Specific Procurement Notice – Request for Proposals without Prequalification

Request for Proposal
Information Systems
(Design, Supply and Installation)
(Without Prequalification)

Purchaser: **Ministry of Internal Affairs (MIA) of the Republic of Armenia and the Office of the Prime Minister of the Republic of Armenia**

Project: **Fourth Public Sector Modernization Project (PSMP4)**

Contract title: **Procurement of a new "Community Police Management System" (CPMS) for the Ministry of Internal Affairs (MIA)**

Country: **Republic of Armenia**

Loan No.: **9338-AM**

RFP No: **PSMP4-GO-RFP-1.3.8**

Issued on: **March 24, 2026**

1. The Republic of Armenia has received financing from the World Bank toward the cost of the Fourth Public Sector Modernization Project (PSMP4) and intends to apply part of the proceeds toward payments under the contract for Procurement of a new "Community Police Management System" (CPMS) for the Ministry of Internal Affairs (MIA).

2. The Office of the Prime Minister of the Republic of Armenia now invites sealed Proposals from eligible Proposers for supply/development, installation, customization, testing and maintenance of the new "Community Police Management System" (CPMS) for the Ministry of Internal Affairs (MIA). The purpose of implementing the new "Community Police Management System" (CPMS) is to effectively manage the Community Policing (CP) units, which will be established within the Ministry of Internal Affairs of RA. To achieve this, the CPMS software must provide digital capabilities for organizing, evaluating, and monitoring the work of the CP units. Additionally, it must ensure digital data transfer between relevant authorities and other stakeholders, as well as integration and interoperability of electronic databases and systems.

3. The procurement process will be conducted through international competitive procurement using Request for Proposals (RFP) as specified in the World Bank's "Procurement Regulations for IPF Borrowers" dated November 2020 ("Procurement Regulations"), and is open to all eligible Proposers as defined in the Procurement Regulations.

4.   Proposals will be evaluated in accordance with the evaluation process set out in the bidding documents. The following weightings shall apply for Rated Criteria: Proposal technical factors: 40% and for Proposal cost: 60 %.

5.   Interested eligible Proposers may obtain further information from the Office of the Prime-Minister of RA and inspect the request for proposals document during office hours 09.00 to 18.00 of Yerevan time at the address given below.

6.   The request for proposals document (the hard and/or the soft version) in English may be obtained by interested eligible Proposers 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 document may be downloaded (on a free of charge basis) also from www.gnumner.am website (https://gnumner.minfin.am/hy/page/bac_mrcuyti_haytararutyun_ev_hraver/).
Moreover, the Office of the Prime Minister of RA shall not be liable for the fault or incomplete downloading from the website, or further in case of missing the Addenda to the request for proposals document. In any case, if there is a discrepancy between a hard copy and electronic one, the hard copy will prevail.

7.   Proposals must be delivered to the address below on or before **May 5, 2026, at 15:00 (local time)**. Electronic procurement will not be permitted. Late Proposals will be rejected. The outer Proposal envelopes marked "ORIGINAL PROPOSAL", and the inner envelopes marked "TECHNICAL PART" will be publicly opened in the presence of the Proposers' designated representatives and anyone who chooses to attend, at the address below on **May 5, 2026, at 15:00 (local time)**. All envelopes marked "FINANCIAL PART" shall remain unopened and will be held in safe custody of the Purchaser until the second public Proposals opening.

8.   All Proposals must be accompanied by a **Proposal Security**. The amount of **Proposal Security** required is EURO 55,000 or an equivalent amount in freely convertible currency or an equivalent amount in AMD.

9.   Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful Proposer's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the request for proposal document.

10.   The address (es) referred to above is (are):
Office of the Prime Minister of RA
Address: Government House 1, Republic Square (1-st Floor, Room 115, 117)
Attn: Mr. Aharon Mkrtchyan, PSMP4 Project Manager
E-mail: info@psmp.am
City: Yerevan
ZIP Code: 0010
Country: Republic of Armenia
Telephone: (+374 10) 515931

Request for Proposals Information Systems

Design, Supply and Installation

(Without Prequalification)

Procurement of:
a New "Community Police Management System" for the Ministry of Internal Affairs

Purchaser**: Ministry of Internal Affairs (MIA) of the Republic of Armenia and the Office of the Prime Minister of the Republic of Armenia**

Project**: Fourth Public Sector Modernization Project (PSMP4)**

Contract title**: Procurement of a new "Community Police Management System" (CPMS) for the Ministry of Internal Affairs (MIA)**

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PART 1 – REQUEST FOR PROPOSALS PROCEDURES

SECTION I - INSTRUCTIONS TO PROPOSERS (ITP)
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Section I - Instructions to Proposers
A.   GENERAL

1.

