all days in a week.

- a. working/not working,
- b. working day start/end,
- c. assigning an event title for any particular day,

Monday	Is Working Day <input type="text" value="True"/>	Start of Working Day <input type="text" value="09:00"/>	End of Working Day <input type="text" value="18:00"/>
Tuesday	Is Working Day <input type="text" value="True"/>	Start of Working Day <input type="text" value="09:00"/>	End of Working Day <input type="text" value="18:00"/>
Wednesday	Is Working Day <input type="text" value="True"/>	Start of Working Day <input type="text" value="09:00"/>	End of Working Day <input type="text" value="18:00"/>
Thursday	Is Working Day <input type="text" value="True"/>	Start of Working Day <input type="text" value="09:00"/>	End of Working Day <input type="text" value="18:00"/>
Friday	Is Working Day <input type="text" value="True"/>	Start of Working Day <input type="text" value="09:00"/>	End of Working Day <input type="text" value="18:00"/>
Saturday	Is Working Day <input type="text" value="False"/>	Start of Working Day <input type="text" value="--:--"/>	End of Working Day <input type="text" value="--:--"/>
Sunday	Is Working Day <input type="text" value="False"/>	Start of Working Day <input type="text" value="--:--"/>	End of Working Day <input type="text" value="--:--"/>

Proposed views of calendar are presented in following mockups.

DDMMYYYY

Day view

Week view

Working week

Month view

Year view

Advanced settings

>> May, 2017 >>

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	1	2	3	4	5	6
	7	8	9	10	11	12
13	14	15	16	17	18	19

DDMMYYYY

Day view

Week view

Working week

Month view

Year view

Advanced settings

>> May, 2017, week 24 June 26-July 2 >>

Monday, June 26	Tuesday, June 27	Wednesday	Thursday	Friday
09:30 Meeting with PM, _____ adviser, at room more . 12:00 Meeting at Deputy PM _____ at room 105. more Public events Satenik Vardanyan's birthday , Samvel Karakhanyan's funeral , Constitution day	1	2	3	4

Calendar should enable notifications to system roles about scheduled events. The system also should have default workflows for

adding/removing/editing an event in calendar. Users can send invitations to events in calendars to other users of the system and between EDMS systems in other government entities.

1.12. Security levels

All tasks can be classified by a security level. Access to different security levels is assigned to a role. If task/document is forwarded to a recipient that does not have access to security level of task then system should reject performing the action and show warning.

1.13. Action log

It will be possible to display a list of all actions which have been performed for every content. This list will provide, for example, the date and time of the action, the name of the person who carried out the action, his comments and the type of action (e.g. create, submit, dispatch, approve, reject, send). Action log for a task should be attached and viewable in task.

Action log register also should be maintained where roles with special permission can see all action log. Action log should be searchable at least by the following criteria

1. date range (start/end),
2. role,
3. task,
4. action (actions in workflows),
5. workflow,
6. deleting/adding attachment,
7. login/logout to the system,
8. unsuccessful logins

1.14. Deadlines

Deadlines in the system are multilevel.

- Task initial deadline – this deadline is set to identify the overall duration of task,

- incremental deadlines - all farther actors in the workflow can specify incremental deadlines (smaller than initial and summary of all set initial deadlines) when performing action.

1.15. Archive

The system will keep tasks at least for the past 36 months. Older documents can be archived on request by a backup system, but their records will be kept on-line for search purposes. The retrieval process of archived documents can involve a specific user's role to obtain attached files from the backup system.

1.16. Search tool and reports

A search tool must be available to retrieve documents using all fields of the records, workflows history and full text on (attached) files to the record if they are not archived. Search results can be printed or exported for external use (e.g. worksheet applications). The system will provide tools to manage (add, update and delete) and customize reports.

1.17. System settings

The system should be adaptable for at least following categories.

1.17.1. General Settings

- **General** – This category refers to language, appearance, date and email settings of the system. The proposed configuration panel is presented as Mockup.
- **Multilingualism** - The system should be available at least in three languages simultaneously.
- **Primary language** – The system should allow setting primary language. The system will appear in primary language unless users set up custom user preferred language. Preferences of user supersede the system settings.
- **Skins** – The system should be adaptable for use of different design interfaces.

- **Action log** – For security purposes the system should have action log for any actions of users. Every activity needs to be logged and stored as specified in

The screenshot shows a web browser window with the address bar displaying 'Title'. The page is titled 'System Settings' and has a navigation bar with tabs: General, Users, Other, Update history/Release notes, and About the System. The 'General' tab is selected. Below the tabs, the page is divided into sections. The 'System view and other settings' section contains: First language (am), Second Language (ru), Third language (en), Primary language (First language dropdown), Skins (system default dropdown), Week starts (Monday dropdown), Date format (dd/mm/yyyy dropdown), System address (http://demo-mul2.vxsoft.com), Action log (Yes dropdown), and Keep Action log (1/3/5/7/10/forever dropdown). The 'Email' section contains: Email (noreply@ddd.com), Mail server (*****), and Smtip server (mail.com:25). Below these is a 'Multilingual data' section with buttons for am, ru, and en. At the bottom, there is an 'Organization name' field with the value 'Beauty.Inc' and a 'Save' button.

system settings.

- **Email service** – The system should be able to integrate to a particular standard email server for allowing emailing external recipients during actions in workflow.

1.17.2. User Settings

- **On line registration** – The system should allow on line registration of users. On line users can be assigned to a role from role templates automatically or manually by a system administrator/authorized personnel.

The screenshot shows a web browser window with the address bar displaying 'http://demo-mul2.vxsoft.com/am/dashboard#system.workflows'. The page is titled 'System settings' and has a navigation bar with tabs: General, Users, Other, Update history/Release notes, and About the System. The 'Users' tab is selected. Below the tabs, the page is divided into sections. The 'User settings' section contains: Users can register on line (Yes/No dropdown), Password validity days (90), username mask ([A-Z],[a-z],[0-9]), Registration verified by an email (Yes/No dropdown), Password lenght (8), User login (fixed IP address dropdown), Only email usernames (Yes/No dropdown), Password mask (1x[A-Z],1x[a-z],1x[0-9],1x[!@#*\$&]), and Fixed IP (192.168.10.15). Below these is a 'Multilingual data' section with buttons for am, ru, and en. At the bottom, there is an 'Organization name' field with the value 'Beauty.Inc' and a 'Save' button.

- **User registration options** – The system should allow adding users manually by administrator/authorized personnel or as an additional security measure the user registration can be verified by an email. Security alerts should be available in case of registering different users with the same email address.
- **Username and password types** – The System should allow setting user name and password types, length, mask. Users can be allowed to login from restricted address or from any connection.
- **Login by ID cards** – The system should allow login of users by their T1, T0 standard ID cards.

1.17.3. Update history

System settings section should enable administrator/authorized personnel control over updates.

- **Release notes** – For each update version the system should have searchable release notes with short description of changes and modifications,
- **Upcoming releases** – Section should introduce upcoming releases with short description of changes and modifications in order to administrator/authorized personnel decide whether they want to upgrade to that particular version or not.

The screenshot displays a web application interface for system settings. At the top, there's a navigation bar with tabs: General, Users, Other, Update history/Release notes (selected), and About the System. Below the tabs, the 'Update history/Release notes' section is active, showing a table of release notes. The table has four columns, each displaying version numbers (e.g., 2.0.1.63, 2.0.1.62) and a link to 'See details...'. Below the table, there are navigation links: '<< Prev', a page number '1', and 'Next >>'. At the bottom of the interface, there's a 'Multilingual data' section with language buttons for 'am', 'ru', and 'en'. Below that, there's a form for 'Organization name' with the value 'Beauty.Inc' and a 'Save' button.

1.18. Technical specifications

- Multi-tier architecture
- Standard RDBMS (must be provided)
- Web native standard workflow (W3C compliant, must be provided)
- Full web interface
- The system should not have numerous (3 maxi) nor heavy (3 Mb maxi) add-ons
- Native XML information structure
- Standard communication protocol
- SMTP compliant
- Ability to use Armenian alphabet for user interface and field values
- Document exchange with more than one systems of the same type
- On-line web tracking for specific document types
- Query system to retrieve documents and information about document from different systems of the same type
- Possibility to later use Bar code reader to identify paper masters

1.19. Adaptability and openness

The system will be able to be customized to fulfill Government Staff of RA requirements without specific developments. Therefore, after training, administrators will be able to customize and create workflows, document templates, user accounts, etc. Analysis, customization, installation, pilot team training and on site assistance (at least a week) are included in this tender. The system should be open source. The Government of Armenia or any other Government agency of the RA shall have the right to install, modify and further develop the system developed within the framework of this project. The system must be sufficiently open to allow inclusion of new modules. All required documentation to ensure Open Source Software compatibility of system shall be submitted to an expert appointed by the Working Group of the Government staff of RA and PSMP management group. The Supplier shall fully cooperate with any expert appointed by the Working Group of the Government staff of RA.

C. TECHNICAL SPECIFICATIONS

2.0 General Technical Requirements

- 2.0.1 Language Support: All information technologies must provide support for the **Armenian**. Specifically, all display technologies and software must support the ISO **UTF 8** character set..
- 2.0.2 DATES: All information technologies **MUST** properly display, calculate, and transmit date data, including, but not restricted to 21st-Century date data.
- 2.0.3 Electrical Power: All active (powered) equipment must operate on voltage range and frequency range, **220v +/- 20v, 50Hz +/- 2Hz**. All active equipment must include power plugs standard in *Armenia*.
- 2.0.4 Environmental: Unless otherwise specified, all equipment must operate in environments of *specify, temperature, humidity, and dust conditions*, **10-30 degrees centigrade, 20-80 percent relative humidity, and 0-40 grams per cubic meter of dust.**
- 2.0.5 Safety:
 - 2.0.5.1 Unless otherwise specified, all equipment must operate at noise levels no greater than **55** decibels. **No noise levels restrictions for servers.**
 - 2.0.5.2 All electronic equipment that emits electromagnetic energy must be certified as meeting **emission standard, e.g., US FCC class B or EN 55022 and EN 50082-1** or equivalent, emission standards.

2.1 Computing Hardware Specifications

Computing hardware, networking and other equipment specifications are attached Attachment 5 to this document.

2.2 Service Specifications

- 2.2.1 Data Conversion and Migration: **All data from existing system has to be converted and migrated to new system.**

2.3 Documentation Requirements

- 2.3.1 END-User documents: **Electronic end user manuals in Armenian should be integrated in the system electronically. Printed versions of manuals are not required.**
- 2.3.2 Technical Documents: **Electronic system manual including administration, back up configuration and restoring procedures should be integrated in the system electronically. Printed versions of manuals are not required.**

2.4 Deliverables

The Supplier must provide the following deliverables:

- a. System detailed functional specification, solution design, security policy and suggested implementation plan
- b. Installation and deployment packages for all software components and subsystems;
- c. Source codes for whole system and its subsystems;
- d. Change management procedures and methodology (if applicable);
- e. Test Strategy, acceptance test plans;
- f. System Administration and Deployment Guides in electronic version and integrated into the system;
- g. Training materials for all target groups.

D. TESTING AND QUALITY ASSURANCE REQUIREMENTS

3.1 Pre-commissioning Tests

- 3.1.0 In addition to the Supplier's standard check-out and set-up tests, the Supplier (with the assistance of the Purchaser) must perform the following tests on the System and its Subsystems before Installation will be deemed to have occurred and the Purchaser will issue the Installation Certificate(s) (pursuant to GCC Clause 26 and related SCC clauses).
- 3.1.1 In its proposal Supplier might include any tests to be completed before each acceptance stage.
- 3.1.2 Hardware should be installed, deployed and demonstrated in working conditions at Purchaser premises. The hardware will be tested for 5 days at manufacturer's specified performance tests.
- 3.1.3 The Entire System: Pre-commissioning Tests for the entire System are: for each type of business process in the updated system the supplier should demonstrate performance and conformity with requirements in this document.

3.2 Operational Acceptance Tests

- 3.2.0 Pursuant to GCC Clause 27 and related SCC clauses, the Purchaser (with the assistance of the Supplier) will perform the following tests on the System and its Subsystems following Installation to determine whether the

System and the Subsystems meet all the requirements mandated for Operational Acceptance.

- 3.2.1 For each type of business process in the updated system the supplier should demonstrate performance and conformity with requirements in this document.
- 3.2.2 Hardware should be installed, deployed and integrated into existing hardware infrastructure for 5 days at Purchaser premises. The hardware will be tested for 5 days at Purchaser premises to ensure full compatibility with existing network and hardware infrastructure at the Government staff of RA.
- 3.2.3 Tests for the entire System are: The system will be deployed in live environment. At least 50 real transactions for each of components should be implemented by the Government staff of RA (Purchaser) before the operational acceptance. For each type of business process Purchaser should verify the conformity with requirements in this document.

Upon the completion of the entire Installation, the Supplier shall assist Purchaser for the Operational Acceptance Test. The Supplier should provide the System.

3.3 System Commissioning and System Support

Services proposed under this category include fixing identified system errors, bug fixing, correction and upgrade of data exchange interfaces and errors, that Part F have not been identified during Part F precommission and operational acceptance phases.

E. IMPLEMENTATION SCHEDULE

4. Implementation Schedule Table

4.1 Implementation Schedule Table

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Commencement (weeks from Effectiveness)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
0	Project Plan Development				W 2	W 4	no
1	Phase 1 – Technical Design						
1.1	Review and analysis of the existing systems		HQ		W 1		no
1.1.1	Requirements Analysis and Development		HQ		W2		no
1.2	Functional requirements of the system		HQ		W 6	W 7	yes
1.3	System platform specification delivery		HQ		W7	W 9	no
1.3.1	System platform specification review and acceptance		HQ		W 8	W 9	yes
1.4	System Design Development		HQ		W 9	W 10	no
	Acceptance of Phase 1				W 9	W 10	no

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Commencement (weeks from Effectiveness)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
2	Phase 2 – Development, Deployment and Data Migration Pilot						
2.1	Development and customization of the System		HQ		W 11	W 43	no
2.2	Prototype Delivery		HQ		W 28	W 29	yes
2.3	Supply and installation and acceptance of hardware		HQ		W 30	W 29	yes
2.4	Deployment in pilot body		HQ		W 30	W 43	no
2.5	Installation on the hardware and deployment of the developed system		HQ		W 29	W 43	no
2.5.1	Testing & Final Customization during the pilot implementation		HQ		W 33	W 35	no
2.6	System final configuration and adjustment to the customer needs		HQ		W 39	W 43	yes
	Acceptance of Phase 2		HQ		W 42	W 43	no
3	Phase 3 – System Roll Out to all government entities						

Line Item No.	Subsystem / Item	Configuration Table No.	Site / Site Code	Delivery (Bidder to specify in the Preliminary Project Plan)	Commencement (weeks from Effectiveness)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
3.1	Deployment in government entities in accordance with the point 4.3 “Site Table” of Section VI		SB1-SB44		W 43	W 45	
3.2	System final configuration and adjustment to the customer needs		SB1-SB44		W 43	W 45	
	Acceptance of Phase 3						
4	Phase 4 - Technology Transfer and Training						no
4.1	Technology Transfer and Training for the System		HQ		W 43	W48	no
4.2	Delivery of user manuals and system administration documents		HQ		W 46	W48	yes
	Acceptance of Phase 4				W 48	W50	no
5	Operational Acceptance		HQ		W 51	W52	no

4.2 System Inventory Table (Supply and Installation Cost Items)

Component No.	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
Line Item No.				
0	Project Plan Development		In accordance with the Sites specified in the 4.1	x
1	Phase 1 – Technical Design		“	x
1.1.1	Requirements Analysis and Development		“	x
1.2	Functional requirements of the system	1.2	“	x
1.3	System platform specification delivery	1.2.2; 1.2.3	“	x
1.4	System Design Development	1.3-1.9	“	x
	Acceptance of Phase 1			x
2	Phase 2 – Development, Deployment and Data Migration Pilot			
2.1	Development and customization of the System	1.3-1.9	“	x
2.2	Prototype Delivery	-	“	x

2.3	Supply and installation of hardware	2.1; Attachment 5; 3.2.2	“	x
2.3.1	Switches	ATTACHMENT 5		2
2.3.2	Switch modules	ATTACHMENT 5		x
(a)	10GBASE-SR	ATTACHMENT 5		34
(b)	10GBASE-LR	ATTACHMENT 5		2
(c)	1GBASE-T RJ45	ATTACHMENT 5		10
(d)	10GBASE-ER	ATTACHMENT 5		4
2.3.3	Servers	ATTACHMENT 5		3
2.3.4	Storage system	ATTACHMENT 5		1
2.3.5	Thin Clients and monitors	ATTACHMENT 5		250
2.3.6	Yealnik T23G	ATTACHMENT 5		10
2.3.7	Multifunction Printer (a)	ATTACHMENT 5		10
2.3.8	Multifunction Printer (b)	ATTACHMENT 5		1
2.3.9	Scanner (a)	ATTACHMENT 5		1
2.3.10	Scanner (b)	ATTACHMENT 5		5
2.3.11	RAM	ATTACHMENT 5		x
(a)	712383-081	ATTACHMENT 5		16
(b)	628974-081	ATTACHMENT 5		20

(c)	500656-B21	ATTACHMENT 5		4
2.3.12	Ethernet modules	ATTACHMENT 5		x
(a)	c3kx-nm-10G	ATTACHMENT 5		2
(b)	593717-B21	ATTACHMENT 5		2
(c)	634026-001	ATTACHMENT 5		1
(d)	NC550SFP	ATTACHMENT 5		4
(e)	OCe11102-NM	ATTACHMENT 5		1
	Acceptance of Hardware			
2.4	Deployment in pilot body	-	“	x
2.5	Installation on the hardware and deployment of the developed system		“	x
2.5.1	Testing & Final Customization during the pilot implementation	3.2.3	“	x
2.6	System final configuration and adjustment to the customer needs	3.2.3	“	x
	Acceptance of Phase 2			x
3	Phase 3 – System Roll Out to all government entities			x
3.1	Deployment in government entities in accordance with the point 4.3 “Site Table” of Section VI.		“	x
3.2	System final configuration and adjustment to the customer needs		“	x
	Acceptance of Phase 3		“	x

4	Phase 4 - Technology Transfer and Training		“	X
4.1	Technology Transfer and Training for the System		“	X
4.2	Delivery of user manuals and system administration documents	2.6.1; 2.6.2	“	X
	Acceptance of Phase 4		“	X
5	Operational Acceptance		“	X

4.3 Site Table(s)

Site Code	Site	City / Town / Region	Primary Street Address	Drawing Reference No. (if any)
HQ	1. Government Staff of RA	Yerevan	Staff of Government of RA, Government building 1, Yerevan 0010, Republic of Armenia	
SB1	2. RA Ministry of International Economic Integration and Reforms	Yerevan	Republic Square, Governmental building 3, 0010	
SB2	3. RA Ministry of Finance	Yerevan	1 Melik-Adamyany St., 0010	
SB3	4. RA Ministry of Economic Development and Investments	Yerevan	5 Mher Mkrtchyan St., 0010	
SB4	5. RA Ministry of Diaspora	Yerevan	3/8 Vazgen Sargsyan St., 0010	
SB5	6. RA Ministry of Healthcare	Yerevan	Republic Square, Governmental building 3, 0010	
SB6	7. RA Ministry of Nature Protection	Yerevan	Republic Square, Governmental building 3, 0010	
SB7	8. RA Ministry of Education and Science	Yerevan	3/8 Vazgen Sargsyan St., Governmental building 2, 0010	
SB8	9. RA Ministry of Agriculture	Yerevan	Republic Square, Governmental building 3, 0010	
SB9	10. RA Ministry of Culture	Yerevan	3/8 Vazgen Sargsyan St., Governmental building 2, 0010	
SB10	11. RA Ministry of Transport, Communication and Information Technologies	Yerevan	28 Nalbandyan St., 0010	
SB11	12. RA Ministry of Energy Infrastructures and Natural Resources	Yerevan	Republic Square, Governmental building 3, 0010	
SB12	13. RA Ministry of Justice	Yerevan	3/8 Vazgen Sargsyan St., 0010	
SB13	14. RA Ministry of Sport and Youth Affairs	Yerevan	9 Abovyan St., 0001	
SB14	15. RA Ministry of Labor and Social Affairs	Yerevan	Republic Square, Governmental building 3, 0010	
SB15	16. RA Ministry of Territorial Administration and Development	Yerevan	Republic Square, Governmental building 3, 0010	
SB16	17. RA Ministry of Emergency Situations	Yerevan	Davitashen 4-th b., 109/8 A. Mikoyan St., 0054	
SB17	18. Kotayk Regional Administration	Hrazdan / Kotayk Region	Kentron District, Administration Building, 2301	
SB18	19. Vayots Dzor Regional Administration	Yeghegnadzor / Vayots Dzor	5 Shahumyan St., 3601	