1. Scope of Proposal

1.1 The Purchaser, as indicated in the PDS, or its duly authorized Purchasing Agent if so specified in the PDS (interchangeably referred to as "the Purchaser" issues this request for proposals document for the supply and installation of the Information System as specified in Section VII, Purchaser's Requirements. The name, identification and number of lots (contracts) of this RFP are specified in the PDS.

1.2 Unless otherwise stated, throughout this request for proposals document definitions and interpretations shall be as prescribed in the Section VIII, General Conditions of Contract.

Throughout this request for proposals document:

(a) the term "in writing" means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the PDS, distributed or received through the electronic-procurement system used by the Purchaser) with proof of receipt;

(b) if the context so requires, "singular" means "plural" and vice versa; and

(c) "Day" means calendar day, unless otherwise specified as "Business Day". A Business Day is any day that is an official working day of the Borrower. It excludes the Borrower's official public holidays.

(d) "ES" means environmental and social (including Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH));

(e) "Sexual Exploitation and Abuse" "(SEA)" means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

(f) "Sexual Harassment" "(SH)" is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Supplier's Personnel with other Supplier's Personnel or Purchaser's Personnel.

(g) "Supplier's Personnel" is as defined in GCC Clause 1.1; and

(h) "Purchaser's Personnel" is as defined in GCC Clause 1.1.

(i) A non-exhaustive list of (i) behaviors which constitute SEA and (ii) behaviors which constitute SH is attached to the Code of Conduct form in Section IV

2. Source of Funds

2.1 The Borrower or Recipient (hereinafter called "Borrower") indicated in the PDS has applied for or received financing (hereinafter called "funds") from the International Bank for Reconstruction and Development or the International Development Association (hereinafter called "the Bank") in an amount specified in the PDS toward the project named in the PDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract(s) for which this request for proposals document is issued.

2.2 Payments by the Bank will be made only at the request of the Borrower and upon approval by the Bank in accordance with the terms and conditions of the Loan (or other financing) Agreement between the Borrower and the Bank (hereinafter called the Loan Agreement), and will be subject in all respects to the terms and conditions of that Loan (or other financing) Agreement. The Loan (or other financing) Agreement prohibits a withdrawal from the loan account for the purpose of any payment to persons or entities, or for any import of equipment, materials or any other goods, if such payment or import 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 (or other financing) Agreement or have any claim to the funds.

3. Fraud and Corruption

3.1 The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in Section VI.

3.2 In further pursuance of this policy, Proposers shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit the Bank to inspect all accounts, records and other documents relating to any initial selection process, prequalification process, bid submission, proposal submission and contract performance (in the case of award), and to have them audited by auditors appointed by the Bank.

4. Eligible Proposers

4.1 A Proposer may be a firm that is a private entity, a state-owned enterprise or institution subject to ITP 4.6, or any combination of such entities in the form of a joint venture (JV) under an existing agreement or with the intent to enter into such an agreement supported by a letter of intent. In the case of a joint venture, all members shall be jointly and severally liable for the execution of the

Contract in accordance with the Contract terms. The JV shall nominate a Representative who shall have the authority to conduct all business for and on behalf of any and all the members of the JV during the procurement process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the PDS, there is no limit on the number of members in a JV.

4.2 A Proposer shall not have a conflict of interest. Any Proposer found to have a conflict of interest shall be disqualified. A Proposer may be considered to have a conflict of interest for the purpose of this procurement process, if the Proposer:

(a) directly or indirectly controls, is controlled by or is under common control with another Proposer; or

(b) receives or has received any direct or indirect subsidy from another Proposer; or

(c) has the same legal representative as another Proposer; or

(d) has a relationship with another Proposer, directly or through common third parties, that puts it in a position to influence the Proposal of another Proposer, or influence the decisions of the Purchaser regarding this procurement process; or

(e) any of its affiliates participates as a consultant in the preparation of the design or technical specifications of the Information System that are the subject of the Proposal; or

(f) or any of its affiliates has been hired (or is proposed to be hired) by the Purchaser or Borrower as Contract Manager for the Contract implementation; or

(g) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services for the preparation or implementation of the project specified in the PDS ITP 2.1 that it provided or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm; or

(h) has a close business or family relationship with a professional staff of the Borrower (or of the project implementing agency, or of a recipient of a part of the loan) who: (i) are directly or indirectly involved in the preparation of the request for proposals document or specifications of the Contract, and/or the Proposal evaluation process of such Contract; or (ii) would be involved in the implementation or supervision of such Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Bank throughout the procurement process and execution of the Contract.

4.3 A firm that is a Proposer (either individually or as a JV member) shall not participate as a Proposer or as JV member in more than one

Proposal except for permitted alternative Proposals. Such participation shall result in the disqualification of all Proposals in which the firm is involved. However, this does not limit the participation of a Proposer as subcontractor in another Proposal or of a firm as a subcontractor in more than one Proposal.

4.4 A Proposer may have the nationality of any country, subject to the restrictions pursuant to ITP 4.8. A Proposer shall be deemed to have the nationality of a country if the Proposer is constituted, incorporated or registered in and operates in conformity with the provisions of the laws of that country, as evidenced by its articles of incorporation (or equivalent documents of constitution or association) and its registration documents, as the case may be. This criterion also shall apply to the determination of the nationality of proposed sub-contractors or sub-consultants for any part of the Contract including related Services.

4.5 A Proposer that has been sanctioned by the Bank, pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework as described in Section VI paragraph 2.2 d., shall be ineligible to be initially selected for, prequalified for, bid for, propose for, or be awarded a Bank-financed contract or benefit from a Bank-financed contract, financially or otherwise, during such period of time as the Bank shall have determined. The list of debarred firms and individuals is available at the electronic address specified in the PDS.

4.6 Proposers that are state-owned enterprises or institutions in the Purchaser's Country may be eligible to compete and be awarded a Contract(s) only if they can establish, in a manner acceptable to the Bank, that they (i) are legally and financially autonomous (ii) operate under commercial law, and (iii) are not under supervision of the Purchaser.

4.7 A Proposer shall not be under suspension from bidding or submitting proposals by the Purchaser as the result of the operation of a Bid–Securing Declaration or Proposal-Securing Declaration.

4.8 Firms and individuals may be ineligible if so indicated in Section V and (a) as a matter of law or official regulations, 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 goods or the contracting of works or services required; or (b) 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 or contracting of works or services

from that country, or any payments to any country, person, or entity in that country.

4.9 This request for proposal process is open for all eligible Proposers, unless otherwise specified in ITP 15.2.

4.10 A Proposer shall provide such documentary evidence of eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

4.11 A firm that is under a sanction of debarment by the Borrower from being awarded a contract is eligible to participate in this procurement, unless the Bank, at the Borrower's request, is satisfied that the debarment; (a) relates to fraud or corruption, and (b) followed a judicial or administrative proceeding that afforded the firm adequate due process.

5. Eligible Goods and Services	5.1 The Information Systems to be supplied under the Contract and financed by the Bank may have their origin in any country in accordance with Section V, Eligible Countries.

5.2 For the purposes of this request for proposals document, the term "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 design, supply and install under the Contract, plus all associated documentation, and all other materials and goods to be designed, supplied, installed, integrated, and made operational; 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 Proposer and as specified in the Contract.

(c) For purposes of ITP 5.1 above, "origin" means the place where the goods and services making the Information System are produced in or supplied from. 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.

B. CONTENTS OF THE REQUEST FOR PROPOSALS DOCUMENT

6. Sections of the Request for Proposals Document

6.1 The request for proposals document consists of Parts 1, 2, and 3, which include all the sections indicated below, and should be read in conjunction with any Addenda issued in accordance with ITP 8:

PART 1 - Request for Proposals Procedures

Section I - Instructions to Proposers (ITP)

Section II - Proposal Data Sheet (PDS)

Section III - Evaluation and Qualification Criteria

Section IV - Proposal Forms

Section V - Eligible Countries

Section VI - Fraud and Corruption

PART 2 - Purchaser's Requirements

Section VII - Requirements of the IS, including:

- Technical Requirements

- Implementation Schedule

- System Inventory Tables

- Background and Informational Materials

PART 3 - Contract

Section VIII - General Conditions of Contract

Section IX -Special Conditions of Contract

Section X -   Contract Forms

6.2 The Specific Procurement Notice – Request for Proposals (RFP) issued by the Purchaser is not part of this request for proposals document.