SB19	20. Shirak Regional Administration	Region Gyumri / Shirak	16 Garegin Nzhdeh St., 3103
SB20	21. Lori Regional Administration	Region Vanadzor / Lori	Hayki Sq., 2001
SB21	22. Syunik Regional Administration	Region Kapan / Syunik	1 Garegin Nzhdeh St., 3301
SB22	23. Ararat Regional Administration	Region Artashat /	60 Ogostosi 23, 0701
SB23	24. Gegharkunik Regional Administration	Ararat Region Gavar /	Central Sq., 7 Building
SB24	25. Tavush Regional Administration	Gegharkunik Region Ijevan / Tavush	1 Sahmanadrutyan St., 4001
SB25	26. Aragatsotn Regional Administration	Region Ashtarak /	4 Vardges Petrosyan St., 0201
SB26	27. Armavir Regional Administration	Aragatsotn Region Armavir /	71 Abovyan St., 0901
SB27	28. State Committee of the Real Estate Cadastre	Armavir Region Yerevan	7 Arshakunyats Ave., 0023
SB28	29. State Revenue Committee	Yerevan	3, 7 M. Khorenatsi, 0015
SB29	30. State Property Management Department	Yerevan	4 Tigran Metsi Ave., 0010
SB30	31. General Department of Civil Aviation	Yerevan	“Zvartnots” Airport, 0042
SB31	32. State Urban Development Committee	Yerevan	Republic Square, Governmental building 3, 0010
SB32	33. State Committee Of Water System (RA Ministry of Energy Infrastructures and Natural Resources)	Yerevan	13a Vardananc St., 0010
SB33	34. State Migration Service (RA Ministry of Emergency Situations)	Yerevan	4 Hrachya Kochar St., 0033
SB34	35. RA Human Rights Defender	Yerevan	56a Pushkin St., 0002
SB35	36. State Social Security Service	Yerevan	13 Nalbandyan St., 0010
SB36	37. State Service for Food Safety (RA Ministry of Agriculture)	Yerevan	49/2 Komitas Ave., 0051
SB37	38. RA Public Services Regulatory Commission	Yerevan	22 Saryan St., 0002
SB38	39. RA Civil Service Council	Yerevan	89 Teryan St., 0009
SB39	40. RA State Commission for the Protection of Economic Competition	Yerevan	5b Mher Mkrtchyan St., 0010
SB40	41. General Prosecutor Office	Yerevan	5 Vazgen Sargsyan St., 0010

SB41	42. RA Investigative Committee	Yerevan	46/5 Mamikonyants St., 0014
SB42	43. Special Investigative Service	Yerevan	13a Vagharsh Vagharshyan St., 0012
SB43	44. RA Ministry of Foreign Affairs	Yerevan	3/8 Vazgen Sargsyan St., Governmental building 2, 0010
SB44	45. RA State Nuclear Safety Regulatory Committee	Yerevan	4 Tigran Mets, 0010

4.4 Table of Holidays

(from 2017 to 2020)

Month	2017-2020
1	1-7, 28 Jan
2	
3	8 Mar
4	24 Apr
5	1, 9, 28 May
6	
7	5 Jul
8	
9	21 Sep
10	
11	
12	31 Dec

F. Required Format of Technical Bids

5.1 Description of Information Technologies, Materials, Other Goods, and Services

5.1.0 The Bidder must provide detailed descriptions of the essential technical, performance, or other relevant characteristics of all key Information Technologies, Materials, other Goods, and Services offered in the bid (e.g., version, release, and model numbers). Without providing sufficient clear detail, Bidders run the risk of their bids being declared non-responsive.

5.1.1 To assist in the bid evaluation, the detailed descriptions should be organized and cross referenced in the same manner as the Bidder's item-by-item commentary on the Technical Requirements described in Section 5.2 below. All information provided by cross reference must, at a minimum, include clear titles and page numbers.

5.2 Item-by-Item Commentary on the Technical Requirements

5.2.0 The Bidder must provide an item-by-item commentary on the Purchaser's Technical Requirements, demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Requirements, see ITB Clause 16.2 (b) (ITB Clause 14.2 (b) in the two-stage SBD).

5.2.1 In demonstrating the responsiveness of its bid, the Bidder is strongly urged to use the Technical Responsiveness Checklist provided in Section G of the Technical Requirements. Failure to do so, increases significantly the risk that the Bidder's Technical Bid will be declared technically non-responsive. Among other things, the checklist should contain explicit cross references to the relevant pages in the Bidder's Technical Bid.

5.3 Preliminary Project Plan

i. The Bidder must prepare a Preliminary Project Plan describing, among other things, the methods and human and material resources that the Bidder proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity. The Preliminary Project Plan must also address the topics and points of emphasis as specified in ITB 16.2 (c) of this Bidding Documents.

ii. The Preliminary Project Plan should also state the Bidder's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Bidder's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.

5.4 Confirmation of Responsibility for Integration and Interoperability of Information Technologies

- 5.4.0 The Bidder must submit a written confirmation that, if awarded the Contract, it shall accept responsibility for successful integration and interoperability of all the proposed Information Technologies included in the System, as further specified in the Bidding Document.

6.1 Firm Qualification and Experience Requirements

- i. The Bidder Qualifications and submission requirements are clearly defined in the Invitation of Bid and in the Bid Data Sheet.
- ii. The Bidder (or its contractors) must describe regional and country experiences in similar projects. Experience in Armenia is desirable.

6.2 Expertise Curriculum Vitae (CV)

- i. The Bidder must provide detailed CV of personnel involved in the project. The mandatory requirements for the expertise for the **Team Organization and Staffing** are as follows:

For key staff positions, their CVs or resumes should be added (see form in bidding documents). In addition, the Bidder shall provide an organization chart illustrating the structure of the work and its link to Purchaser and departments involved in the project with following minimum position. (See **Annex 2 ITB 28.5 Technical Quality Evaluation Parameters**)

- ii. The important requirements for the project team are specified in ITB28.5

6.3 Format and Content of Bids

The proposal should consist of following sections.

Section 1: Overview of the Proposed Data Collection and Processing Solution

Bidders must provide an overview of the proposed solution describing their understanding of the requirements and how their solution responds to those requirements. This includes the

Technical Approach and Methodology for System Design, Development and Implementation.

Section 2: Response to Technical Requirements

Bidders must provide a response, in the same order and quoting the same item number and classification code (e.g. SC1-001 and “M” or “P”) to each requirement so specified in the Technical Responsiveness Checklist.

Responses of the requirement statements must contain the following information

- i. Indicate when the requirement is being fulfilled (Y/N) response. Indicate how is the requirement being met including a brief description
- ii. Provide supporting cross references in the technical bid.

Section 3: Response to Work Plan and Methodology Requirements

Bidders must provide the responses to the work planning and methodologies for ensuring the successful implementation of each activity in accordance with the requirements of ITB 16.2 (c).

Consistent with the requirements here before stated, Bidder must prepare a Preliminary Project Plan describing, among other things, the methods and human and material resources that the Bidder proposes to employ in the design, management, coordination, and execution of all its responsibilities, if awarded the Contract, as well as the estimated duration and completion date for each major activity.

The Preliminary Project Plan should also state the Bidder’s assessment of the major responsibilities of the Purchaser and any other involved third parties in the System supply and installation, as well as the Bidder’s proposed means for coordinating activities by each of the involved parties to avoid delays or interference

Section 4: Response to Firm Experience and Team Composition Requirements

This Bidding Documents describes the requirements related to the experience of the Bidder or the companies in the Bidders’ Joint Venture and the experience and qualifications of the proposed personnel.

The Invitation for Bids and the Bid Data Sheet specify the format of the responses to the Bidder qualification requirements.

In order to demonstrate the qualifications and experience of the Bidder’s proposed personnel, full curriculum Vitae must be submitted for each person using the format provided in the sample forms. Information should include all relevant details including education and training, professional experience, employment history, etc.

G. TECHNICAL RESPONSIVENESS CHECKLIST

Technical Responsiveness Checklist

Note to Bidders: The following Checklist is provided to help the Bidder organize and consistently present its Technical Bid. For each of the following Technical Requirements, the Bidder must describe how its Technical Bid responds to each Requirement. In addition, the Bidder must provide cross references to the relevant supporting information, if any, included in the bid. The cross reference should identify the relevant document(s), page number(s), and paragraph(s). The Technical Responsiveness Checklist does not supersede the rest of the Technical Requirements (or any other part of the Bidding Documents). If a requirement is not mentioned in the Checklist, that does not relieve the Bidder from the responsibility of including supporting evidence of compliance with that other requirement in its Technical Bid. One- or two-word responses (e.g. “Yes,” “No,” “Will comply,” etc.) are normally not sufficient to confirm technical responsiveness with Technical Requirements.

GENERAL FUNCTIONALITY

Tech.	Technical Requirement: General	<i>Mandatory</i>
Require. No. 1.	<p>The system should be web based application that can be used without installing any additional software on client computer except standard web browser. The system needs to support at least two of the most used web browsing software, that are available on multiple platforms (windows, linux). Some of government entities use Linux based OS as standard operating system for user workstations.</p> <p>The system should be provided as an installation package that can be installed independently of vendor. All following upgrades and or modifications should be available for automatic/or manual installation without vendor’s interference.</p> <p>The system will be multilingual enabling at least 3 simultaneous languages. All forms, data and other information should be available in 3 languages. All data entry interfaces should have relevant design and appearance for multilanguage information entry.</p> <p>All following Mockups and diagrams are for information purposes only and are not mandatory layouts or interface requirements. Vendors are free to propose any other layouts as long as the overall requirements for information collection, storing and processing are met. The following functionality should be available as system setup.</p>	
Bidder’s technical reasons supporting compliance:		

Bidder's cross references to supporting information in Technical Bid:

<p>Tech. Require. No. 2.</p>	<p>Technical Requirement: Users</p> <p>User and role management should be modernized to have additional functionalities such as notifications by email on new arrived tasks, entering full passport and address data, user picture. The user management section should be integrated with passport service to download full user info based on identification document number.</p> <p>It is proposed that users in the system will not have rights unless they are assigned to specific roles. Users can register in the system using an online form or can be added manually by the system administrator or authorized personnel. Mockup 1 presents minimum information requirements for registration of user. Registered users can print their registration information.</p>	<p>Mandatory</p>
<p>Bidder's technical reasons supporting compliance:</p>		
<p>Bidder's cross references to supporting information in Technical Bid:</p>		

<p>Tech. Require. No. 3.</p>	<p>Technical Requirement: User register</p> <p>Registered users will be stored in user register of the system with the following management functions available for the system administrator or authorized personnel. User register section of the system should have at least the following functionalities;</p> <ol style="list-style-type: none"> 1. Search, 2. Sorting/filtering by all users, active users, suspended users 3. System administrator and/or authorized personnel should be able to define the columns by which the list of users is demonstrated. The selection will be based on all fields used during registration of users. 4. Editing user data 5. Changing or resetting password, 6. Deactivating/activating a user 	<p>Mandatory</p>
<p>Bidder's technical reasons supporting compliance:</p>		
<p>Bidder's cross references to supporting information in Technical Bid:</p>		

<p>Tech. Require. No. 4.</p>	<p>Technical Requirement: Roles</p> <p>Roles reflect the organization structure/tree of organization or a government entity. Roles reflect organizational structures such as subordination, secretaries and replacements. All permissions of the system are assigned/linked to a Role. Mockup 4 represents minimum role information required. Role register should have at least the following functionalities</p> <ol style="list-style-type: none"> 1. Search, 	<p>Mandatory</p>
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	<ol style="list-style-type: none"> 2. Sorting/filtering by all roles, active roles, suspended roles 3. System administrator and/or authorized personnel should be able to define the columns by which the list of roles is demonstrated. The selection will be based on all fields used during registration of roles. 4. Editing role data 5. Replacing role users 6. Deactivating/activating a role <p>Additional functions for role managements include:</p> <ol style="list-style-type: none"> 1. Batch permission adding - System administrator and/or authorized personnel should be able to select multiple roles and assign selected permissions to selected roles, 2. Batch permission removal - System administrator and/or authorized personnel should be able to select multiple roles with the same permission and remove selected permissions from selected roles. 3. Roles can be created manually or by using role templates. 4. Roles should keep the history of appointments. <p>The system should be able to integrate with the Human resource management information system of the RA Civil Service Council. The integration specifications and requirements will be provided to a winning candidate.</p>	
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 5.	<p>Technical Requirement: Address book/Contact management</p> <p>The system should have ability to collect and store information about external organizations contacts. The minimum required information for collection and storing of data is summarized in Table 1.</p> <p>Minimum requirements for defining a contact in the system</p> <table><thead><tr><th>Name</th><th>Description</th></tr></thead><tbody><tr><td>1. Name</td><td>Text Organization name</td></tr><tr><td>2. Country</td><td>List of ISO countries</td></tr><tr><td>3. Region</td><td>List of Armenian regions</td></tr><tr><td>4. Community</td><td>List of Armenian Communities</td></tr><tr><td>5. Residence</td><td>List of Armenian residences</td></tr><tr><td>6. Street</td><td>Text Street name</td></tr><tr><td>7. House type/ Number</td><td>Text</td></tr><tr><td>8. Organization Code</td><td>Text, proposed for coding the address book entries</td></tr></tbody></table>	Name	Description	1. Name	Text Organization name	2. Country	List of ISO countries	3. Region	List of Armenian regions	4. Community	List of Armenian Communities	5. Residence	List of Armenian residences	6. Street	Text Street name	7. House type/ Number	Text	8. Organization Code	Text, proposed for coding the address book entries	Mandatory
Name	Description																			
1. Name	Text Organization name																			
2. Country	List of ISO countries																			
3. Region	List of Armenian regions																			
4. Community	List of Armenian Communities																			
5. Residence	List of Armenian residences																			
6. Street	Text Street name																			
7. House type/ Number	Text																			
8. Organization Code	Text, proposed for coding the address book entries																			
Bidder’s technical reasons supporting compliance:																				

Bidder's cross references to supporting information in Technical Bid:		
Tech. Require. No. 6.	Technical Requirement: Register of contacts Address register should have at least the following functionalities <ol style="list-style-type: none"> 1. Search, 2. Sorting/filtering by all contacts, active contacts, suspended contacts 3. System administrator and/or authorized personnel should be able to define the columns by which the list of contacts demonstrated. The selection will be based on all fields used during registration of roles. 4. Editing contact data 5. Deactivating/activating a contact 	Mandatory
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 7.	Technical Requirement: Web-service The system should be compliant with requirements of Decision of the Government of RA "On prescribing the security, interoperability and technical general requirements for the electronic systems used by state and local self-governance bodies for electronic service provision and operation".	Mandatory
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 8.	Technical Requirement: Numbering The system should provide numbering options for any workflow type. System administrator/relevant staff should be able to define numbering templates (AA/12/25/2017) and attach them to a specific workflow. Numbering can be updated and changed during actions. Numbering patterns can consist of user code, sender code date or any other attribute that can be defined in the system.	Mandatory
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 9.	Technical Requirement: Workflows System should have the workflow constructor to enable any business process for any type of document/task. The workflows are based on actions	Mandatory
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	and statuses. The system will have two main predefined statuses New and Finished.	
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 10.	<p>Technical Requirement: Statuses</p> <p>The names of statuses are free user defined texts. In addition to Status description new system should enable Tracking info field which is proposed for sending meaningful information to external document tracking functions. The table below represents some examples of status name and tracking info</p> <p>Table 2, Examples of status name and tracking info</p> <table><tr><td>1. Awaiting approval</td><td>Your document is being processed</td></tr><tr><td>2. Awaiting signature</td><td>Your document is being processed</td></tr><tr><td>3. Approved</td><td>Your request is satisfied, please see the signed document below.</td></tr></table> <p>Statuses cannot be deleted if they have been used in any action. Register of statuses should provide at least the following functionality</p> <ol style="list-style-type: none">1. Search status by name2. Editing status data3. Deleting status (if never used)4. Deactivating/activating status5. System administrator and/or authorized personnel should be able to define the columns by which the list of status is demonstrated. The selection will be based on all fields used during registration of roles.	1. Awaiting approval	Your document is being processed	2. Awaiting signature	Your document is being processed	3. Approved	Your request is satisfied, please see the signed document below.	Mandatory
1. Awaiting approval	Your document is being processed							
2. Awaiting signature	Your document is being processed							
3. Approved	Your request is satisfied, please see the signed document below.							
Bidder's technical reasons supporting compliance:								
Bidder's cross references to supporting information in Technical Bid:								

Tech. Require. No. 11.	<p>Technical Requirement: Forms</p> <p>System should have forms designer to allow development of any custom forms and layouts for recording task/document metadata. System should allow custom layout of fields on form. The following minimum set of field types should be available in the system.</p> <table><thead><tr><th>Name</th><th>Description</th></tr></thead><tbody><tr><td>1. Rich text</td><td>Text with formatting</td></tr><tr><td>2. Text</td><td>Text without formatting</td></tr><tr><td>3. Password</td><td>text with hidden or viewable characters</td></tr></tbody></table>	Name	Description	1. Rich text	Text with formatting	2. Text	Text without formatting	3. Password	text with hidden or viewable characters	Mandatory
Name	Description									
1. Rich text	Text with formatting									
2. Text	Text without formatting									
3. Password	text with hidden or viewable characters									

	4. Email text with validation rules. (text@text.com) 5. Numeric numeric data 6. Financial numeric data with formatting and currency selection option 7. Date date, 8. Date and time date and time 9. Time time 10. Yes/No Yes/No selector 11. Selector Drop down multiple value selector 12. Checkbox Check box	
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 12.	Technical Requirement: Libraries management The system should enable creating and maintenance of custom libraries such as countries, communities, etc. Libraries can be multilevel (Country, Region, Community Residence Street, Building). Library management component should enable importing and exporting libraries from one EDMS to another. In addition, the system should enable exporting/importing libraries from one of the standard formats such as CSV, .XLSX, etc. Libraries should be accessible from forms as source for values of different field types such as sectors.	Mandatory
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 13.	Technical Requirement: Templates The system should enable generation of multi format (xml, pdf) templates from data available in any task/document records. System should provide tools to develop document templates and attach them to Action. Documents will be generated from system data during actions. Same template can be used for more than one workflow and action.	Mandatory
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 14.	Technical Requirement: Calendar System should have its own manageable calendar. The minimum functionality for the system calendar include.	Mandatory
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	<p>Setting day properties for a single day in the calendar or for all days in a week.</p> <ol style="list-style-type: none"> 1. working/not working 2. working day start/end 3. assigning an event title for any particular day, <p>Calendar should enable notifications to system roles about scheduled events. The system also should have default workflows for adding/removing/editing an event in calendar. Users can send invitations to events in calendars to other users of the system and between EDMS systems in other government entities.</p>	
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		
Tech. Require. No. 15.	<p>Technical Requirement: Deadlines</p> <p>Deadlines in the system are multilevel.</p> <ol style="list-style-type: none"> 1. Task initial deadline – this deadline is set to identify the overall duration of task, 2. incremental deadlines - all farther actors in the workflow can specify incremental deadlines (smaller than initial and summary of all set initial deadlines) when performing action. 	Mandatory
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		
Tech. Require. No. 16.	<p>Technical Requirement: Archive</p> <p>The system will keep tasks at least for the past 36 months. Older documents can be archived on request by a backup system, but their records will be kept on-line for search purposes. The retrieval process of archived documents can involve a specific user's role to obtain attached files from the backup system.</p>	Mandatory
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		
Tech. Require. No. 17.	<p>Technical Requirement: Search tool and reports</p> <p>A search tool must be available to retrieve documents using all fields of the records, workflows history and full text on attached files to the record if they are not archived. Search results can be printed or exported for external use (e.g. worksheet applications). The system will provide tools to manage (add, update and delete) and customize reports.</p>	Mandatory

Bidder's technical reasons supporting compliance:
Bidder's cross references to supporting information in Technical Bid:

<p>Tech. Require. No. 18.</p>	<p>Technical Requirement: General settings</p> <p>The system should be adaptable for at least following categories</p> <ol style="list-style-type: none"> 1. General – This category refers to language, appearance, date and email settings of the system. The proposed configuration panel is presented as Mockup 2. Multilingualism - the system should be available at least in three languages simultaneously. 3. Primary language – The system should allow setting primary language. The system will appear in primary language unless users set up custom user preferred language. Preferences of user supersede the system settings. 4. Skins – the system should be adaptable for use of different design interfaces, 5. Action log – for security purposes the system should have action log for any actions of users. Every activity needs to be logged and stored specified in system settings 6. Email service – the system should be able to integrate to a particular standard email server for allowing emailing external recipients during actions in workflow. 	<p>Mandatory</p>
<p>Bidder's technical reasons supporting compliance:</p>		
<p>Bidder's cross references to supporting information in Technical Bid:</p>		

<p>Tech. Require. No. 19.</p>	<p>Technical Requirement: User settings</p> <ol style="list-style-type: none"> 1. On line registration – system should allow on line registration of users. On line users can be assigned to a role from role templates automatically or manually by a system administrator/authorized personnel. 2. User registration options – system should allow adding users manually administrator/authorized personnel or as an additional security measure the user registration can be verified by an email. Security alerts should be available in case of registering different users with the same email address. 3. Username and password types – System should allow setting user name and password types, length, mask. Users can be allowed to login from restricted address or from any connection. 4. Login by ID cards – the system should allow login of users by their T1, T0 standard ID cards. 	<p>Mandatory</p>
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Bidder's technical reasons supporting compliance:

Bidder's cross references to supporting information in Technical Bid:

SECURITY

Tech. Require. No. 20.	<p>Technical Requirement: Adaptability and openness</p> <p>The system will be able to be customized to fulfill Government Staff of RA Government requirements without specific developments. Therefore, after training, administrators will be able to customize and create workflows, document templates, user accounts, etc. Analysis, customization, installation, pilot team training and on site assistance (at least a week) are included in this tender. The system should be open source and have GPL (General Public License). The Government of Armenia or any other Government agency of the RA shall have the right to install, modify and further develop the system developed within the framework of this project. The system must be sufficiently open to allow inclusion of new modules. All required documentation to ensure Open Source Software compatibility of system shall be submitted to an expert appointed by the Working Group of the staff of RA Government and PSMP management group. The Supplier shall fully cooperate with any expert appointed by the Working Group of the staff of RA Government</p>	<i>Mandatory</i>
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Bidder's technical reasons supporting compliance:

Bidder's cross references to supporting information in Technical Bid:

Tech. Require. No. 21.	<p>Technical Requirement: Security Levels</p> <p>All tasks can be classified by a security level. Access to different security levels is assigned to a role. If task/document is forwarded to a recipient that does not have access to security level of task then system should reject performing the action and show warning.</p>	<i>Mandatory</i>
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Bidder's technical reasons supporting compliance:

Bidder's cross references to supporting information in Technical Bid:

Tech. Require. No. 22.	<p>Technical Requirement: Action log</p> <p>It will be possible to display a list of all actions which have been performed for every content. This list will provide, for example, the date and time of the action, the name of the person who carried out the action, his comments and the type of action (e.g. create, submit, dispatch, approve, reject, sent). Action log for a task should be attached and viewable in task.</p> <p>Action log register also should be maintained where roles with special permission can see all action log. Action log should be searchable at least by</p>	<i>Mandatory</i>
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	<p>the following criteria</p> <ol style="list-style-type: none"> 1. date range (start end), 2. role, 3. task, 4. action (actions in workflows), 5. workflow, 6. deleting/adding attachment, 7. login/logout to the system, 8. unsuccessful logins 	
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

<p>Tech. Require. No. 23.</p>	<p>Technical Requirement: Update history</p> <p>System settings section should enable administrator/authorized personnel control over updates.</p> <ol style="list-style-type: none"> 1. Release notes – for each update version the system should have searchable release notes with short description of changes and modifications, 2. Upcoming releases – section should introduce upcoming releases with short description of changes and modifications in order to administrator/authorized personnel decide whether they want to upgrade to that particular version or not. 	<p><i>Mandatory</i></p>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

PERFORMANCE

Tech. Require. No. 24	<p>Technical Requirement:</p> <p>Shall execute 95% of index-based searches in less than 10 seconds;</p>	<i>Mandatory</i>
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Bidder's technical reasons supporting compliance:

Bidder's cross references to supporting information in Technical Bid:

Tech. Require. No. 25	Technical Requirement: Shall execute 95% of full text searches in less than 30 seconds;	<i>Mandatory</i>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 26	Technical Requirement: Shall generate custom reports in less than five minutes at least 80% of the time	<i>Mandatory</i>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

VOLUME

Tech. Require. No. 27	Technical Requirement: Shall not place software limitations on volume or size of documents, users, transactions, etc. (maximum number of users 5000, annual transactions 500,000,000 archiving capacity for 5 years)	<i>Mandatory</i>
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Bidder's technical reasons supporting compliance:
Bidder's cross references to supporting information in Technical Bid:

Tech. Require. No. 28	Technical Requirement: Shall meet performance requirements with 5000 users and a maximum concurrent user load of 500 users.	<i>Mandatory</i>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

Tech. Require. No. 29	Technical Requirement: The system shall be sized to accommodate initial storage requirements as well as growth for a five year period assuming a year-on-year growth in document volume (with constant average document size) of 50% from the base year.	<i>Mandatory</i>
Bidder's technical reasons supporting compliance:		
Bidder's cross references to supporting information in Technical Bid:		

H. ATTACHMENTS

1. Attachment 1. List of Government Entities Using MulberryGroupwareTM.
2. Attachment 2. System description of an existing “Mulberry” Electronic document management system as published during 2009 tender.
3. Attachment 3. Decision of the Government of RA “On prescribing security, interoperability and technical general requirements for the electronic systems used by state and local self-governance bodies for electronic service provision and operation”.
4. Attachment 4. Existing information systems.
5. Attachment 5. Hardware Specification

ATTACHMENT 1

List of Government Entities Using MulberryGroupware™ Electronic Document Management System

List of «MulberryGroupware» EDMS User Companies

State Government Institutions

1. Staff of Government
2. Ministry of International Economic Integration and Reforms
3. Ministry of Finance
4. Ministry of Foreign Affairs
5. Ministry of Economic Development and Investments
6. Ministry of Diaspora
7. Ministry of Healthcare
8. Ministry of Nature Protection
9. Ministry of Education and Science
10. Ministry of Agriculture
11. Ministry of Culture
12. Ministry of Transport, Communication and Information Technologies
13. Ministry of Energy Infrastructures and Natural Resources
14. Ministry of Justice
15. Ministry of Sport and Youth Affairs
16. Ministry of Labor and Social Affairs
17. Ministry of Territorial Administration and Development
18. Ministry of Emergency Situations
19. Kotayk Regional Administration
20. Vayots Dzor Regional Administration
21. Shirak Regional Administration
22. Lori Regional Administration
23. Syunik Regional Administration
24. Ararat Regional Administration
25. Gegharkunik Regional Administration
26. Tavush Regional Administration
27. Aragatsotn Regional Administration
28. Armavir Regional Administration
29. State Committee of the Real Estate Cadastre
30. State Revenue Committee
31. State Property Management Department
32. General Department of Civil Aviation
33. State Urban Development Committee
34. State Committee Of Water Economy (RA MEINR)
35. State Migration Service (RA Ministry of Emergency Situations)
36. RA Human Rights Defender
37. State Social Security Service
38. State Service for Food Safety (RA Ministry of Agriculture)
39. RA Public Services Regulatory Commission
40. RA Civil Service Council
41. RA State Commission for the Protection of Economic Competition
42. General Prosecutor Office
43. National Archive of Armenia
44. Gyumri Municipality
45. RA Investigative Committee

ATTACHMENT 2

**System description of an existing Electronic document management system
as published during 2009 tender**

I. FUNCTIONALITIES AND REQUIREMENTS

The EDMS to be introduced is expected to have the following functionalities to provide better support to staff in tracking and managing the documents circulated between the Office of Government, RA Ministry of Finance and Economy, and RA Ministry of Trade and Economic Development.

1. User management

Essential

- The system will provide tools to define the Government Staff of RA, RA Ministry of Finance and Economy and RA Ministry of Trade and Economic Development internal organizational (Departmental/divisional) structure. This description is used in workflow processes, as described below, to determine whether or not a document can be viewed by a user.
- The system will provide tools to define user roles. Workflows grant access rights to roles.
- Users belong to one or more branches of the organization and can have many roles. Additional access rights can be granted to a user.

2. Actions

Essential

The system will provide at least the following basic types of action:

- **Dispatch:** forwarding document.
- **Assign:** to nominate someone for an action (e.g. creating an answer). Re-assignment and self-assignment are allowed. When a document is assigned to a recipient, he/she will be named as assignee
- **Contribute:** to request from someone additional information for the action
- **Inform:** to transfer for information only
- **Refuse:** to return document to the sender in case of dispatch
- **Deposit:** to nominate someone to archive the master in a depository
- **Approve and reject:** to request someone to validate a document

3. Incoming documents

a. Scanning and converting files

Essential

- Depending on their origin, type and size, incoming documents can be either:
 - fully or partially (e.g. 1st page) scanned and if possible converted into a text format via an OCR
 - converted (e.g. email)
 - left in their original paper format
- Some documents have attachments. These attachments can be scanned or not depending on their origins, types and size.
- When scanned or converted, documents and attachments must be easily viewable when the corresponding record is displayed or listed in a view.

- Partially scanned or converted documents (including attachments) will follow specific workflows to ensure that record status and history of the workflows reflect reality.
- Registrants carry out scans and conversions.
- Decision criteria on whether or not to scan are to be defined later by the ministries

b. Workflows

Essential

- Record creating tasks include:
 - Indexing the record
 - Attaching files (scan) when it applies
 - Automatic retrieval of the sender's characteristics from the directory (or its creation)
- These tasks can be performed by different users.
- Incoming documents can be dispatched sequentially/in parallel, directly assigned (or any other action except refusal) to a variable number of recipients. This collaborative workflow does not imply versioning.
- Registrants define the first list of recipients. In case of doubt, the document can be dispatched to the Dispatch Manager for a definition request.
- A recipient can add comments and perform an action (dispatch, assign, etc.) to new recipients according to their rights and the action which has been requested from him. For example, when he is assigned, he can re-assign.
- When assigning or requesting for contribution, it is possible to define another deadline for the new recipient.
- Even if an assignee re-assigns, he is still considered responsible for the action by the upper level assignor.
- Partially scanned or converted documents will follow specific workflows where the General Department creates tracking records.
- The system will provide tools to manage workflows.
- The system will record all recipients, together with their comments, forward and return dates/times (see "Tracking history" for details).

4. Outgoing documents

a. Creation process

Essential

- An outgoing document can consist of a compound of files and papers. Files are attached to the record and can be easily viewed when the corresponding record is displayed or listed in a view.
- Authors should create a record before creating the document. The system will provide, in return, a unique internal number which is the internal reference number of the document. This number is used inside the Government Staff of RA, RA Ministry of Finance and Economy and RA Ministry of Trade and Economic Development organization only.
- Record-creating tasks include:
 - Indexing the record
 - Attaching files when it applies

- Automatic retrieval of the recipient information from the directory (or its creation)
- Authors can create a new record as an answer to an incoming document. In this case the link is automatically created and recipient information is copied from sender information in the incoming document.
- When a document has reached its valid status, the registrant (who is the final recipient in Government Staff of RA, RA Ministry of Finance and Economy and RA Ministry of Trade and Economic Development) has the ability to assign its official number, which is automatically generated by the system. This unique number is the reference number between the Government Staff of RA , RA Ministry of Finance and Economy and RA Ministry of Trade and Economic Development and external sources. This official number is written manually on the document and then mailed by the registrant.

b. Editing documents

Essential

- The system is able to produce documents based on templates merged with information coming from the record's fields. These documents can be edited with any word processing software and are automatically attached to the record when it applies.
- For example for one record, it is possible to produce one docket at a time. This docket should indicate at least the recipient list, comments if any, and the number assigned to the document.
- Once valid these dockets can be switched into a non-editable format.

Desirable

The system will provide tools to create a new document based on one already existing.

c. Workflows

Essential

- Outgoing documents can follow different fixed validation workflows before being mailed to the final recipient.
- Authors choose a fixed workflow amongst a subset of all defined workflows. This subset is determined by the function of the author's department, and by document type.
- The system will provide tools to create workflows.
- In addition to these fixed workflows, an ad-hoc workflow can be defined.
- Workflows will allow documents to go through the steps from creation to valid status. Some of these steps are for validation (e.g. visa by an approver), others are for action (e.g. complete, print a document).
- Each step defines:
 - Status of the document (TBD, e.g. create, valid)
 - Access rights for users' role (TBD, e.g. none, read, write, all)
 - Role for the next step (TBD, e.g. Chief of Department, Deputy Minister, Minister)
- Each person involved in the workflow can view a document record (and the document itself). He/she can freely add comments when approving or rejecting. He can not modify either record or document. As an exception, workflows can be bypassed according to special rights.

- As documents may be rejected, authors can create new versions. When a version is rejected by an approver:
 - the approver who rejects must add a comment
 - a new version can be created from the rejected version to be modified, and will follow the workflow again from the start
- As workflows define approver's roles and not directly a user name, the system determines a list of potential approvers (user names) according to the specified role and the branch where the previous approver or author belongs. When this list contains more than one user name, the system notifies all the users of the request for approval. The first one who approves is tracked as the approver. The workflow history for each record, tracks approvers' user names instead of roles.

5. Classification

a. Security levels

Essential

- The security of incoming documents can be defined as written in the document.
- Security level for outgoing documents is given by the author and can be changed by approvers.
- These security levels are managed by the system. Depending on its classification level and recipient departments, documents will be viewable or not by users.

b. Categories

Desirable

- Documents are categorized using a pre-defined structure.
- The system will provide tools to manage this structure (e.g. add, update categories and sub-categories).
- The system provides tools to create others fields for this purpose. These fields can be free or filled using a pre-defined list.

6. Directory

Essential

- The system will provide a directory where information about external senders and recipients is stored.
- This information can be used to fill speedily a record with existing data from this directory, and for a document editing process.

Desirable

- The system will provide rules to manage protocol behavior according to the position and title of the sender or recipient.
- The system will manage different addresses for each person.

7. Status

Essential

The system will provide tools to display the present status of documents. For example, all documents can be listed by type (incoming or outgoing), reference number, current status (e.g. creating, pending, updating, rejected), sender's

name, the date when the last action was performed, and author names. This screen provides functions to order and filter the list and to perform actions on documents (e.g. create, update, dispatch) depending on their current status and user rights.

Desirable

The system will provide tools to manage customized lists. For example, it is possible to define columns, filter, order, and then create a named list.

8. Tracking history

Essential

It will be possible to display a list of all actions which have been performed for every content. This list will provide, for example, the date and time of the action, the name of the person who carried out the action, his comments and the type of action (e.g. create, submit, dispatch, approve, reject, sent).

9. Deadlines

Essential

- A deadline for an answer to a request can be assigned and associated to either an incoming or outgoing document.
- A deadline is out of time when a date is past and the final status of the document has not been switched automatically or manually.
- A deadline can be assigned (but is not mandatory) to any assignee or contributor. When a document is re-assigned, another deadline can be created for the same document, and so on when the document is re-assigned again.
- Any assignee or contributor with a deadline should be notified automatically via email when the deadline is approaching or past.
- In addition, the system will provide tools for recipients who are assigned or re-assigned to manage past deadlines.
- The system is able to define user(s) as Deadline Manager(s). This user will track and update initial deadlines at least. He will address the first assignees or their nominees. The aim of this management is to add a new deadline. For each deadline, at least initial and last dates, number of postponements, and comments should be kept.
- Tools can provide, for example, a view where all deadlines assigned by the user himself are listed. This list will show the name of the recipient responsible for the action and the associated document. This list can be filtered to display either all deadlines or only those that have passed. It can be ordered by date or recipient. From this view it would be possible to:
 - view the document and its attachments
 - view the name of the assignee or his nominee
 - update deadlines (postpone the date and add comments). Initial deadline date should be frozen and the number of postponements automatically increased

Desirable

In addition the system will provide an easy way to obtain relevant information on the assignee or his nominee (phone number, email address).

10. Record fields

Essential

- The system will provide tools to manage (add, update and delete) fields defined for document records and all relative records.
- These fields can be free or controlled (e.g. pre-defined list).

Desirable

Functions will be defined to perform actions according to values as completed in relevant fields. For example, check that a comment has been added when a document is rejected.

11. Archive

Essential

The system will keep on-line incoming documents received and outgoing documents sent, at least for the past 12 months. Older documents can be archived on request by a backup system, but their records will be kept on-line for search purposes. The retrieval process of archived documents can involve a specific user's role to obtain attached files from the backup system.

12. Search tool and reports

Essential

- A search tool must be available to retrieve documents using all fields of the records, workflow history, and full text on attached files to the record if they are not archived.
- Search results can be printed or exported for external use (e.g. worksheet applications).
- The system provides reports to print, such as dockets or status and history lists.

Desirable

The system will provide tools to manage (add, update and delete) and customize reports.

13. Roles

The following is a list of roles as used in this document. These definitions are not restrictive. For example the roles can be split or merged.

Registrant

- person responsible for scanning, converting and registering incoming documents
- for outgoing documents, the registrant is responsible for checking the validation chain in the workflow, according to Government Staff of RA, RA Ministry of Finance and Economy and RA Ministry of Trade and Economic Development regulations, and sending documents to the final external recipient

Dispatch Manager

- responsible for defining the list of first recipients on the demand of the Registrant for incoming documents

Author

- person able to create/edit records and outgoing documents

Approver

- person responsible for validating documents, records and steps.

Deadline Manager

- person responsible for tracking and updating passed deadlines, for first assignees or their nominees, relating to incoming documents and also for external recipients of outgoing documents

Manager

- person responsible for management tasks such as creating and updating user accounts, structure of the Government Staff of RA, RA Ministry of Finance and Economy and RA Ministry of Trade and Economic Development organization, pre-defined validation workflows and document templates

Administrator

- person responsible for customizing the system such as creating new fields for document records, lists to display, and reports to print. Responsible also for technical tasks such as backups and archiving.

14. Document exchange between systems

System should be able to exchange documents electronically with other systems of the same type installed in other locations. The number of systems should be flexible.

Essential

Built in electronic exchange of documents between systems

Receipt acknowledgment for delivered documents

Tracking history transfer with the document from one system to another

15. Query

A separate or integrated query system should be available to track Prime Minister's orders and Government decisions implementation in several state institutions using the same EDMS system. Queries should be available for two categories of users.

Category 1 - users that have right to get information about any document at any system

Category 2 - authors of documents and participants in the workflow of a particular document shall have the right to track their documents in other systems

Essential

Electronic exchange of documents between systems

Receipt acknowledgment for delivered documents

Tracking history transfer with the document from one system to another

16. Technical specifications

Essential

Multi-tier architecture

Standard RDBMS (must be provided)

Web native standard workflow (W3C compliant, must provided)

Full web interface

The system should not have numerous (3 maximum) or heavy (3 Mb maximum) add-ons

Native XML information structure

Standard communication protocol

SMTP compliant

Ability to use Armenian alphabet for user interface and field values

Document exchange with more than one systems of the same type

On-line web tracking for specific document types

Query system to retrieve documents and information about document from different systems of the same type

Desirable

LDAP compliant

APIs in at least one standard language

Bar code reader to be used to identify paper masters

17. Adaptability and openness

The system will be able to be customized to fulfill Government Staff of RA, RA Ministry of Finance and Economy, and RA Ministry of Trade and Economic Development requirements without specific developments. Therefore, after training, administrators will be able to customize and create workflows, document templates, user accounts, etc.