6.3 Unless obtained directly from the Purchaser, the Purchaser is not responsible for the completeness of the document, responses to requests for clarification, the Minutes of the pre-Proposal meeting (if any), or Addenda to the request for proposals document in accordance with ITP 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.

6.4 The Proposer is expected to examine all instructions, forms, terms, and specifications in the request for proposals document and to furnish with its Proposal all information or documentation as is required by the request for proposals document.

7. Clarification of Request for Proposals Document, Site Visit, Pre-Proposal Meeting

7.1 A Proposer requiring any clarification of the request for proposals document shall contact the Purchaser in writing at the Purchaser's address specified in the PDS or raise its enquiries during the pre-Proposal meeting if provided for in accordance with ITP 7.4. The Purchaser will respond in writing to any request for clarification, provided that such request is received prior to the deadline for submission of Proposals within a period specified in the PDS. The Purchaser's shall forward copies of its response to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3, including a description of the inquiry but without identifying its source. If so specified in the PDS, the Purchaser shall also promptly publish its response at the web page identified in the PDS. Should the Purchaser deem it necessary to amend the request for proposals document as a result of a request for clarification, it shall do so following the procedure under ITP 8 and ITP 23.2.

7.2 The Proposer may wish to visit and examine the site where the Information System is to be installed and its surroundings and obtain for itself on its own responsibility all information that may be necessary for preparing the Proposal and entering into a contract. The costs of visiting the site shall be at the Proposer's own expense.

7.3 The Proposer and any of its personnel or agents will be granted permission by the Purchaser to enter upon its premises and lands for the purpose of such visit, but only upon the express condition that the Proposer, its personnel, and agents will release and indemnify the Purchaser and its personnel and agents from and against all liability in respect thereof, and will be responsible for death or personal injury, loss of or damage to property, and any other loss, damage, costs, and expenses incurred as a result of the inspection.

7.4 The Proposer's designated representative is invited to attend a pre-Proposal meeting and/or a site visit, if provided for in the PDS. The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage.

7.5 The Proposer is requested, as far as possible, to submit any questions in writing, to reach the Purchaser not later than one week before the meeting.

7.6 Minutes of the pre-Proposal meeting, including the text of the questions raised without identifying the source, and the responses given, together with any responses prepared after the meeting, will be transmitted promptly to all Proposers who have acquired the request for proposals document in accordance with ITP 6.3. Any modification to the request for proposals document that may

become necessary as a result of the pre-Proposal meeting shall be made by the Purchaser exclusively through the issue of an Addendum pursuant to ITP 8 and not through the minutes of the pre-Proposal meeting.

7.7 Nonattendance at the pre-Proposal meeting will not be a cause for disqualification of a Proposer.

8. Amendment of Request for Proposals Document

8.1 At any time prior to the deadline for submission of Proposals, the Purchaser may amend the request for proposals document by issuing addenda.

8.2 Any addendum issued shall be part of the request for proposals document and shall be communicated in writing to all who have obtained the request for proposals document from the Purchaser in accordance with ITP 6.3. The Purchaser shall also promptly publish the addendum on the Purchaser's web page in accordance with ITP 7.1.

8.3 To give prospective Proposers reasonable time in which to take an addendum into account in preparing their Proposals, the Purchaser may, at its discretion, extend the deadline for the submission of Proposals, pursuant to ITP 23.2.

C. PREPARATION OF PROPOSALS

9. Cost of Proposals

9.1 The Proposer shall bear all costs associated with the preparation and submission of its Proposal, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Request for Proposals process.

10. Language of Proposal

10.1 The Proposal, as well as all correspondence and documents relating to the Proposal exchanged by the Proposer and the Purchaser, shall be written in the language specified in the PDS. Supporting documents and printed literature that are part of the Proposal may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the PDS, in which case, for purposes of interpretation of the Proposal, such translation shall govern.

11. Documents Comprising the Proposal

11.1 The Proposal shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope procurement process). One envelope shall contain only information relating to the Technical Part and the other, only information relating to the Financial Part. These two envelopes shall be enclosed in a separate sealed outer envelope marked "Original Proposal'.

11.2 The Technical Part shall contain the following:

(a) **Letter of Proposal**-Technical Part, prepared in accordance with ITP 12;

(b) **Proposal Security or Proposal-Securing Declaration** in accordance with ITP 20;

(c) **Alternative Proposal**- Technical Part**:** if permissible, in accordance with ITP 13, the Technical Part of any Alternative Proposal;

(d) **Authorization:** written confirmation authorizing the signatory of the Proposal to commit the Proposer, in accordance with ITP 21.3;

(e) **Eligibility of Information System:** documentary evidence established in accordance with ITP 14.1 that the Information System offered by the Proposer in its Proposal or in any alternative Proposal, if permitted, are eligible;

(f) **Proposer's Eligibility and qualifications:** documentary evidence in accordance with ITP 15 establishing the Proposer's eligibility and qualifications to perform the contract if its Proposal is accepted;

(g) **Conformity:** documentary evidence established in accordance with ITP 16 that the Information System offered by the Proposer conform to the **request for proposals** document;

(h) **Subcontractors:** list of subcontractors, in accordance with ITP 16.4;

(i) **Intellectual Property**: a list of: Intellectual Property as defined in GCC Clause 15;

   (i) all Software included in the Proposal, assigning each item to one of the software categories defined in GCC Clause 1.1 (c):

      a. System, General Purpose, and Application Software; or

      b. Standard and Custom Software;

   (ii) all Custom Materials, as defined in GCC Clause 1.1 (c), included in the Proposal;

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 Information System); and

(j)   any other document required **in the PDS.**

11.3 The Financial Part shall contain the following:

(a) Letter of Proposal – Financial Part: prepared in accordance with ITP 12 and ITP 17;

(b) Schedule: Price Schedules completed in accordance with ITP 12 and ITP 17;

(c) Alternative Proposal - Financial Part: if permissible in accordance with ITP 13, the Financial Part of any Alternative Proposal; and

(d) any other document required in the PDS.

11.4 The Technical Part shall not include any information related to the Proposal price. Where material financial information related to the Proposal price is contained in the Technical Part the Proposal shall be declared non-responsive.

11.5 In addition to the requirements under ITP 11.2, Proposals submitted by a JV shall include in the Technical Part a copy of the Joint Venture Agreement entered into by all members indicating at least the parts of the Information System to be executed by the respective members. Alternatively, a letter of intent to execute a Joint Venture Agreement in the event of a successful Proposal shall be signed by all members and submitted with the Proposal, together with a copy of the proposed Agreement indicating at least the parts of the Information System to be executed by the respective members.

11.6 The Proposer shall furnish in the Letter of Proposal - Financial Part information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this procurement process.

12. Letters of Proposal and Price Schedules

12.1 The Letter of Proposal - Technical Part, Letter of Proposal- Financial Part and Price Schedules shall be prepared using the relevant forms furnished in Section IV, Proposal Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITP

21.3. All blank spaces shall be filled in with the information requested.

13. Alternative Proposals

13.1 The PDS indicates whether alternative Proposals are allowed. If they are allowed, the PDS will also indicate whether they are permitted in accordance with ITP 13.3, or invited in accordance with ITP 13.2 and/or ITP 13.4.

13.2 When alternatives to the Time Schedule are explicitly invited, a statement to that effect will be included in the PDS, and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.

13.3 Except as provided under ITP 13.4 below, Proposers wishing to offer technical alternatives to the Purchaser's requirements as described in the request for proposals document must also provide: (i) a price at which they are prepared to offer an Information System meeting the Purchaser's requirements; and (ii) all information necessary for a complete evaluation of the alternatives by the Purchaser, including drawings, design calculations, technical specifications, breakdown of prices, and proposed installation methodology and other relevant details. Only the technical alternatives, if any, of the Proposer with the Most Advantageous Proposal conforming to the basic technical requirements shall be considered by the Purchaser.

13.4 When Proposers are invited in the PDS to submit alternative technical solutions for specified parts of the system, such parts shall be described in Section VII, Purchaser's Requirements. Technical alternatives that comply with the performance and technical criteria specified for the Information System shall be considered by the Purchaser on their own merits, pursuant to ITP 32.