Performance assessment module.

18.

- Individual work plans
 - every user task list table,
 - every task can be scored,
 - tasks are summarized into individual work plans,
 - individual work plans are summarized into organizational unit plan,
 - every action in the EDMS shall have option to be related to task list of recipient user,
 - every action related to task list shall require assessment (scoring),
 - the system shall calculate average score for individual user, organizational unit and entire organization.
- Scoring
 - To total score of user shall be composed of shares for each type of task defined in the task list

ATTACHMENT 3

Decision

On prescribing security, interoperability and technical general requirements for the electronic systems used by state and local self-government bodies for electronic service provision and operation

GOVERNMENT OF THE REPUBLIC OF ARMENIA

DECISION

of 31 August 2015 N 1093-N

ON PRESCRIBING THE SECURITY, INTEROPERABILITY AND TECHNICAL
GENERAL REQUIREMENTS FOR THE ELECTRONIC SYSTEMS USED BY STATE
AND LOCAL SELF-GOVERNMENT BODIES FOR ELECTRONIC SERVICE
PROVISION AND OPERATION

Based on parts 2, 3 and 4 of Article 11.1 of the Law of the Republic of Armenia “On electronic document and electronic digital signature” and taking into consideration the principles prescribed by the Law of the Republic of Armenia “On protection of personal data”— in particular the provisions prescribed by Article 7— the Government of the Republic of Armenia *decides*:

1. to prescribe the security, interoperability and general technical requirements for the electronic systems used by state and local self-government bodies for service provision and operation in accordance with the Annex;
2. to assign the republican executive and territorial administration bodies of the Republic of Armenia and also suggest other state bodies, as well as heads of communities of the Republic of Armenia:
 - 1) to adhere to the general technical requirements for design and operation by this Decision while developing new electronic systems and databases, and to take into consideration the requirements stipulated by the approved documents pursuant to point 3 of this Decision upon approval by the Minister-Chief of Staff of the Government of the Republic of Armenia of the detailed technical specifications for electronic systems interoperability and other unified documents;
 - 2) to bring the systems already in operation or under development into compliance with the general and technical specifications’ requirements

approved to ensure the security and interoperability of electronic systems prescribed by this Decision within a period of 18 months upon approval by the Minister-Chief of Staff of the Government of the Republic of Armenia of the detailed technical specifications for electronic systems interoperability and other unified documents pursuant to point 3 of this Decision;

- 3) to register databases under their ownership in the relevant sub-registers of the state information system— by 1 August 2017— in accordance with the procedure prescribed by this Decision;
- 4) to plan the financial resources in accordance with the procedure prescribed by the legislation of the Republic of Armenia— with a view to meet the requirements of this Decision— at the expense of the State Budget, extra-budgetary funds of the Republic of Armenia, as well as other sources not prohibited by law planning relevant financial allocations in the medium-term expenditure program and annual expenditure budgets;
- 5) to ensure adherence of 100 percent state owned joint-stock companies and state non-commercial organizations— in accordance with the procedure prescribed by the Laws of the Republic of Armenia “On joint-stock companies” and “On state non-commercial organizations”— to the requirements prescribed by this Decision, including the registration of databases under their ownership in relevant sub-registers of the state information system in accordance with the procedure and within time periods prescribed by this Decision.

(Point 2 amended by 22.12.16 N 1321-N)

3. to the Minister-Chief of Staff of the Government of the Republic of Armenia: to approve — by 1 September 2017— the detailed technical specifications for electronic systems interoperability and other necessary unified documents to be used by state bodies to ensure the security and interoperability of electronic systems;

(Point 3 amended by 22.12.16 N 1321-N)

4. Chapter VI of Annex to this Decision shall enter into force from 1 November 2017. Before entry into force of Chapter VI of Annex to this Decision the operator carrying out the technical maintenance and coordination of the state electronic system

shall create the necessary technical infrastructures and systems at the expense of the material support provided by the state to ensure the implementation of requirements prescribed by the mentioned Chapter;

(Point 4 amended by 22.12.16 N 1321-N)

5. point 9 of the Annex to this Decision shall enter into force since 1 January 2017;
6. to reserve the functions of the operator carrying out the technical maintenance and coordination (including maintenance of relevant sub-registers) of the state information system to “E-Governance Infrastructure Implementation Unit” Closed Joint-Stock Company” reserving the authority to sign a contract with the latter on provision of relevant services and to supervise— based on that contract— the activity of the operator prescribed by this Decision to the Staff of the Government of the Republic of Armenia;
7. this Decision shall not apply to electronic systems performing processing, preservation and exchange of data comprising state or service secret, as well as to the public administration bodies owning or maintaining those systems.

Prime Minister

of the Republic of Armenia
Abrahamyan

H.

28 September 2015

Yerevan

Annex

to Decision N 1093-N of 31 August 2015 of the RA Government

ON PRESCRIBING THE SECURITY, INTEROPERABILITY AND GENERAL TECHNICAL
REQUIREMENTS
FOR THE ELECTRONIC SYSTEMS USED BY STATE AND LOCAL SELF-GOVERNMENT BODIES
FOR ELECTRONIC SERVICE PROVISION AND OPERATION

I. GENERAL PROVISIONS

1. This document shall prescribe the security, interoperability and general technical requirements for the electronic systems used by state and local self-government bodies (hereinafter – state bodies) for service provision and operation, including the necessary requirements for natural and legal persons' access to those systems.
2. The following main concepts shall be used in this document:
 - 1) *interoperability* shall mean the capability of different persons and bodies to cooperate towards reaching the mutually beneficial and agreed common goals, which is established through data and knowledge exchange between relevant electronic systems in the course of works implemented by them;
 - 2) *legal interoperability* shall mean ensuring legal grounds for information exchange between electronic systems including elimination of unjustified legal obstacles;
 - 3) *organizational interoperability* shall mean the cooperation between state and local self-government bodies, as well as natural and legal persons and the operator responsible for the technical maintenance and coordination of state electronic systems with the view of establishing a unified state information system based on the principles and requirements prescribed by this document;
 - 4) *semantic interoperability* shall mean the unified dictionaries and the uniform list of technical concepts —from semantic point of view— that are used to similarly describe and ensure the information exchange and that allow the communicating parties to comprehend and apply the information elements in the same way meanwhile ensuring syntactic interoperability, which provides for the exact format of the information being exchanged through grammatical forms, formats, and structures;
 - 5) *technical interoperability* shall mean the technical standards for interconnection of information systems, including standards such as technical specifications of the interface, interconnection services, data integration services, data presentation and exchange, etc.;
 - 6) *operator* shall mean a state body or a legal person, which is established for carrying out the technical maintenance and coordination of the state electronic system or to whom the fulfilment of that function has been reserved;
 - 7) *state information system (SIS)* shall mean the unified electronic information system, which connects all existing state information systems and the technical maintenance of the central system of interoperability of which and the coordination of combination with it is carried out by the operator;
 - 8) *database* shall mean the set of personal data or data necessary for identification arranged according to certain common structural principle or features, which is processed within the

information system of state or local self-government bodies or a 100 percent state owned commercial organization or a state non-commercial organization, and which is established and used for the fulfilment of functions of the relevant body or organization.

3. While creating or operating electronic systems state bodies must adhere to the following interoperability principles prescribed in this point:

1) protection of user rights

- a. access to user friendly services must be arranged in a secure and flexible manner allowing personalization and with full respect of personal data, or any other information protected by law;
- b. state bodies will aspire to create a system, where any given piece of information shall be provided only once to the state and/or local self-government bodies, as prescribed in Article 7 of the Law of the Republic of Armenia “On protection of personal data”;
- c. state bodies will aspire to create a system, where natural and legal persons have to access a single contact point even when multiple bodies have to work together in order to provide the service;
- d. multichannel delivery allowing access to services anyhow, anywhere, anytime shall be ensured;
- e. state bodies shall aspire to create a network of portals, the connecting link of which is information portal www.e-gov.am or another portal provided by operator;
- f. personal data must be provided only through personalized portals according and in cases prescribed by law, personal data can be provided otherwise if that is prescribed by law;

2) inclusive solutions and accessibility

state bodies shall aspire by taking full advantage of opportunities offered by new technologies to overcome social and economic disadvantages and exclusion. Accessibility aims at ensuring people with disabilities and the elderly access to public services so they can experience the same service levels as all other citizens;

3) security and privacy

- a. natural and legal persons must be well assured that their online contacts with state bodies are established in the environment of mutual trust and in full compliance with the requirements of the legislation currently in force, inclusive of ensuring full protection of personal data. Public administration bodies shall be obliged to take the necessary organizational and technical measures to guarantee that the personal data and other information protected by law are secured against accidental loss, unauthorized access to information systems, unlawful use, recording, destruction, alteration, blocking, copying, dissemination and other unlawful interference;

- b. with the application of necessary restrictions for security considerations, natural and legal persons must have the right to verify the information collected by state bodies concerning only them and to decide whether this information may be used for purposes other than those for which it was originally provided, so that to exclude the use of such data in the way prohibited by law;
- c. solutions used in the state information system must be secure, i.e. they must guarantee confidentiality, authenticity, availability and reliability of data and services;
- d. natural and legal persons must be provided services allowing them to check the data collected about them by state bodies and, as necessary, correct those data— making a request to the owner of data — in accordance with the norms of the Constitution of the Republic of Armenia;
- e. with the exception of cases of collecting data as prescribed by the Law of the Republic of Armenia «On operational intelligence activity», natural persons must be provided services allowing them to find out the user and the purpose of use of data collected about them by the state body;
- f. state bodies must agree with the operator and establish daily, monthly and annual maximum periods for emergency and prophylactic rehabilitation interruptions of the functioning of information systems created or operated by them and ensure the uninterrupted operation and reliability of the system based on those criteria;
- g. information systems used in state bodies must have electronic registers for combining with the system of maintenance and operation users and for recording actions performed within the system, as well systems for monitoring, detection, warning, prevention and analyses of unauthorized access to the system, functional deviations of software and hardware tools and suspicious activities;

4) language used in the system

- a. any information system must use the state language of Armenia – Armenian as a default language;
- b. State bodies will design information systems that are linguistically neutral in order to enable multilingualism when establishing international services. At least interfaces in 3 languages (Armenian, Russian and English) should be foreseen;
- c. in all information systems electronic system fonts used must be based on Unicode format;

5) simplicity of administration system

state bodies will aspire to eliminate the request for unnecessary or redundant information and if necessary to this end shall take appropriate reorganization and reengineering efforts in the state body's offices;

6) transparency

- a. natural and legal persons should be given the necessary information to understand administrative processes. They should have the right to track administrative procedures that involve them and have insight into the rationale behind decisions that could affect them;
- b. natural and legal persons will be given the tools to give feedback about the quality of the public services provided, to contribute to their improvement and to suggest the implementation of new services;

7) preservation of information

- a. records and information in electronic form held by administrations for the purpose of documenting procedures and decisions must be preserved for the duration prescribed by the Law of the Republic of Armenia “On archiving” and other legal acts with the goal of ensuring that records and other forms of information keep their legibility, reliability and integrity over time and can be accessed taking into account security and protection of personal data and other data protected by law;
- b. in order to guarantee long-term preservation of electronic records and other kinds of information, formats should be selected so as to ensure long-term accessibility, including preservation of associated electronic signatures and other electronic certifications, such as mandates;
- c. state bodies shall ensure long-term preservation (sustainability) of information in a manner prescribed by the decision of the Government of the Republic of Armenia;

8) publicity

public administrations bodies must promote the publicity of publicly available information to the extent the publication of information is allowed by law and does not violate the rights and legitimate interests of any person;

9) reusability (multiple use)

state bodies are encouraged to reuse, as necessary, the technical solutions under their ownership and to share them with state bodies, as well as to collaborate on development of common solutions concerning improvement and operation of information systems;

10) technological neutrality and adaptability

when creating and developing electronic systems state bodies must focus on the functional needs of the given system and diversify— to the extent possible— their decision-making with respect to technologies to avoid imposing — as much as possible— the application of specific technologies or products on their partners, which will allow for a possibility to adapt to the rapidly evolving

technological environment in the future. State bodies shall be obliged to ensure access to services irrespective of any specific technology or product type used by them;

11) effectiveness and efficiency

state bodies shall be obliged to ensure that solutions chosen and being applied by them serve the natural and legal persons in the most effective and efficient ways;

12) payment principles

while providing information through access to their information systems for which a payment is charged, the state bodies shall aspire to charge fee for the access to the system, rather than the provision of a concrete piece of information, unless otherwise provided by law.

4. While creating or operating their electronic systems state bodies must ensure full legal, organizational, semantic and technical interoperability with other state electronic systems.

II. LEGAL INTEROPERABILITY

5. State bodies must allow other state bodies and organizations to connect their respective electronic systems to its system bearing in mind the limitations prescribed by law, and provided those systems comply with the provisions of this document.

6. State bodies must allow within the limits prescribed by law the connection to its electronic system by natural and legal persons, provided that the electronic systems of those natural and legal persons comply with the provisions of this document. Such connection shall be made possible through publication on the official web-page of the body in question of technical specifications and requirements to be met in order to connect to the system. Such connection shall enable natural and legal persons to retrieve data from electronic systems only to the extent allowed by law.

7. The operator will on the bases of a contract perform the task of verification of compliance to the norms prescribed in this document, as well as the detailed technical specifications for interoperability.

8. In case non-compliance is found the operator shall notify the non-complying party of the need to comply and mention the exact instances of non-compliance. If the non-complying party does not comply with the requirements prescribed by this document within 15 days from the date of receipt of

notification it will not be granted access and if it has already obtained access it will be stopped and such a party may connect to the system once it meets the appropriate requirements.

9. The connection to any database under management of state bodies shall be arranged through the operator unless otherwise provided by the legislation.

III. SEMANTIC INTEROPERABILITY

10. To ensure unified semantic interoperability the Minister-Chief of Staff of the RA Government shall approve the lists of semantic elements, concepts, dictionaries, terms and data models to be used in electronic systems developed by state bodies, which may be reviewed— as necessary— to ensure the application of advanced technologies.

IV. TECHNICAL INTEROPERABILITY

11. The state bodies shall follow the technical interoperability rules prescribed in this Chapter and ensure the compliance of their information systems with the detailed technical specifications for interoperability. The main rules for technical interoperability shall be as follows:

- 1) the infrastructure services should be available on different software platforms, while guaranteeing the ability of the information systems to generate and/or process SOAP messages;
- 2) the components of the infrastructure must be based on at least one open-source operating system;
- 3) the infrastructure should have a decentralized authorization system;
- 4) the data traffic in the infrastructure should be decentralized for reliability and efficiency purposes; that is, queries must be exchanged between individual parties where possible, not through a central server;
- 5) the integrity and confidentiality of the messages in the infrastructure should be guaranteed. Only sender and receiver must be able to view the messages. Other persons should see the messages only in the cases defined by law;
- 6) the infrastructure should prevent message forgery by using digital signatures;
- 7) the infrastructure should support non-repudiation by using digital signatures and secure time-stamping;
- 8) the infrastructure should not have a single point of failure;
- 9) the infrastructure should be highly reliable and scalable;

- 10) the infrastructure should have a separate system for continuous self-monitoring; additionally, the system must support exchanging messages (about network-attached devices) through the industry-standard SNMP protocol. Any sensitive monitoring information must be exchanged in encrypted form;
- 11) the infrastructure should support hardware-based cryptographic accelerators;
- 12) the infrastructure should be able to collect query statistics to fine-tune the system and detect any misuses;
- 13) the infrastructure should support high-availability features, including load balancing, and automatic failover to a backup server in case of a system failure;
- 14) the infrastructure should support the backup and restoring of its critical files; the integrity of the files being restored should be verified;
- 15) the infrastructure should support both routine and emergency procedures for the change of its cryptographic keys.

12. Detailed technical specifications for interoperability of electronic systems shall be approved by the RA Minister-Chief of Staff of the RA Government in the form of a normative act. Such technical specification can be developed by third parties, on contractual basis, but cannot derive from or be tailored only for a single specific system or a program applicability and must comply with the requirements prescribed in this document ensuring software and hardware neutrality— to the extent possible— and possibilities of introducing alternative software in parallel with the ICT development.

V. INTEROPERABILITY BETWEEN CERTAIN STATE BODIES AND ITS ORGANIZATION

13. If within the limits prescribed by law state bodies are establishing connection between their respective information systems they should rely on a set of open standards.

14. While exchanging data with other state bodies and/or private entities the state bodies must use open standards, including.

- 1) CSV (*Comma Separated Value* [.csv]) – platform independent format for submitting sheet data¹;
- 2) HTML (*HyperText Markup Language* [.html]) – hypertext markup language for creating web documents¹;

¹ <http://tools.ietf.org/html/rfc4180>

- 3) ASiC (*Associated Signature Container* is ETSI standard ETSI TS 102 918 v 1.1.1 (2011-04)) for digital signatures or more clear standard like BDOC ²;
- 4) CSS (*Cascading Style Sheets Language*)³;
- 5) JPEG (*Joint Photographic Experts Group* [.jpg]) – graphics format⁴;
- 6) Geographic Information: ISO 19115:2003 "Geographic information - Metadata" and ISO/TS 19139:2007 "Geographic information - Metadata- XML schema implementation";
- 7) GZIP – package format⁵;
- 8) MPEG (*Moving Picture Experts Group* [.mpeg]) – video format⁶;
- 9) ODF (*Open Document Format* [.odf]) – open document format for office applications⁷; ODF sub-formats are .odb (database), .odf (formula), .odg (drawing), .odp (presentation), .ods (spreadsheets) ja .odt (texts);
- 10) PDF (*Portable Document Format* [.pdf]) – platform independent document format;
- 11) PDF/A (*Portable Document Format/ Archive*)⁸ – format for archiving .pdf files;
- 12) SOAP (*Simple Object Access protocol*) is a protocol specification for exchanging structured information in the implementation of web services in computer networks;
- 13) PNG (*Portable Network Graphics* [.png]) – raster graphics format⁹;
- 14) SVG (*Scalable Vector Graphic* [.svg]) – vector graphics format¹⁰;
- 15) TIFF (*Tagged Image File Format* [.tif]) – raster graphics format¹¹;
- 16) TXT (*Plain Text, Text File* [.txt]) – plain unprocessed text format;
- 17) XAdES (*XML Advanced Electronic Signatures*) – including standards: ETSI TS 101 903 XML Advanced Electronic Signatures; ETSI TS 103 171 XAdES Baseline Profile; ETSI TS 102 918 Associated Signature Containers; ETSI TS 103 174 AsiC Baseline Profile;
- 18) XML (*Extensible Hypertext Markup Language* [.xml]) – hypertext markup language¹;

¹ <http://www.w3.org/wiki/HTML>

² <http://www.evs.ee/tooted/evs-821-2009>

³ www.w3.org/TR/REC-CSS2/

⁴ ISO 10918 (.jpg), <http://www.jpeg.org/index.html>

⁵ RFC 1952

⁶ MPEG4/ISO/IEC 14496

⁷ ISO/IEC 26300:2006 Open Document Format for Office Applications (OpenDocument)

⁸ <http://www.w3.org/TR/soap/>

⁹ <http://www.w3.org/TR/REC-png>

¹⁰ <http://www.w3.org/TR/SVG/>

¹¹ <http://tools.ietf.org/html/rfc2306>

- 19) XSL (*Extensible StyleSheet Language*)²;
- 20) WSAG (*Web Content Accessibility Guidelines*)³;
- 21) WSDL (*Web Services Description Language*)⁴ is an XML-based interface definition language that is used for describing the functionality offered by a web service;
- 22) DWG (AutoCAD)- a computer file format used for storing two- and three- dimensional drawing and design data.

15. If the electronic systems of different state bodies are not interconnected through the SIS, the state bodies can establish the interoperability and cooperation between their information systems by joint orders of the mentioned bodies, provided that such orders comply with law, Decision N 1093-N of 31 August 2015 of the RA Government and the detailed technical specifications approved on the basis of that decision.

VI. ORGANIZATIONAL INTEROPERABILITY

16. Before the establishment of any database or changing the content of data collected in an existing database, the state body establishing the database shall check whether the necessary data are already collected in an existing database. If based on the checks, it becomes evident that the necessary data cannot be obtained through access to existing state databases or it is needed to change the content of data collected in an existing database, the initiator of the database to be established or to be changed shall prepare the relevant documentation, which will include the technical specifications, the nature and content of the information, as well as the technical documentation on the bases of which the operator will be able to check the nature of proposed changes to the given bases or of the base to be established in terms of their compliance to the requirements of this document. Those documents must also include the data prescribed in points 32-25 of this document.

17. The documents specified in point 16 of this document shall be submitted to the operator prior to the creation of a database. The operator shall be obliged to examine— within 15 working days—the

¹ <http://www.w3.org/XML/>

² www.w3.org/TR/xsl/

³ <http://www.w3.org/TR/WCAG20/>

⁴ <http://www.w3.org/TR/wsdl>

presented documents and give a conclusion, which assesses the compliance of the proposed database with the requirements prescribed by Decision N 1093-N of 31 August 2015 of the RA Government, as well as the possibility of obtaining the necessary data from the existing state database.

18. If based on the checks performed by the operator, it becomes evident that the necessary data are already collected in an existing database, the establisher of the new database shall submit an application to state body in charge of the database through the operator for making the data accessible to it.

19. If the necessary data are not already collected in an existing database the operator shall give a detailed and motivated conclusion on the compliance of the characteristics of the proposed database with the requirements of Decision N 1093-N of 31 August 2015 of the RA Government. If the conclusion is negative the operator will mention the exact instances of non-compliance in its conclusion.

20. If the operator finds that the proposed database complies with the requirements of this document it gives a positive conclusion to the creation of the database.

21. In the case a negative conclusion is given the establisher of the database may resubmit the amended documents for a new conclusion after the deficiencies have been eliminated.

22. All databases of the state, local government bodies or 100 percent state owned commercial legal persons or a state non-commercial organizations, as well as the changes in the content of data in those databases shall be registered in the SIS by the operator, with the exception of the databases containing state or employment secrets. The operator shall organize the registration of those databases and changes in the content of data collected in the databases in the relevant sub-registers of the SIS.

23. The state body or organization operating the database shall be obliged to apply for the registration of the database or the changes in the content of data collected in the databases in the relevant SIS sub-register after adoption of the relevant legal act on registration of the database or the changes in the content of data collected in the databases, but not later than within ten days following the entry into force of the relevant legal act. The state body must present all technical documentation enabling the operator to assess the compliance of the database in question with the requirements of Decision N 1093-N of 31 August 2015 of the RA Government. Those documents must also contain data prescribed in points 32-35 of the present document.

24. Before registration of a database or changes in the content of data collected in the databases, the operator shall verify— within 15 working days (in specific cases- within other time period extended by the permission of the Staff of the RA Government)— the conformity of the database to the data provided in the documentation concerning the database submitted pursuant to the procedure prescribed by point 16 of this document, and in case of changes in the content of the data collected in a databases- their conformity with the requirements of this document.

25. After performing the verification pursuant to the point 24 of this document, the operator shall register the database or the changes in the content of the data collected in databases in the SIS sub-register.

26. The operator shall give electronic notice of changes in the basic data managed in a database belonging to the state information system to the registered users of such database through the SIS service.

27. If the database does not comply with the provisions of this document the operator shall not register the database and notify the respective state body of the causes for non-compliance. The state body may resubmit the database for registration after the eradication of the defects.

28. Upon termination of the database operation, the transfer of data to another database or the archives, or their destruction, and the time limits for their transfer or destruction are decided. Upon transfer or destruction of data, corresponding legal instruments shall be submitted to the operator, which shall register the termination of the database operation in the SIS sub-register.

29. The operator shall be obliged to:

- 1) carry out the current maintenance, preservation and development of the SIS;
- 2) ensure free access to the SIS data for which no restriction to access is established;
- 3) give conclusions on establishing or changing databases in case of establishing or changing any databases;
- 4) ensure the functioning of the SIS user support service;
- 5) register the relevant databases in relevant SIS sub-registers in the manner and in cases prescribed by this document;
- 6) ensure the safety of the SIS;
- 7) provide high quality SIS user support services;

- 8) perform examination— on contractual bases ordered by a third party— of compliance to the norms prescribed by Decision N 1093-N of 31 August 2015 of the RA Government, as well as to the detailed technical specifications for interoperability;
- 9) notify the party concerned of any non-compliance identified and state the specific circumstance of non-compliance, as well as refuse or stop access to the SIS in case the non-compliance is not eliminated;
- 10) perform other functions prescribed by Decision N 1093-N of 31 August 2015 of the RA Government.

30. The operator shall establish guidelines for the content of the sub-system for administration of the dictionaries of the semantic areas managed by the SIS and guidelines for semantic description of databases and services provided by databases, obtaining the prior approval for those guidelines from the Minister-Chief of Staff of the RA Government and publish the guidelines on its webpage.

31. The structure of SIS is as follows:

1) the internal components of the SIS shall be:

- a. the SIS user interface,
- b. the SIS service interface, and
- c. the SIS database;

2) the external components of the SIS shall be:

- a. the user support system which includes incident and problem management,
- b. the system for change management, and
- c. the monitoring system;

3) the following SIS sub-registers shall be included in the content of the SIS database:

- a. sub-register of databases;
- b. sub-register of database owners;
- c. sub-register of contact persons;
- d. sub-register of conclusions of creation of databases;
- e. sub-register of interfacing to the SIS
- f. sub-register of notices;
- g. sub-register of services;
- h. sub-register of semantic areas.

32. The content of general data on a database should be entered in the SIS sub-register of databases, including:

- 1) the name, abbreviation and name in English (if available) of the database;
- 2) the mark indicating the operative state of the database;
- 3) the legal basis for establishment of the database;
- 4) the objective and function of the database;
- 5) the documents providing technical description of the database which shall contain the descriptions of the structure, operational process, conformity to the interoperability requirements and rules for administration of the database, and other essential technical descriptions of the database, and the statutes or draft statutes of the database;
- 6) the name of the database owner;
- 7) the registry codes of the database owner;
- 8) the date of establishment of the database;
- 9) the date of putting the database into service;
- 10) the date of interfacing the database with the SIS;
- 11) whether or not personal data and sensitive personal data are processed in the database;
- 12) the manner of archiving the data in the database;
- 13) the time of collection of the oldest data in the database;
- 14) the term for preserving the data and source documents of the database (the term of preservation shall be set forth in years);
- 15) the frequency of updating the data in the database;
- 16) the standards applied in the database;
- 17) the classifications used and administered in the database;
- 18) the mark indication that the database belongs to the state information system;
- 19) the name of the institutional group of databases;
- 20) the data concerning the monitoring of the database and statistics on use;
- 21) the parameters of the service level of the database;
- 22) the list of incidents and problems which occurred during operation of the database;
- 23) the legal basis for changes in the content of data, or reference thereto;
- 24) the beginning of changes in the content of data;
- 25) other related changes resulting from changes in the content of data.

33. The following content of data processed in a database should be entered in the SIS sub-register of databases:

- 1) the name of the data object and semantic description of the data object in the form of reference to the term of the area;
- 2) a list of detailed data concerning the data object and a semantic description of the

detailed data;

- 3) the mark indicating that data is either personal data or sensitive personal data;
- 4) a list of basic information;
- 5) a reference to the source of data which is not basic data;
- 6) a list of data subject to archiving;
- 7) information on legal acts in the SIS sub-register of the database specifying the full name of the legal act in accordance with the Law of the Republic of Armenia “On legal acts”.

34. The following information shall be included in the SIS sub-register of database owners:

- 1) The following data shall be entered in the SIS sub-register on the owners and the state bodies using the services of a database registered in the SIS:
 - a. the database owners;
 - b. the name of the state body;
 - c. the registration number of the state body or its’ staff in the state register of legal persons;
 - d. the registered address of the state body;
 - e. the webpage address of the state body.

35. The data concerning the contact persons for a database registered in the SIS and its services shall be entered in the SIS sub-register of contact persons. The content of general data concerning contact persons to be entered in the SIS sub-register of contact persons shall be as follows:

- 1) the body or organization, where the contact person works;
- 2) the name and surname of the contact person;
- 3) the description of the contact person;
- 4) the competences of the contact person with respect to SIS maintenance;
- 5) the term of powers of the contact person and a marking on the status of competences of the given person “valid” or “invalid”;
- 6) the role of the competent contact person as prescribed by the given body or organization for system maintenance;
- 7) a mark indicating the level of responsibilities or competences of the contact person (in compliance with relevant levels defined by the operator);
- 8) the e-mail address and the telephone number of the contact person.

36. The data interfacing with the SIS shall be entered in the SIS sub-register on data interfacing with the SIS. The following general data should be entered in the SIS sub-register on data interfacing with the SIS:

- 1) the data interfacing with the SIS or testing environment interfacing with SIS;
- 2) the date when the given body (person), the security server or database of the latter has been connected, interfaced with the SIS or connected to the SIS through the testing environment.

37. The information concerning conclusions made by the operator on the creation of a database shall be entered in the SIS sub-register of conclusions on the creation of databases and shall include:

- 1) the type of the conclusion (positive or negative);
- 2) the status of the application for the conclusion;
- 3) the registration date of the application for the conclusion;
- 4) the data of the applicant;
- 5) the content of the application.

38. Data on the notices issued to and received by the SIS and the rules for sending the notices shall be entered in the SIS sub-register of notices. The content of general data concerning notices to be entered in the SIS sub-register of notices shall be as follows:

- 1) the type of the notice;
- 2) the recipient of the notice;
- 3) the sender of the notice;
- 4) the date of sending the notice;
- 5) the content of the notice.

39. Data concerning the services provided by the databases registered in the SIS shall be entered in the SIS sub-register of services. The composition and the content of data concerning services to be entered in the SIS sub-register of services shall be as follows:

- 1) the name of the service;
- 2) the code of the service;
- 3) the semantic description of the service;
- 4) the principles of provision of the services, including data on the services which are public by default for different service groups, the parameters of the service level concerning the working time, time for providing feedback to client inquiries, average availability (accessibility) of the service per month, maximum duration of each disruption, reliability and maximum workload;
- 5) the status of the service;
- 6) the type of the service;
- 7) the group of the service user;
- 8) whether personal data are processed or not;

- 9) whether special category sensitive personal data are processed or not;
- 10) service users;
- 11) data concerning connection of the given service with other services and information system services;
- 12) the types of areas this service is connected with;
- 13) the semantic description of the input and output of the service (my making reference to the term of the area);
- 14) data on the name index of the service;
- 15) statistical data concerning the incidents, monitoring and service use.

40. The SIS sub-register of semantic areas shall include:

- 1) Data concerning the semantic areas used in the state information system shall be entered in the SIS sub-register of semantic areas;
- 2) The content composition of general data of areas to be entered in the SIS sub-register of semantic areas shall be as follows:
 - a. the name of the semantic area,
 - b. the description of the semantic area;
- 3) The content composition of data concerning dictionaries of semantic areas to be entered in the SIS sub-register of semantic areas shall be as follows:
 - a. the version of the next edition of the dictionary,
 - b. the previous version of the dictionary edition,
 - c. computer-readable form of the dictionary (OWL),
 - d. term identification (URL),
 - e. term name,
 - f. term description,
 - g. connection of the term with other terms.

41. The person submitting information to the SIS, as well as the operator shall be held liable for any inaccuracy in data presented in the SIS in the manner prescribed by law.

42. Data available in the SIS must be accessible to the public through the SIS web interface, unless access thereto is restricted in accordance with the law.

43. Data shall be submitted to the SIS subject to the following requirements:

- 1) Data shall be submitted to the SIS electronically using the following processing processes:

- a. processing of inquiries for interfacing with the SIS and performance thereof,
 - b. issuing conclusions on the database documentation,
 - c. making changes in the content composition of data entered in the SIS concerning the database,
 - d. registration of the database;
- 2) The content of data required in the course of each processing process shall be indicated upon entry of data in the SIS in the environment in which the data are submitted;
- 3) The person submitting data within the SIS should ensure access to the database necessary for submitting and making changes in the data concerning that database;
- 4) After the person submitting information has initially interfaced to the SIS the further information processing processes in the SIS shall be carried out through the inquiry service for making changes in the SIS.

44. Placing the SIS documents in the archives shall be implemented in conformity with the Law of the Republic of Armenia “On archiving”.

Minister-Chief of Staff of the Government
of the Republic of Armenia

D. Harutyunyan

ATTACHMENT 4

Existing information systems

Armenia is one of the leading information technology nations among the neighbouring CIS and Middle East countries. The growth of the present-day IT industry in Armenia can be traced back to the Soviet era during which time Armenia was a key science, Research and Development (R&D), and high-tech manufacturing center of the former USSR. Independence in 1991 opened up new opportunities for the industry and particularly for entrepreneurs and IT professionals. The focus of the industry shifted from major manufacturing operations to the software and services segment, which has witnessed substantial growth during the period from 1998-2014. Today, Armenian IT industry is one of the most dynamic and promising sectors of the economy. Basic figures of IT branch:

- about 120 enterprises actively work within the branch;
- more than 40,000 persons are involved in IT industry;
- annual volume of IT production is estimated about 55-60 million US dollars approximately 98% of which is exported;
- share of IT branch of the gross domestic product makes 1.7%;
- volume of production annually grows approximately by 12%.

Telecommunication and Communication Services

Information and Communication Technologies sector is one of the largest and rapidly growing segments of the Armenian economy. The industry is a leader in technological innovation, foreign investments, and workforce development. Both multinational corporations and newly created start-ups are successfully developing and growing their businesses in Armenia. The rich scientific research traditions and highly skilled labour force helped Armenia turn into a destination of choice for a number of global high-tech firms. Many technology companies from Europe, Russia are operating large development and R&D centres in Armenia. These facilities work on cutting edge technologies and tools employed by many corporations around the world to develop products and services or solve a variety of business problems.

Since 2000, ICT industry has been recognized by the Government of Armenia as one of the primary sectors for the overall economic development of the country. A new comprehensive ICT roadmap adopted in 2014 focuses on developing telecommunications and business incubation infrastructure, improving the quality and increasing the number of technical graduates, expanding support and financing mechanisms for technology start-ups, and developing other areas important for the growth of the Armenian ICT industry. The successful implementation of this strategy is

vital to the transformation of Armenian technology industry into a highly competitive and well- recognized player around the globe.

According to various estimates, including Enterprise Incubator Foundation (EIF) 2013 industry survey and ITU 2007 World Telecommunication/ICT Indicators, the number of Internet users in Armenia in 2007-2008 was somewhere around 150,000-200,000 or 5-7% of the entire population; the number of individual internet subscribers reached 90,000-100,000 or 3% of the population. Dial-up access was prevalent among individual users (about 80–85%) before 2009-2010. However, with the widespread introduction of relatively inexpensive ADSL, WiFi / WiMAX, and 3G services, the number of broadband users increased substantially over the last 2-3 years. Today, ADSL and 3G (UMTS/W-CDMA) services are available in most cities of Armenia and offer up to several Mbps of shared and dedicated connections to a variety of individual and business users. Fiber-optic infrastructure is available in Yerevan and certain other cities of Armenia. Several ISPs have their own fiber-optic networks. Most of ISPs have access to the global Internet either via satellite connections or leased international lines from Armentel/Beeline, Fibernet, and GNC-Alfa. Armenia is connected to the global internet through several fiber-optic channels (6 Gbps) via Georgia and Iran and satellite channels such as Teleglobe, PlanetSky, SatGate, and others.

E-Society

Growing importance of IT industry led the Government of Armenia to declare ICT as one of the priority sectors of Armenian economy in 2000. Other key initiatives in the policy field include preparation of Armenia's ICT Master Strategy and formation of Information Technologies Development Support Council (ITDSC) in 2001 and start of Enterprise Incubator project in 2002. The Union of Information Technology Enterprises (UITE) the Armenian IT association was established in July 2000 by the private sector to consolidate industry advocacy efforts, facilitate business and encourage advancement of research in the ICT sector. The World Bank will help Armenia in implementing this road map through a major project "Armenia E-Society and Innovation for Competitiveness" program. Some of the supporting activities that have been started earlier are described below.

In 2008 the Armenia rolled out the "second generation reforms" pursuing the goal of increasing the competitiveness of Armenia. The long-term objectives of the reforms and the policy priorities were envisaged in the "Sustainable Development Program", which aimed at decreasing the asymmetries in economic development, welfare increase and human development through implementation of active development policies. The reforms are based on the efficient governance both of public and private sectors, symmetric regional development, efficient tax and customs system, development of e-governance, and formation of IT society. "The Strategic Plan of Economic Development" describes the significance of policies and projects, as well as their results

and outputs in the overall process of achieving the main objective, electronic development and E-society formation policy.

In 2009, RA Ministry of Economy and EIF started Computer for All program with the aim to increase population's computer usage in Armenia by offering modern computers at affordable prices. The project's pilot stage began in September of 2009 in partnership with Hewlett-Packard, local companies and commercial banks in several major cities of Armenia. During the next several years, the project aims to bring additional vendors and partners and expand its presence to the entire territory of Armenia.

Development of electronic governance and information systems in Armenia

The Government of Armenia is determined to develop different e-applications in the country and already has registered significant progress in this field.

The main purpose of introduction of e-Governance systems in Armenia is to transform the way in which the Government interacts with citizens and businesses, as well as to change the way the Government agencies interact with each other. E-governance goes beyond the delivery of information and services towards giving citizens and business the opportunity to use electronic means to have an input to the process of Government. The development of e-governance is part of the process of public sector reform, aimed at making Government operations more efficient and transparent. It is a contribution to the development of e-democracy, and the development of the information society in Armenia.

The e-governance projects implemented or planned are aimed at improving the efficiency in public sector operations, with lower cost, and greater transparency, shifting the concept of provision of Government services for citizens and business, where the services are wanted and valued by service users.

As of today the following e-governance projects have been implemented:

- ARCA electronic payment system (2001);
- e-Visa system (2002);
- Introduction of electronic document management system in Government institutions Mulberry (2008);
- Electronic signatures (2008);
- On-Line Document and Application tracking for businesses and citizens (2009);
- On-line tax return filling (2009);
- Company name search and trademark registration (2009);
- Online permits and licenses (2010);
- Online business registry (2010);
- National Gallery of Armenia (2010);
- e-Procurement (2010).
- E-civil Status Register (2014)

- E-police (2013)

ATTACHMENT 5

HARDWARE SPECIFICATION¹

N		Name	Qty
1.	Switches		2
	Form Factor	Rack-mountable minimum 1U	
	Power supply	2 x 700 W	
	Ports	24 SFP+	
	Switching Capacity	300 Gb/s or more	
	Stack bandwidth	450 Gb/s or more	
	Features	Layer 3, Stackable	
	Compliant Standards	IEEE 802.1D Spanning Tree Protocol IEEE 802.1p CoS IEEE 802.1Q IEEE 802.1s IEEE 802.1w IEEE 802.1X IEEE 802.1X-Rev IEEE 802.1ab (LLDP) IEEE 802.3ad IEEE 802.3ab 1000BASE-T IEEE 802.3z 1000BASE-X SNMP v1, v2c, and v3	
	Advanced Features	Jumbo Frames VLANs Voice Vlan VTPv2 CDPv2 ACL Auto QoS Per VLAN policies Scheduling Priority Queuing IGMPv1,v2,v3 DHCP server RIPv1, v2 ,OSPF Netflow	
	Cables	Stacking Cable 50 CM Stack Power Cable 30 CM Europe AC Type A Power Cable	
	Manufacture support	12 month 8x5 technical support during normal business hours, Monday-Friday via call, email or chat	

¹ For some of the items the specific brand names are specified taking into account the fact that they should be compatible with the existing equipment at Government staff of RA.

Warranty	1 year
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2.	Switch modules /Should be compatible with item No 1 requested switches /	
	10GBASE-SR	34
	10GBASE-LR	2
	1GBASE-T RJ45	10
	10GBASE-ER	4

Warranty 1 year

3.	Servers:	3
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Minimum 2U

CPU must have minimum score of 1970 under SPECint_rate_base2006 result benchmark, number of cores – 22, number of CPU – 2, Cache - 30MB. CPU shall be worked at designated CPU frequency by the CPU vendor, copies of the benchmark tests certified by the benchmarking institutions shall be provided in the Bids Memory - 24 DDR4 DIMM slots, Supports RDIMM /LRDIMM, speeds up to 2666MT/s, 1.5TB max Up to 12 LRDIMM, 192 GB Max Supports registered ECC DDR4 DIMMs only

Minimum – 14x16GB RDIMM, 2666MT/s, Dual Rank

Drive bays - Front drive bays: Up to 16 x 2.5” SAS/SATA (HDD/SSD) max 61TB or up to 8 x 3.5”

SAS/SATA HDD max 80TB Optional DVD-ROM, DVD+RW Minimum - DVD-ROM

Internal controllers: Raid controller with min 2GB cache. Raid level support 0,1,5,6,10,50,60

Minimum HDD- 2x120GB SATA SSD 6Gbps 512n 2.5in Hot-plug Drive

Minimum SD Card Reader

PCIe slots: Up to 8 PCIe 3.0 slots

Networking - 2x10Gb /SFP+ + 2x1Gb Network Card with two SFP+ 10GB SR transceivers included;

Dual Port 16Gb Fiber Channel HBA, Low Profile with two transceivers included;

Power supply – Minimum 2x750w Power Supplies

Cables – 2x C13 to C14, PDU Style, 10 AMP, 6.5 Feet (2m), Power Cord

Availability - ECC memory, hot-plug hard drives, hot-plug redundant cooling, hot-plug redundant power, support for high availability clustering and virtualization, proactive systems management alerts,

Management with dedicated port and full license included

USB connectors – minimum one front, two back, and one internal.

Video connectors - minimum one,

Sliding Rails with Cable Management Arm

Warranty 3 years

4.	Storage system, which must be connected to requested servers	1
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Minimum 2U

Minimum 2x FC controller

Cache: 8GB cache per controller 16GB total

Minimum: 8x16GB FC ports with 6x transceivers

MINIMUM HDD – MIN 30TB OF RAW CAPACITY ON SOLID STATE DRIVE SAS MIXED USE 12GBPS 2.5IN HOT-

PLUG DRIVES, STORAGE IMPLEMENTATION WITH ALL REQUIRED LICENSES MUST BE INCLUDED

RAID levels - Support for RAID levels 1, 10, 5, 6;

Expansion capabilities - Up to 192 drives using expansion enclosures

OS support - Microsoft® Windows®, VMware®, Microsoft Hyper-V®, Citrix® XenServer®, Red Hat® and SUSE®

Snapshots - Up to 128 snapshots per virtual disk and 512 per system

Remote Replication - A-synchronous remote replication

PSU - (1+1) Redundant power suppliers and 2x C13 to C14, PDU Style, 10 AMP, 6.5 Feet (2m), Power Cord

Sliding Rails

Warranty 3 years

5.	Thin Clients and monitors	250
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5.1 Thin client

Operating system: Windows Embedded Standard 7 32-bit

CPU must have minimum score of 270 under BAPCoSYSmark 2014 Rating benchmark, number of cores – 2, Cache – 1Mb. CPU shall be worked at designated CPU frequency by the CPU vendor, copies of the benchmark tests certified by the benchmarking institutions shall be provided in the Bids

Memory - 32GB Flash / 4GB RAM DDR3

Graphics – Embedded

I/O peripheral support - DVI-I port, DVI to VGA (DB-15) adapter, 1 x SuperSpeed USB 3.0 port on the front (backwards-compatible with USB 2.0) 3 x USB 2.0 ports (1 front, 2 back) Optional serial port, Composite audio jack: 1/8-inch mini, Internal mono speaker

Networking - 10/100/1000 Gigabit Ethernet, Optional dual band 802.11 a/b/g/n/ac wireless

Resolution -: Up to 1920x1200 @60 Hz

Mountings - Vertical feet, standard. VESA mounting bracket

Power Supply - Worldwide auto-sensing 100-240 VAC, 50/60 Hz 30W, 19V DC, Energy Star

Same brand Optical Mouse Black and US Keyboard

Warranty 3 years

5.2 Monitor

LED-backlit LCD monitor - TFT active matrix

Diagonal Size – 21.5

Panel Type - TN

Aspect Ratio - Widescreen - 16:9

Native Resolution - Full HD (1080p) 1920 x 1080 at 60 Hz

Brightness - 250 cd/m²

Contrast Ratio - 1000:1

Color Support - 16.7 million colors

Response Time - 5 ms

Screen Coating - Anti-glare

Backlight Technology - LED

Interfaces –1 x VGA, 1 x VGA cable

Display Position Adjustments – Tilt

Flat Panel Mount Interface (VESA) - 100 x 100 mm

Features - Security lock slot (cable lock sold separately), LED indicator, and integrated cable management, VESA interface support, sound-bar mounting slots

Warranty 3 years

6.	IP Phone	10
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Phone Features

- HD speaker, HD handset
- Min 3 VoIP accounts, BLF/BLA
- Call hold, Call waiting, Call forward, Call return
- Caller ID display, Redial, Mute, DND, Music on hold
- Auto-answer, 3-way conferencing
- Speed dial, Voicemail
- Volume control
- Ring tone selection/Import/Delete
- Phonebook up to 1000 entries, Black list
- Dialed, received, missed, forwarded call history
- Soft keys programmable
- XML phonebook search/import
- LDAP phonebook

Physical Features

- Dual-port Gigabit Ethernet, Power over Ethernet
- LCD display
- Power, line, message LEDs
- 1xRJ9 handset port
- 1xRJ9 handset port
- Power over Ethernet (IEEE 802.3af)

Codecs and Voice Features

- G.722, G.711 μ /A
- G.726, G.729AB
- VAD, CNG, AEC, PLC, AJB, AGC
- Full-duplex speakerphone with AEC
- DTMF: In-band, Out-of-band (RFC 2833) and SIP INFO

IP PBX System Integration

- Call park, Call pickup
- Call recording, Call completion
- Group listening
- Anonymous call rejection
- Dial Plan,

Security

- Open VPN, 802.1x, VLAN QoS (802.1pq), DHCP VLAN
- Transport Layer Security (TLS)
- HTTP/HTTPS web server, SRTP for voice
- Digest authentication
- Phone lock for personal privacy protection

Network Features

- SIP v1, v2
- IPv6
- Call server redundancy supported
- Proxy mode and peer-to-peer SIP link mode
- IP Assignment: Static/DHCP

Management

- Auto-provision via FTP/TFTP/HTTP/HTTPS compatible with Asterisk PBX software
- Auto-provision with PnP

Configuration: browser/phone/auto-provision

Warranty 1 year

7.	Multifunction Printer (a)	10
Printer - Monochrome Laser; with ADF		
Format - A4		

Available functions - Print, Copy, Scan

Print/Copy Resolution – up to 1200x1200 dpi

Scan Resolution – up to 600x600 dpi

First print – 6.4 second or less

Print/Copy speed – up to 40 ppm

Monthly duty cycle – up to 50.000 pages

Interface - USB 2.0

Ethernet - 10/100/1000 Mbit

Input capacity – 250 sheets

Zoom – 25 – 400% min.

Ethernet – 10/100/1000

RAM – 512 MB

At least 2 paper trays one of which manual feeding tray;

Driver - must be compatible with Windows 10 OS,

Cartridge and refill materials - must be readily available in Armenian market;

USB cable must be included

100-240V, 50/60Hz

Warranty 1 year**8. Multifunction Printer (b)****1**

Printer - Monochrome Laser

Format – A4

Available functions - Print, Copy, Scan

First copy/print out – 8 seconds or less

Print Speed – min. 50ppm

RAM – 1 GB

Display – color-touchscreen;

Duplex Auto Printing

ADF

Print Resolution - Up to 1200 x 1200 dpi

Monthly duty cycle – up to 250,000 pages

Zoom – 25 to 400% min.

Interface – High Speed USB 2.0, 2x USB Host 2.0

Ethernet - 10/100/1000 Mbit

Scan Resolution – 600x600 dpi

Multipurpose tray – min. 100-sheet

Input capacity – min. 500-sheet

Cartridge yield - 25000 pages

At least 2 paper trays one of which manual feeding tray;

Driver - must be compatible with Windows 10 OS,

Cartridge and refill materials - must be readily available in Armenian market;

USB cable must be included

100-240V, 50/60Hz

Warranty 1 year**9. Scanner (a)****1**

Type - Flatbed color image scanner, A3, A4

Scan Speed – min. 40 ppm simplex/80 ipm duplex, at 200 dpi (black & white, color)

Optical Resolution – 600 dpi

Capacity – 200 pages

ADF must support A4 Paper Size

Interface – High speed USB 2.0

Driver - must be compatible with Windows 10 OS,

Duty Cycle – 5000 pages/day USB cable, power supply adapter/power cord must be included 100-240V, 50/60Hz Warranty 1 year			
10.	Scanner (b)		5
Scan Speed – min. 50 ppm simplex / 100 ipm duplex, at 300 dpi (black & white) Optical Resolution – 600 dpi ADF Capacity – min. 80 sheets ADF must support A4 Paper Size Interface – High speed USB 2.0 Driver - must be compatible with Windows 10 OS, Duty Cycle – 6000 pages/day USB cable, power supply adapter/power cord must be included 100-240V, 50/60Hz Warranty 1 year			
11.	RAM		
	712383-081	HP 16GB Dual Rank x4 PC3-14900R DDR3-1866 for existing HP DL380p Gen8	16
	628974-081	HPE 16GB 2Rx4 PC3L-10600R-9 Kit for existing HP DL380 G7	20
	500656-B21	HP 2GB Dual Rank x8 PC3-10600 Registered CAS-9 Memory Kit for existing HP storage	4
Warranty 1 year			
12.	Network modules		
	c3kx-nm-10G	Cisco C3KX-NM-10G Catalyst 3K-X 10G Network Module for existing Cisco switch	2
	593717-B21	SFP+ adapter for existing HP DL380 G7	2
	634026-001	SFP+ adapter for existing HP DL380p Gen8	1
	NC550SFP	SFP+ adapter for existing HP storage	4
	OCe11102-NM	SFP+ adapter for existing QNAP storage	1
Warranty 1 year			

Section VII. Sample Forms

Notes to Bidders on working with the Sample Forms

The Purchaser has prepared the forms in this section of the Bidding Documents to suit the specific requirements of the System being procured. They are derived from the forms contained in the World Bank's Standard Bidding Documents for the Supply and Installation of Information Systems. In its bid, the Bidder must use these forms (or forms that present in the same sequence substantially the same information). Bidders should not introduce changes without the Purchaser's prior written consent (which may also require the clearance of the World Bank). If the Bidder has a question regarding the meaning or appropriateness of the contents or format of the forms and/or the instructions contained in them, these questions should be brought to the Purchaser's attention as soon as possible during the bid clarification process, either at the pre-bid meeting or by addressing them to the Purchaser in writing pursuant to ITB Clause 10.

The Purchaser has tried to provide explanatory text and instructions to help the Bidder prepare the forms accurately and completely. The instructions that appear directly on the forms themselves are indicated by use of typographical aides such as italicized text within square brackets as is shown in the following example taken from the Bid Submission Form:

Duly authorized to sign this bid for and on behalf of [*insert: name of Bidder*]

In preparing its bid, the Bidder must ensure all such information is provided and that the typographical aides are removed.

The sample forms provide a standard set of documents that support the procurement process as it moves forward from the stage of bidding, through Contract formation and onto Contract performance. The first set of forms must be completed and submitted as part of the bid prior to the deadline for bid submission. These include: (i) the Bid Submission Form; (ii) the Price Schedules; (iii) the Manufacturer's Authorizations and key Subcontractor agreements; (iv) the List of Proposed Subcontractors; (v) the form(s) for securing the bid (if and as required); and other forms as found in sub-sections 1 through 4 of this Section VII of the Bidding Documents.

- **Bid Submission Form:** In addition to being the place where official confirmation of the bid price, the currency breakdown, the completion date(s), and other important Contract details are expressed, the Bid Submission Form is also used by the Bidder to confirm - in case adjudication applies in this Contract - its acceptance of the Purchaser's proposed Adjudicator, or to propose an alternative. If the bid is being submitted on behalf of a Joint Venture, it is essential that the Bid Submission Form be signed by the partner in charge and that it be supported by the authorizations and power of attorney required pursuant to ITB Clause 6.2. Given widespread concern about illegal use of licensed software, Bidders will be asked to certify in the Bid Submission Form that either the Software included in

the bid was developed and is owned by the Bidder, or, if not, the Software is covered by valid licenses with the proprietor of the Software.

- **Price Schedules:** The prices quoted in the Price Schedules should constitute full and fair compensation for supply, installation, and achieving Operational Acceptance of the System as described in the Technical Requirements based on the Implementation Schedule, and the terms and conditions of the proposed Contract as set forth in the Bidding Documents. Prices should be given for each line item provided in the Schedules, with costs carefully aggregated first at the Subsystem level and then for the entire System. If the Price Schedules provide only a summary breakdown of items and components, or do not cover some items unique to the Bidder's specific technical solution, the Bidder may extend the Schedules to capture those items or components. If supporting price and cost tables are needed for a full understanding of the bid, they should be included.

Arithmetical errors should be avoided. If they occur, the Purchaser will correct them according to ITB Clause 26.2 (ITB Clause 38.2 in the two-stage SBD) without consulting the Bidder. Major omissions, inconsistencies, or lack of substantiating detail can lead to rejection of a bid for commercial non-responsiveness. Presenting prices according to the breakdown prescribed in the Price Schedules is also essential for another reason. If a bid does not separate prices in the prescribed way, and, as a result, the Purchaser cannot apply the domestic preference provision described in ITB Clause 29 (ITB Clause 41 in the two-stage SBD), if they are applicable in this bidding, the Bidder will lose the benefit of the preference. Once bids are opened, none of these problems can be rectified. At that stage, Bidders are not permitted to change their bid prices to overcome errors or omissions.

- **Manufacturer's Authorizations and written agreements by key Subcontractors:** In accordance with ITB Clauses 6.1 (b) and (c), a Bidder may be required to submit, as part of its bid, Manufacturer's Authorizations in the format provided in the Bidding Documents, and agreements by Subcontractors proposed for key services, for all items specified in the Bid Data Sheet. There is no particular format (or sample form) for Subcontractor agreements.
- **List of Proposed Subcontractors:** In accordance with ITB Clause 6.3, a Bidder must submit, as part of its bid, a list of proposed subcontracts for major items of Technologies, Goods, and/or Services. The list should also include the names and places of registration of the Subcontractors proposed for each item and a summary of their qualifications.
- **List of Software and Materials:** In accordance with ITB Clause 13.1 (e) (vi) (ITB Clauses 13.1 (c) (vi) and 25.1 (e) (vi) in the two-stage SBD), Bidders must submit, as part of their bids, lists of all the Software included in the bid assigned to one of the following categories: (A) System, General-Purpose, or Application Software; or (B) Standard or Custom Software. Bidders must also submit a list of all

Custom Materials. If provided for in the Bid Data Sheet, the Purchaser may reserve the right to reassign certain key Software to a different category.

- **Qualification information forms:** In accordance with ITB Clause 6, the Purchaser will determine whether the Bidder is qualified to undertake the Contract. This entails financial, technical as well as performance history criteria which are specified in the BDS for ITB Clause 6. The Bidder must provide the necessary information for the Purchaser to make this assessment through the forms in this sub-section. The forms contain additional detailed instructions which the Bidder must follow.
- **Securing the bid:** If the BDS for ITB Clause 17 (ITB Clause 29 in the two-stage SBD) requires that bids be secured, the Bidder shall do so in accordance with the type and details specified in the same ITB/BDS Clause, either using the form(s) included in these Sample Forms or using another form acceptable to the Purchaser. If a Bidder wishes to use an alternative form, it should ensure that the revised format provides substantially the same protection as the standard format; failing that, the Bidder runs the risk of rejection for commercial non-responsiveness.

Bidders need not provide the Performance Security and Advance Payment Security with their bids. Only the Bidder selected for award by the Purchaser will be required to provide these securities.

The following forms are to be completed and submitted by the successful Bidder following notification of award: (i) Contract Agreement, with all Appendices; (ii) Performance Security; and (iii) Advance Payment Security.

- **Contract Agreement:** In addition to specifying the parties and the Contract Price, the Contract Agreement is where the: (i) Supplier Representative; (ii) if applicable, agreed Adjudicator and his/her compensation; and (iii) the List of Approved Subcontractors are specified. In addition, modifications to the successful Bidder's Bid Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's bid prices to correct errors, adjust the Contract Price to reflect – if applicable – any extensions to bid validity beyond the last day of original bid validity plus 56 days, etc.
- **Performance Security:** Pursuant to GCC Clause 13.3, the successful Bidder is required to provide the Performance Security in the form contained in this section of these Bidding Documents and in the amount specified in accordance with the SCC.
- **Advance Payment Security:** Pursuant to GCC Clause 13.2, the successful Bidder is required to provide a bank guarantee for the full amount of the Advance Payment - if an Advance Payment is specified in the SCC for GCC 12.1 - in the form contained in this section of these Bidding Documents or another form acceptable to the Purchaser. If a Bidder wishes to propose a different Advance

Payment Security form, it should submit a copy to the Purchaser promptly for review and confirmation of acceptability before the bid submission deadline.

The Purchaser and Supplier will use the following additional forms during Contract implementation to formalize or certify important Contract events: (i) the Installation and Operational Acceptance Certificates; and (ii) the various Change Order forms. These and the procedures for their use during performance of the Contract are included in the Bidding Documents for the information of Bidders.

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1. BID SUBMISSION FORM (SINGLE-STAGE BIDDING)

Date: [Bidder insert: **date of bid**]

Loan/Credit No.: [Purchaser insert: **number**]

IFB: [Purchaser insert: **IFB title and number**]

Contract: [Purchaser insert: **name of Contract**]

To: [Purchaser insert: **name and address of Purchaser**]

Dear Sir or Madam:

Having examined the Bidding Documents, including Addenda Nos. [insert **numbers**], the receipt of which is hereby acknowledged, we, the undersigned, offer to supply, install, achieve Operational Acceptance of, and support the Information System under the above-named Contract in full conformity with the said Bidding Documents for the sum of:

[insert: **amount of local currency in words**]

([insert: **amount of local currency in figures from corresponding Grand Total entry of the Grand Summary Cost Table**])

plus [insert: **amount of foreign currency A in words**]

([insert: **amount of foreign currency A in figures from corresponding Grand Total entry of the Grand Summary Cost Table**])

[as appropriate, add the following]

plus [insert: **amount of foreign currency B in words**]

([insert: **amount of foreign currency B in figures from corresponding Grand Total entry of the Grand Summary Cost Table**])

plus [insert: **amount of foreign currency C in words**]

([insert: **amount of foreign currency C in figures from corresponding Grand Total entry of the Grand Summary Cost Table**])

or such other sums as may be determined in accordance with the terms and conditions of the Contract. The above amounts are in accordance with the Price Schedules attached herewith and made part of this bid.

We undertake, if our bid is accepted, to commence work on the Information System and to achieve Installation and Operational Acceptance within the respective times stated in the Bidding Documents.

If our bid is accepted, and if these Bidding Documents so require, we undertake to provide an advance payment security and a performance security in the form, in the amounts, and within the times specified in the Bidding Documents.

[As appropriate, include or delete the following paragraph]

“We accept the appointment of *[Purchaser insert: **name of proposed Adjudicator from the Bid Data Sheet**]* as the Adjudicator.”

[and delete the following paragraph, or, as appropriate, delete the above and include the following, or, if no Adjudicator is stated in the Bid Data Sheet, delete both the above and the following]

“We do not accept the appointment of *[Purchaser insert: **name of proposed Adjudicator from the Bid Data Sheet**]* as the Adjudicator, and we propose instead that *[insert: **name**]* be appointed as Adjudicator, whose résumé and hourly fees are attached.”

We hereby certify that the Software offered in this bid and to be supplied under the Contract (i) either is owned by us, or (ii) if not owned by us, is covered by a valid license from the proprietor of the Software.

We agree to abide by this bid, which, in accordance with ITB Clauses 13 and 16, consists of this letter (Bid Submission Form) and the enclosures listed below, for a period of *[Purchaser insert: **number from Bid Data Sheet**]* days from the date fixed for submission of bids as stipulated in the Bidding Documents, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period.

Commissions or gratuities, if any, paid or to be paid by us to agents relating to this Bid, and to Contract execution if we are awarded the Contract, are listed below:

Name and Address of Agent	Amount and Currency	Purpose of Commission or Gratuity
------------------------------	------------------------	---

Etc.

[if none, state: “none”]

Until the formal final Contract is prepared and executed between us, this bid, together with your written acceptance of the bid and your notification of award, shall constitute a binding contract between us. We understand that you are not bound to accept the lowest or any bid you may receive.

Dated this [*insert: ordinal*] day of [*insert: month*], [*insert: year*].

Signed:

Date:

In the capacity of [*insert: title or position*]

Duly authorized to sign this bid for and on behalf of [*insert: name of Bidder*]

ENCLOSURES:

Price Schedules

Bid-Securing Declaration or Bid-Security (if and as required)

Signature Authorization [*plus, in the case of a Joint Venture Bidder, list all other authorizations pursuant to ITB Clause 6.2*]

Attachment 1. Bidder's Eligibility

Attachment 2. Bidder's Qualifications (including Manufacturer's Authorizations and Subcontractor agreements if and as required)

Attachment 3. Eligibility of Goods and Services

Attachment 4. Conformity of the Information System to the Bidding Documents

Attachment 5. Proposed Subcontractors

Attachment 6. Intellectual Property (Software and Materials Lists)

[*if appropriate, specify further attachments or other enclosures*]

Bid Table of Contents and Checklist

Note: Purchasers should expand and modify (as appropriate) the following table to reflect the required elements of the Bidder's bid. As the following note to Bidders explains, it is in both the Purchaser's and Bidder's interest to provide this table and accurately fill it out.

Note: Bidders should expand and (if appropriate) modify and complete the following table. The purpose of the table is to provide the Bidder with a summary checklist of items that must be included in the bid as described in ITB Clauses 13.1 and 16, in order for the bid to be considered for Contract award. The table also provides a summary page reference scheme to ease and speed the Purchaser's bid evaluation process.

Item	present: y/n	page no.
Bid Submission Form		
Price Schedules		
Bid-Securing Declaration / Bid-Security (if and as required).....		
Signature Authorization (for Joint Ventures additionally including the authorizations listed in ITB Clause 6.2)		
Attachment 1		
Attachment 2		
Manufacturer's Authorizations		
Subcontractor agreements		
Attachment 3		
Attachment 4		
Attachment 5		
Attachment 6		
.....		

2. PRICE SCHEDULE FORMS

Note: in information systems procurement, the Contract Price (and payment schedule) should be linked as much as possible to achievement of operational capabilities, not just to the physical delivery of technology.

2.1 Preamble

Note: Purchasers should highlight any special requirements of the System and Contract in a Preamble to the Price Schedules. The following is an example of one such preamble.

General

1. The Price Schedules are divided into separate Schedules as follows:
 - 2.2 Grand Summary Cost Table
 - 2.3 Supply and Installation Cost Summary Table
 - 2.4 Recurrent Cost Summary Table N/A
 - 2.5 Supply and Installation Cost Sub-Table(s) N/A
 - 2.6 Recurrent Cost Sub-Tables(s) N/A
 - 2.7 Country of Origin Code Table

[insert: any other Schedules as appropriate]
2. The Schedules do not generally give a full description of the information technologies to be supplied, installed, and operationally accepted, or the Services to be performed under each item. However, it is assumed that Bidders shall have read the Technical Requirements and other sections of these Bidding Documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
3. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the Bidding Documents prior to submitting their bid.

Pricing

4. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Bidder. As specified in the Bid Data Sheet, prices shall be fixed and firm for the duration of the Contract.
5. Bid prices shall be quoted in the manner indicated and in the currencies specified in ITB Clauses 14 and 15 (ITB Clauses 27 and 28 in the two-stage SBD). Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these Bidding Documents.
6. The Bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a Bidder's overall total bid price substantially, make the bid noncompetitive, or subject the Bidder to

- possible loss. The Purchaser will correct any arithmetic error in accordance with the provisions of ITB Clause 26.2 (ITB Clause 38.2 in the two-stage SBD).
7. Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITB Clause 15.1 (ITB Clause 28.1 in the two-stage SBD), no more than three foreign currencies may be used. The price of an item should be unique regardless of installation site.
 8. According to RA Legislation, VAT – 20% and Non-Resident Profit tax – 20% (for Foreign Suppliers) are applicable to services performed within Republic of Armenia.

One of the following two options, presented below, will be negotiated with the successful bidder and applied in the contract i.e.:

The Purchaser will

- (a) reimburse the local Supplier for any such taxes paid by the local Supplier; or
- (b) pay such taxes on behalf of the Foreign Suppliers .

2.2 Grand Summary Cost Table

		<i>[insert: Local Currency]</i> Price	<i>[insert: Foreign Currency A]</i> Price	<i>[insert: Foreign Currency B]</i> Price	<i>[insert: Foreign Currency C]</i> Price
1.	Supply and Installation Costs (from Supply and Installation Cost Summary Table 2.3)				
2.	System Commissioning and System Support				
3.	Grand Totals (to Bid Submission Form)				

Name of Bidder:		
Authorized Signature of Bidder:		

System or Subsystem number: *entire System procurement*

[illegible]

[illegible]

[illegible]

government entities												
3.1	Deployment in government entities in accordance with the the point 4.3 “Site Table” of Section VI	X										
3.2	System final configuration and adjustment to the customer needs	X										
	Acceptance of Phase 3	X	X	X	X	X	X	X	X	X	X	X
	Subtotal Phase 3											
4	Phase 4 - Technology Transfer and Training	X	X	X	X	X	X	X	X	X	X	X
4.1	Technology Transfer and Training for the System	X										
4.2	Delivery of user manuals and system administration documents	X										
	Acceptance of Phase 4	X	X	X	X	X	X	X	X	X	X	X
	Subtotal Phase 4	X										
5	Operational Acceptance	X	X	X	X	X	X	X	X	X	X	X

SUBTOTALS

TOTAL (To Grand Summary Table)

Note: - - indicates not applicable. “ indicates repetition of table entry above. Refer to the relevant Supply and Installation Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

--	--	--

Name of Bidder:		
Authorized Signature of Bidder:		

2.5 Supply and Installation Cost Sub-Table *N/A*

2.6 Recurrent Cost Sub-Table *N/A*

2.7 Country of Origin Code Table

[illegible]

3. OTHER BID FORMS AND LISTS

3.1 Manufacturer's Authorization

Invitation for Bids Title and No.:

[If applicable:] Lot, Slice, Subsystem No(s).:

To: _____

WHEREAS _____ who are official producers
of _____ and having production
facilities at _____ do
hereby _____ authorize

_____ located at _____ (hereinafter,
the "Bidder") to submit a bid and subsequently negotiate and sign a Contract with you for
resale of the following Products produced by us:

We hereby confirm that, in case the bidding results in a Contract between you and the
Bidder, the above-listed products will come with our full standard warranty.

Name _____ In the capacity of _____

Signed _____

Duly authorized to sign the authorization for and on behalf of :

Dated on _____ day of _____,
_____.

Note: This authorization should be written on the letterhead of the Manufacturer and be signed
by a person with the proper authority to sign documents that are binding on the Manufacturer.

3.2 List of Proposed Subcontractors

[illegible]

3.3 Software List

[illegible]

3.4 List of Custom Materials

[illegible]

3.5.1 General Information Form

All individual firms and each partner of a Joint Venture that are bidding must complete the information in this form. Nationality information should be provided for all owners or Bidders that are partnerships or individually owned firms.

Where the Bidder proposes to use named Subcontractors for highly specialized components of the Information System, the following information should also be supplied for the Subcontractor(s), together with the information in Forms 3.5.2, 3.5.3, 3.5.3a, 3.5.4, and 3.5.5. Joint Ventures must also fill out Form 3.5.2a.

1.	Name of firm	
2.	Head office address	
3.	Telephone	Contact
4.	Fax	Telex
5.	Place of incorporation / registration	Year of incorporation / registration

Nationality of owners ¹		
Name		Nationality
1.		
2.		
3.		
4.		
5.		
¹ / To be completed by all owners of partnerships or individually owned firms.		

3.5.2 General Information Systems Experience Record

Name of Bidder or partner of a Joint Venture
--

All individual firms and all partners of a Joint Venture must complete the information in this form with regard to the management of Information Systems contracts generally. The information supplied should be the annual turnover of the Bidder (or each member of a Joint Venture), in terms of the amounts billed to clients for each year for work in progress or completed, converted to U.S. dollars at the rate of exchange at the end of the period reported. The annual periods should be calendar years, with partial accounting for the year up to the date of submission of applications. This form may be included for Subcontractors only if the Bid Data Sheet for ITB Clause 6.1 (a) explicitly permits experience and resources of (certain) Subcontractors to contribute to the Bidder's qualifications.

A brief note on each contract should be appended, describing the nature of the Information System, duration and amount of contract, managerial arrangements, purchaser, and other relevant details.

Use a separate page for each partner of a Joint Venture, and number these pages.

Bidders should not enclose testimonials, certificates, and publicity material with their applications; they will not be taken into account in the evaluation of qualifications.

Annual turnover data (applicable activities only)		
Year ¹	Turnover	US\$ equivalent
1.		
2.		
3.		
4.		
5.		
¹ / Commencing with the partial year up to the date of submission of bids		

3.5.2a Joint Venture Summary

Names of all partners of a Joint Venture
1. Partner in charge
2. Partner
3. Partner
4. Partner
5. Partner
6. etc.

Total value of annual turnover, in terms of Information System billed to clients, in US\$ equivalent, converted at the rate of exchange at the end of the period reported:

Annual turnover data (applicable activities only; US\$ equivalent)						
Partner	Form 3.5.2 page no.	Year 1	Year 2	Year 3	Year 4	Year 5
1. Partner in charge						
2. Partner						
3. Partner						
4. Partner						
5. Partner						
6. Etc.						
Totals						

3.5.3 Particular Information Systems Experience Record

Name of Bidder or partner of a Joint Venture
--

On separate pages, using the format of Form 3.5.3a, the Bidder is requested to list contracts of a similar nature, complexity, and requiring similar information technology and methodologies to the contract or contracts for which these Bidding Documents are issued, and which the Bidder has undertaken during the period, and of the number, specified in the BDS for ITB Clause 6.1 (a). Each partner of a Joint Venture should separately provide details of its own relevant contracts. The contract value should be based on the payment currencies of the contracts converted into U.S. dollars, at the date of substantial completion, or for ongoing contracts at the time of award.

3.5.3 a Details of Contracts of Similar Nature and Complexity

Name of Bidder or partner of a Joint Venture

Use a separate sheet for each contract.

1.	Number of contract	
	Name of contract	
	Country	
2.	Name of Purchaser	
3.	Purchaser address	
4.	Nature of Information Systems and special features relevant to the contract for which the Bidding Documents are issued	
5.	Contract role (check one) <input type="checkbox"/> Prime Supplier <input type="checkbox"/> Management Contractor <input type="checkbox"/> Subcontractor <input type="checkbox"/> Partner in a Joint Venture	
6.	Amount of the total contract/subcontract/partner share (in specified currencies at completion, or at date of award for current contracts) Currency Currency Currency	
7.	Equivalent amount US\$ Total contract: \$_____; Subcontract: \$_____; Partner share: \$_____;	
8.	Date of award/completion	
9.	Contract was completed ____ months ahead/behind original schedule (if behind, provide explanation).	
10.	Contract was completed US\$ _____ equivalent under/over original contract amount (if over, provide explanation).	
11.	Special contractual/technical requirements.	
12.	Indicate the approximate percent of total contract value (and US\$ amount) of Information System undertaken by subcontract, if any, and the nature of such Information System.	

3.5.4 Summary Sheet: Current Contract Commitments / Work in Progress

Name of Bidder or partner of a Joint Venture
--

Bidders and each partner to an Joint Venture bid should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

Name of contract	Purchaser, contact address/tel./fax	Value of outstanding Information System (current US\$ equivalent)	Estimated completion date	Average monthly invoicing over last six months (US\$/month)
1.				
2.				
3.				
4.				
5.				
etc.				

3.5.5 Financial Capabilities

Name of Bidder or partner of a Joint Venture
--

Bidders, including each partner of a Joint Venture, shall provide financial information to demonstrate that they meet the requirements stated in the BDS for ITB Clause 6.1 (a). Each Bidder or partner of a Joint Venture shall complete this form. If necessary, separate sheets shall be used to provide complete banker information. A copy of the audited balance sheets shall be attached.

Autonomous subdivisions of parent conglomerate businesses shall submit financial information related only to the particular activities of the subdivision.

Banker	Name of banker	
	Address of banker	
	Telephone	Contact name and title
	Fax	Telex

Summarize actual assets and liabilities in U.S. dollar equivalent (at the rates of exchange current at the end of each year) for the previous five calendar years. Based upon known commitments, summarize projected assets and liabilities in U.S. dollar equivalent for the next two calendar years, unless the withholding of such information by stock market listed public companies can be substantiated by the Bidder.

Financial information in US\$ equivalent	Actual: Previous five years					Projected: Next two years	
	5	4	3	2	1	1	2
1. Total assets							
2. Current assets							
3. Total liabilities							
4. Current liabilities							
5. Profits before taxes							

Financial information in US\$ equivalent	Actual: Previous five years					Projected: Next two years	
	5	4	3	2	1	1	2
6. Profits after taxes							

Specify proposed sources of financing, such as liquid assets, unencumbered real assets, lines of credit, and other financial means, net of current commitments, available to meet the total construction cash flow demands of the subject contract or contracts as indicated in the BDS for ITB Clause 6.1 (a).

Source of financing	Amount (US\$ equivalent)
1.	
2.	
3.	
4.	

Attach audited financial statements—including, as a minimum, profit and loss account, balance sheet, and explanatory notes—for the period stated in the BDS for ITB Clause 6.1 (a) (for the individual Bidder or each partner of a Joint Venture).

If audits are not required by the laws of Bidders' countries of origin, partnerships and firms owned by individuals may submit their balance sheets certified by a registered accountant, and supported by copies of tax returns,

3.5.6 Personnel Capabilities

Name of Bidder

For specific positions essential to contract management and implementation (and/or those specified in the Bidding Documents, if any), Bidders should provide the names of at least two candidates qualified to meet the specified requirements stated for each position. The data on their experience should be supplied on separate sheets using one Form 3.5.6a for each candidate.

Bidders may propose alternative management and implementation arrangements requiring different key personnel, whose experience records should be provided.

1.	Title of position
	Name of prime candidate
	Name of alternate candidate
2.	Title of position
	Name of prime candidate
	Name of alternate candidate
3.	Title of position
	Name of prime candidate
	Name of alternate candidate
4.	Title of position
	Name of prime candidate
	Name of alternate candidate

3.5.6a Candidate Summary

Name of Bidder	
----------------	--

Position		Candidate	
		<input type="checkbox"/>	Prime <input type="checkbox"/> Alternate
Candidate information	Name of candidate	Date of birth	
	Professional qualifications		
Present employment	Name of Employer		
	Address of Employer		
	Telephone	Contact (manager / personnel officer)	
	Fax	Telex	
	Job title of candidate	Years with present Employer	

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

[illegible]

3.5.7 Technical Capabilities

Name of Bidder

The Bidder shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. With this form, the Bidder should summarize important certifications, proprietary methodologies, and/or specialized technologies which the Bidder proposes to utilize in the execution of the Contract or Contracts.

Name of Bidder or partner of a Joint Venture
--

Year	Award FOR or AGAINST Bidder	Name of client, cause of litigation, and matter in dispute	Disputed amount (current value, US\$ equivalent)

. BID SECURITY (BANK GUARANTEE)

[insert: Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: *[insert: Name and Address of Purchaser]*

Date: *[insert: date]*

BID GUARANTEE No.: *[insert: Bid Guarantee Number]*

We have been informed that *[insert: name of the Bidder]* (hereinafter called "the Bidder") has submitted to you its bid dated *[insert: bid date]* (hereinafter called "the Bid") for the execution of *[insert: name of contract]* under Invitation for Bids No. *[insert: IFB number]*.

Furthermore, we understand that, according to your conditions, bids must be supported by a bid guarantee, and that the bid guarantee automatically covers any alternative bids included in the Bid, if the Bidder is permitted to offer alternatives and does so.

At the request of the Bidder, we *[insert: name of Bank]* hereby irrevocably undertake to pay you any sum or sums not exceeding in total an amount of *[insert: amount in figures]* (*[insert: amount in words]*) upon receipt by us of your first demand in writing accompanied by a written statement stating that the Bidder is in breach of its obligation(s) under the bid conditions, because the Bidder:

- (a) has withdrawn the Bid (or any parts of it) during the period of bid validity specified by the Bidder in the Bid Submission Form or any extension of the period of bid validity which the Bidder subsequently agreed to; or
- (b) having been notified of the acceptance of the Bid by you during the period of bid validity, (i) failed or refused to execute the Contract Agreement, or (ii) failed or refused to furnish the performance security, if required, in accordance with the Instructions to Bidders.

This guarantee will expire: (a) if the Bidder is the successful bidder, upon our receipt of copies of the contract signed by the Bidder and the performance security issued to you upon the instruction of the Bidder; or (b) if the Bidder is not the successful bidder, upon the earlier of (i) our receipt of a copy of your notification to the Bidder of the name of the successful bidder; or (ii) twenty-eight days after the expiration of the Bid's validity.

Consequently, any demand for payment under this guarantee must be received by us at the office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

[Signature(s)]

[Note to Bidders: Instructions on amount and currency can be found in the ITB Clause and BDS for "Securing the Bid." Joint Ventures need to also ensure that their Bank Guarantee meets the requirements for Joint Ventures as provided in the same Clause.]

5. CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT is made

the [*insert: ordinal*] day of [*insert: month*], [*insert: year*].

BETWEEN

- (1) [*insert: Name of Purchaser*], a [*insert: description of type of legal entity, for example, an agency of the Ministry of . . .*] of the Government of [*insert: country of Purchaser*], or corporation incorporated under the laws of [*insert: country of Purchaser*] and having its principal place of business at [*insert: address of Purchaser*] (hereinafter called “the Purchaser”), and
- (2) [*insert: name of Supplier*], a corporation incorporated under the laws of [*insert: country of Supplier*] and having its principal place of business at [*insert: address of Supplier*] (hereinafter called “the Supplier”).

WHEREAS the Purchaser desires to engage the Supplier to supply, install, achieve Operational Acceptance of, and support the following Information System [*insert: brief description of the Information System*] (“the System”), and the Supplier has agreed to such engagement upon and subject to the terms and conditions appearing below in this Contract Agreement.

NOW IT IS HEREBY AGREED as follows:

Article 1. 1.1 Contract Documents (Reference GCC Clause 1.1 (a) (ii))

Contract Documents

The following documents shall constitute the Contract between the Purchaser and the Supplier, and each shall be read and construed as an integral part of the Contract:

- (a) This Contract Agreement and the Appendices attached to the Contract Agreement
- (b) Special Conditions of Contract
- (c) General Conditions of Contract
- (d) Technical Requirements (including Implementation Schedule)

(e) The Supplier's bid and original Price Schedules

(f) [Add here: ***any other documents***]

1.2 Order of Precedence (Reference GCC Clause 2)

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in Article 1.1 (Contract Documents) above, provided that Appendix 7 shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in Article 1.1 above.

1.3 Definitions (Reference GCC Clause 1)

Capitalized words and phrases used in this Contract Agreement shall have the same meanings as are ascribed to them in the General Conditions of Contract.

Article 2.

**Contract Price
and Terms of
Payment**

2.1 Contract Price (Reference GCC Clause 1.1(a)(viii) and GCC Clause 11)

The Purchaser hereby agrees to pay to the Supplier the Contract Price in consideration of the performance by the Supplier of its obligations under the Contract. The Contract Price shall be the aggregate of: [insert: ***amount of foreign currency A in words***], [insert: ***amount in figures***], plus [insert: ***amount of foreign currency B in words***], [insert: ***amount in figures***], plus [insert: ***amount of foreign currency C in words***], [insert: ***amount in figures***], [insert: ***amount of local currency in words***], [insert: ***amount in figures***], as specified in the Grand Summary Price Schedule.

The Contract Price shall be understood to reflect the terms and conditions used in the specification of prices in the detailed price schedules, including the terms and conditions of the associated Incoterms, and the taxes, duties and related levies if and as identified.

Article 3.

**Effective Date
for
Determining
Time for
Operational
Acceptance**

3.1 Effective Date (Reference GCC Clause 1.1 (e) (ix))

The time allowed for supply, installation, and achieving Operational Acceptance of the System shall be determined from the date when all of the following conditions have been fulfilled:

- (a) This Contract Agreement has been duly executed for and on behalf of the Purchaser and the Supplier;
- (b) The Supplier has submitted to the Purchaser the

performance security and the advance payment security, in accordance with GCC Clause 13.2 and GCC Clause 13.3;

(c) The Purchaser has paid the Supplier the advance payment, in accordance with GCC Clause 12;

(d) [specify here: **any other conditions, for example, opening/confirmation of letter of credit**].

Each party shall use its best efforts to fulfill the above conditions for which it is responsible as soon as practicable.

3.2 If the conditions listed under 3.1 are not fulfilled within two (2) months from the date of this Contract Agreement because of reasons not attributable to the Supplier, the parties shall discuss and agree on an equitable adjustment to the Contract Price and the Time for Achieving Operational Acceptance and/or other relevant conditions of the Contract.

Article 4.

4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

Appendixes

4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

Appendix 1. Supplier's Representative

Appendix 2. Adjudicator [if there is no Adjudicator, state **"not applicable"**]

Appendix 3. List of Approved Subcontractors

Appendix 4. Categories of Software

Appendix 5. Custom Materials

Appendix 6. Revised Price Schedules (if any)

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed:

in the capacity of [*insert: title or other appropriate designation*]

in the presence of

For and on behalf of the Supplier

Signed:

in the capacity of [*insert: title or other appropriate designation*]

in the presence of

CONTRACT AGREEMENT

dated the [*insert: number*] day of [*insert: month*], [*insert: year*]

BETWEEN

[*insert: name of Purchaser*], “the Purchaser”

and

[*insert: name of Supplier*], “the Supplier”

Appendix 1. Supplier's Representative

In accordance with GCC Clause 1.1 (b) (iv), the Supplier's Representative is:

Name: *[insert: **name** and provide title and address further below, or state “to be nominated within fourteen (14) days of the Effective Date”]*

Title: *[if appropriate, insert: **title**]*

In accordance with GCC Clause 4.3, the Supplier's addresses for notices under the Contract are:

Address of the Supplier's Representative: *[as appropriate, insert: **personal delivery, postal, cable, telegraph, telex, facsimile, electronic mail, and/or EDI addresses.**]*

Fallback address of the Supplier: *[as appropriate, insert: **personal delivery, postal, cable, telegraph, telex, facsimile, electronic mail, and/or EDI addresses.**]*

Appendix 2. Adjudicator

In accordance with GCC Clause 1.1 (b) (vi), the agreed-upon Adjudicator is:

Name: [*insert: name*]

Title: [*insert: title*]

Address: [*insert: postal address*]

Telephone: [*insert: telephone*]

In accordance with GCC Clause 6.1.3, the agreed-upon fees and reimbursable expenses are:

Hourly Fees: [*insert: hourly fees*]

Reimbursable Expenses: [*list: reimbursables*]

Pursuant to GCC Clause 6.1.4, if at the time of Contract signing, agreement has not been reached between the Purchaser and the Supplier, an Adjudicator will be appointed by the Appointing Authority named in the SCC.

Appendix 4. Categories of Software

The following table assigns each item of Software supplied and installed under the Contract to one of the three categories: (i) System Software, (ii) General-Purpose Software, or (iii) Application Software; and to one of the two categories: (i) Standard Software or (ii) Custom Software.

[illegible]

Appendix 5. Custom Materials

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

[illegible]

Appendix 6. Revised Price Schedules

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Supplier's Bid. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's bid price, pursuant to the ITB Clauses 18.3, 26.2, and 33.1 (ITB Clauses 30.3, 38.2, and 45.1 in the two-stage SBD).

Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

The attached Contract amendments (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the relevant clauses in the GCC, SCC, Technical Requirements, or other parts of this Contract as defined in GCC Clause 1.1 (a) (ii).

6. PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

6.1 Performance Security Form (Bank Guarantee)

*[insert: **Bank's Name, and Address of Issuing Branch or Office**]*

Beneficiary: *[insert: **Name and Address of Purchaser**]*

Date: *[insert: **date**]*

PERFORMANCE GUARANTEE No.: *[insert: **Performance Guarantee Number**]*

We have been informed that on *[insert: **date of award**]* you awarded Contract No. *[insert: **Contract number**]* for *[insert: **title and/or brief description of the Contract**]* (hereinafter called "the Contract") to *[insert: **complete name of Supplier**]* (hereinafter called "the Supplier"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert: **amount(s)¹ in figures and words**]* upon receipt by us of your first demand in writing declaring the Supplier to be in default under the Contract, without cavil or argument, or your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

On the date of your issuing, to the Supplier, the Operational Acceptance Certificate for the System, the value of this guarantee will be reduced to any sum(s) not exceeding *[insert: **amount(s)¹ in figures and words**]*. This remaining guarantee shall expire no later than *[insert: **number** and select: **of months/of years** (of the Warranty Period that needs to be covered by the remaining guarantee)]* from the date of the Operational Acceptance Certificate for the System,² and any demand for payment under it must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458, except that subparagraph (ii) of Sub-article 20 (a) is hereby excluded.

[Signature(s)]

¹ The bank shall insert the amount(s) specified and denominated in the SCC for GCC Clauses 13.3.1 and 13.3.4 respectively, either in the currency(ies) of the Contract or a freely convertible currency acceptable to the Purchaser.

² In this sample form, the formulation of this paragraph reflects the usual SCC provisions for GCC Clause 13.3. However, if the SCC for GCC Clauses 13.3.1 and 13.3.4 varies from the usual provisions, the paragraph, and possibly the previous paragraph, need to be adjusted to precisely reflect the provisions specified in the SCC.

6.2 Advance Payment Security Form (Bank Guarantee)

[insert: Bank's Name, and Address of Issuing Branch or Office]

Beneficiary: *[insert: Name and Address of Purchaser]*

Date: *[insert: date]*

ADVANCE PAYMENT GUARANTEE No.: *[insert: Advance Payment Guarantee Number]*

We have been informed that on *[insert: date of award]* you awarded Contract No. *[insert: Contract number]* for *[insert: title and/or brief description of the Contract]* (hereinafter called "the Contract") to *[insert: complete name of Supplier]* (hereinafter called "the Supplier"). Furthermore, we understand that, according to the conditions of the Contract, an advance payment in the sum of *[insert: amount in numbers and words, for each currency of the advance payment]* is to be made to the Supplier against an advance payment guarantee.

At the request of the Supplier, we hereby irrevocably undertake to pay you any sum or sums not exceeding in total the amount of the advance payment referred to above, upon receipt by us of your first demand in writing declaring that the Supplier is in breach of its obligations under the Contract because the Supplier used the advance payment for purposes other than toward the proper execution of the Contract.

It is a condition for any claim and payment to be made under this guarantee that the advance payment referred to above must have been received by the Supplier on its account *[insert: number and domicile of the account]*.

For each payment after the advance payment, which you will make to the Supplier under this Contract, the maximum amount of this guarantee shall be reduced by the ninth part of such payment.¹ At the time at which the amount guaranteed becomes nil, this guarantee shall become null and void, whether the original is returned to us or not.

This guarantee is subject to the Uniform Rules for Demand Guarantees, ICC Publication No. 458.

¹ This sample formulation assumes an Advance Payment of 10% of the Contract Price excluding Recurrent Costs, and implementation of the main option proposed by this SBD in the SCC for GCC Clause 13.2.2 for gradually reducing the value of the Advance Payment Security. If the Advance Payment is other than 10%, or if the reduction in amount of the security follows a different approach, this paragraph would need to be adjusted and edited accordingly.

[Signature(s)]

7. INSTALLATION AND ACCEPTANCE CERTIFICATES

7.1 Installation Certificate

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from IFB**]

IFB: [insert: **title and number of IFB**]

Contract: [insert: **name and number of Contract**]

To: [insert: **name and address of Supplier**]

Dear Sir or Madam:

Pursuant to GCC Clause 26 (Installation of the System) of the Contract entered into between yourselves and the [insert: **name of Purchaser**] (hereinafter the “Purchaser”) dated [insert: **date of Contract**], relating to the [insert: **brief description of the Information System**], we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: [insert: **description**]
2. Date of Installation: [insert: **date**]

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: **“Project Manager”** or state **the title of a higher level authority in the Purchaser’s organization**]

7.2 Operational Acceptance Certificate

Date: [insert: *date*]

Loan/Credit Number: [insert: *loan or credit number from IFB*]

IFB: [insert: *title and number of IFB*]

Contract: [insert: *name of System or Subsystem and number of Contract*]

To: [insert: *name and address of Supplier*]

Dear Sir or Madam:

Pursuant to GCC Clause 27 (Commissioning and Operational Acceptance) of the Contract entered into between yourselves and the [insert: *name of Purchaser*] (hereinafter the “Purchaser”) dated [insert: *date of Contract*], relating to the [insert: *brief description of the Information System*], we hereby notify you the System (or the Subsystem or major component identified below) successfully completed the Operational Acceptance Tests specified in the Contract. In accordance with the terms of the Contract, the Purchaser hereby takes over the System (or the Subsystem or major component identified below), together with the responsibility for care and custody and the risk of loss thereof on the date mentioned below.

1. Description of the System (or Subsystem or major component): [insert: *description*]
2. Date of Operational Acceptance: [insert: *date*]

This letter shall not relieve you of your remaining performance obligations under the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: *“Project Manager” or higher level authority in the Purchaser’s organization*]

8. Change Order Procedures and Forms

Date: [insert: *date*]

Loan/Credit Number: [insert: *loan or credit number from IFB*]

IFB: [insert: *title and number of IFB*]

Contract: [insert: *name or System or Subsystem and number of Contract*]

General

This section provides samples of procedures and forms for carrying out changes to the System during the performance of the Contract in accordance with GCC Clause 39 (Changes to the System) of the Contract.

Change Order Log

The Supplier shall keep an up-to-date Change Order Log to show the current status of Requests for Change and Change Orders authorized or pending. Changes shall be entered regularly in the Change Order Log to ensure that the log is kept up-to-date. The Supplier shall attach a copy of the current Change Order Log in the monthly progress report to be submitted to the Purchaser.

References to Changes

- (1) Request for Change Proposals (including Application for Change Proposals) shall be serially numbered CR-nnn.
- (2) Change Estimate Proposals shall be numbered CN-nnn.
- (3) Estimate Acceptances shall be numbered CA-nnn.
- (4) Change Proposals shall be numbered CP-nnn.
- (5) Change Orders shall be numbered CO-nnn.

On all forms, the numbering shall be determined by the original CR-nnn.

Annexes

- 8.1 Request for Change Proposal Form
- 8.2 Change Estimate Proposal Form
- 8.3 Estimate Acceptance Form
- 8.4 Change Proposal Form
- 8.5 Change Order Form
- 8.6 Application for Change Proposal Form

8.1 Request for Change Proposal Form

(Purchaser's Letterhead)

Date: [insert: *date*]

Loan/Credit Number: [insert: *loan or credit number from IFB*]

IFB: [insert: *title and number of IFB*]

Contract: [insert: *name of System or Subsystem or number of Contract*]

To: [insert: *name of Supplier and address*]

Attention: [insert: *name and title*]

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within [insert: *number*] days of the date of this letter.

1. Title of Change: [insert: *title*]
2. Request for Change No./Rev.: [insert: *number*]
3. Originator of Change: [select *Purchaser / Supplier (by Application for Change Proposal)*, and add: *name of originator*]
4. Brief Description of Change: [insert: *description*]
5. System (or Subsystem or major component affected by requested Change): [insert: *description*]
6. Technical documents and/or drawings for the request of Change:

- | Document or Drawing No. | Description |
|-------------------------|-------------|
|-------------------------|-------------|
-
7. Detailed conditions or special requirements of the requested Change: *[insert: description]*

 8. Procedures to be followed:
 - (a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
 - (b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.
 - (c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.
 - (d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Supplier to perform the Contract.
 - (e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.

 9. As next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 39.2.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state: “Project Manager” or higher level authority in the Purchaser’s organization]*

8.2 Change Estimate Proposal Form

(Supplier's Letterhead)

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from IFB**]

IFB: [insert: **title and number of IFB**]

Contract: [insert: **name of System or Subsystem and number of Contract**]

To: [insert: **name of Purchaser and address**]

Attention: [insert: **name and title**]

Dear Sir or Madam:

With reference to your Request for Change Proposal, we are pleased to notify you of the approximate cost of preparing the below-referenced Change in accordance with GCC Clause 39.2.1 of the Contract. We acknowledge that your agreement to the cost of preparing the Change Proposal, in accordance with GCC Clause 39.2.2, is required before we proceed to prepare the actual Change Proposal including a detailed estimate of the cost of implementing the Change itself.

1. Title of Change: [insert: **title**]
2. Request for Change No./Rev.: [insert: **number**]
3. Brief Description of Change (including proposed implementation approach):
[insert: **description**]
4. Schedule Impact of Change (initial estimate): [insert: **description**]
5. Initial Cost Estimate for Implementing the Change: [insert: **initial cost estimate**]

6. Cost for Preparation of Change Proposal: [insert: ***cost in the currencies of the Contract***], as detailed below in the breakdown of prices, rates, and quantities.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [state: ***“Supplier’s Representative” or other higher level authority in the Supplier’s organization***]

8.3 Estimate Acceptance Form

(Purchaser's Letterhead)

Date: [insert: *date*]

Loan/Credit Number: [insert: *loan or credit number from IFB*]

IFB: [insert: *title and number of IFB*]

Contract: [insert: *name of System or Subsystem and number of Contract*]

To: [insert: *name of Supplier and address*]

Attention: [insert: *name and title*]

Dear Sir or Madam:

We hereby accept your Change Estimate and agree that you should proceed with the preparation of a formal Change Proposal.

1. Title of Change: [insert: *title*]
2. Request for Change No./Rev.: [insert: *request number / revision*]
3. Change Estimate Proposal No./Rev.: [insert: *proposal number / revision*]
4. Estimate Acceptance No./Rev.: [insert: *estimate number / revision*]
5. Brief Description of Change: [insert: *description*]
6. Other Terms and Conditions:

In the event that we decide not to order the Change referenced above, you shall be entitled to compensation for the cost of preparing the Change Proposal up to the amount estimated for this purpose in the Change Estimate Proposal, in accordance with GCC Clause 39 of the General Conditions of Contract.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: ***“Project Manager” or higher level authority in the Purchaser’s organization***]

8.4 Change Proposal Form

(Supplier's Letterhead)

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from IFB**]

IFB: [insert: **title and number of IFB**]

Contract: [insert: **name of System or Subsystem and number of Contract**]

To: [insert: **name of Purchaser and address**]

Attention: [insert: **name and title**]

Dear Sir or Madam:

In response to your Request for Change Proposal No. [insert: **number**], we hereby submit our proposal as follows:

1. Title of Change: [insert: **name**]
2. Change Proposal No./Rev.: [insert: **proposal number/revision**]
3. Originator of Change: [select: **Purchaser / Supplier**; and add: **name**]
4. Brief Description of Change: [insert: **description**]
5. Reasons for Change: [insert: **reason**]
6. The System Subsystem, major component, or equipment that will be affected by the requested Change: [insert: **description**]

7. Technical documents and/or drawings for the requested Change:

Document or Drawing No.	Description
-------------------------	-------------

8. Estimate of the increase/decrease to the Contract Price resulting from the proposed Change: [*insert: amount in currencies of Contract*], as detailed below in the breakdown of prices, rates, and quantities.

Total lump sum cost of the Change:

Cost to prepare this Change Proposal (i.e., the amount payable if the Change is not accepted, limited as provided by GCC Clause 39.2.6):

9. Additional Time for Achieving Operational Acceptance required due to the Change: [*insert: amount in days / weeks*]10. Effect on the Functional Guarantees: [*insert: description*]11. Effect on the other terms and conditions of the Contract: [*insert: description*]12. Validity of this Proposal: for a period of [*insert: number*] days after receipt of this Proposal by the Purchaser

13. Procedures to be followed:

- (a) You are requested to notify us of your acceptance, comments, or rejection of this detailed Change Proposal within [*insert: number*] days from your receipt of this Proposal.
- (b) The amount of any increase and/or decrease shall be taken into account in the adjustment of the Contract Price.

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [*state: "Supplier's Representative" or other higher level authority in the Supplier's organization*]

8.5 Change Order Form

(Purchaser's Letterhead)

Date: [insert: **date**]

Loan/Credit Number: [insert: **loan or credit number from IFB**]

IFB: [insert: **title and number of IFB**]

Contract: [insert: **name of System or Subsystem and number of Contract**]

To: [insert: **name of Supplier and address**]

Attention: [insert: **name and title**]

Dear Sir or Madam:

We hereby approve the Change Order for the work specified in Change Proposal No. [insert: **number**], and agree to adjust the Contract Price, Time for Completion, and/or other conditions of the Contract in accordance with GCC Clause 39 of the Contract.

1. Title of Change: [insert: **name**]
2. Request for Change No./Rev.: [insert: **request number / revision**]
3. Change Order No./Rev.: [insert: **order number / revision**]
4. Originator of Change: [select: **Purchaser / Supplier**; and add: **name**]
5. Authorized Price for the Change:

Ref. No.: [insert: **number**]

Date: [insert: **date**]

[insert: amount in foreign currency A] plus [insert: amount in foreign currency B] plus [insert: amount in foreign currency C] plus [insert: amount in local currency]

6. Adjustment of Time for Achieving Operational Acceptance: *[insert: amount and description of adjustment]*
7. Other effects, if any: *[state: “none” or insert description]*

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: *[state: “Project Manager” or higher level authority in the Purchaser’s organization]*

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: *[state “Supplier’s Representative” or higher level authority in the Supplier’s organization]*

8.6 Application for Change Proposal Form

(Supplier's Letterhead)

Date: [insert: ***date***]

Loan/Credit Number: [insert: ***loan or credit number from IFB***]

IFB: [insert: ***title and number of IFB***]

Contract: [insert: ***name of System or Subsystem and number of Contract***]

To: [insert: ***name of Purchaser and address***]

Attention: [insert: ***name and title***]

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the System.

1. Title of Change: [insert: ***name***]
2. Application for Change Proposal No./Rev.: [insert: ***number / revision***] dated: [insert: ***date***]
3. Brief Description of Change: [insert: ***description***]
4. Reasons for Change: [insert: ***description***]
5. Order of Magnitude Estimation: [insert: ***amount in currencies of the Contract***]
6. Schedule Impact of Change: [insert: ***description***]

7. Effect on Functional Guarantees, if any: [insert: ***description***]

8. Appendix: [insert: ***titles*** (if any); otherwise state ***“none”***]

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [state: ***“Supplier’s Representative”*** or ***higher level authority in the Supplier’s organization***]