14. Documents Establishing the Eligibility of the Information System

14.1 To establish the eligibility of the Information System in accordance with ITP 5, Proposers shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Proposal Forms.

15. Documents Establishing the Eligibility and Qualifications of the Proposer

15.1 To establish its eligibility and qualifications to perform the Contract in accordance with Section III, Evaluation and Qualification Criteria, the Proposer shall provide the information requested in the corresponding information sheets included in Section IV, Proposal Forms.

15.2 In the event that prequalification of potential Proposers has been undertaken as stated in the PDS, only Proposals from prequalified Proposers shall be considered for award of Contract. These

qualified Proposers should submit with their Proposals any information updating their original prequalification applications or, alternatively, confirm in their Proposals that the originally submitted prequalification information remains essentially correct as of the date of Proposal submission.

15.3 Any change in the structure or formation of a Proposer after being prequalified and invited to submit Proposals, if applicable, (including, in the case of a JV, any change in the structure or formation of any member and also including any change in any specialized subcontractor whose qualifications were considered to prequalify the Applicant) shall be subject to the written approval of the Purchaser prior to the deadline for submission of Proposals. Such approval shall be denied if (i) a Proposer proposes to associate with a disqualified Proposer or in case of a disqualified joint venture, any of its members; (ii) as a consequence of the change, the Proposer no longer substantially meets the qualification criteria; or (iii) in the opinion of the Purchaser, the change may result in a substantial reduction in competition. Any such change should be submitted to the Purchaser not later than fourteen (14) days after the date of the notice for RFP sent to the prequalified Proposers.

16. Documents Establishing Conformity of the Information System

16.1 Pursuant to ITP 11.2 (g), the Proposer shall furnish, as part of its Proposal, documents establishing the conformity to the request for proposals documents of the Information System that the Proposer proposes to design, supply and install under the Contract.

16.2 The documentary evidence of conformity of the Information System to the request for proposals documents including:

(a) Preliminary Project Plan describing, among other things, the methods by which the Proposer will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Proposer proposes to use. The Preliminary Project Plan must also address any other topics specified in the PDS. In addition, the Preliminary Project Plan should state the Proposer'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 Proposer proposes to coordinate the activities of all involved parties;

(b) written confirmation that the Proposer accepts responsibility for the successful integration and inter-operability of all components of the Information System as required by the request for proposals documents;

(c) 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 Proposer should use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Proposal Forms (Section IV). The commentary shall include explicit cross-references to the relevant pages in the supporting materials included in the Proposal. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the Proposal, the item-by-item commentary shall prevail;

(d) support material (e.g., product literature, white papers, narrative descriptions of technologies and/or technical approaches), as required and appropriate; and

(e) any separate and enforceable contract(s) for Recurrent Cost items which the PDS ITP 17.2 requires Proposers to propose.

16.3 References to brand names or model numbers or national or proprietary standards designated by the Purchaser in the request for proposals documents are intended to be descriptive and not restrictive. Except as specified in the PDS for specific items or standards, the Proposer may substitute alternative brand/model names or standards in its Proposal, 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.

16.4 For major items of the Information System as listed by the Purchaser in Section III, Evaluation and Qualification Criteria, which the Proposer intends to purchase or subcontract, the Proposer shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Proposer shall include in its Proposal information establishing compliance with the requirements specified by the Purchaser for these items. Quoted rates and prices will be deemed to apply to whichever subcontractor is appointed, and no adjustment of the rates and prices will be permitted.

16.5 The Proposer shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITP 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITP 5 and ITP 16.1.

17. Proposal Prices   17.1 All Goods and Services identified in the Supply and Installation Cost Sub-Tables in System Inventory Tables in Section VII, and all other Goods and Services proposed by the Proposer to fulfill the requirements of the Information System, must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below.

17.2 Unless otherwise specified in the PDS, the Proposer must also propose Recurrent Cost Items specified in the Technical Requirements, Recurrent Cost Sub-Table of the System Inventory Tables in Section VII (if any). These must be priced separately and summarized in the corresponding cost tables in the Sample Proposal Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:

(a)   if specified **in the PDS,** the Proposer must also propose separate enforceable contracts for the Recurrent Cost Items not included in the main Contract;

(b)   prices for 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 Information System and, if appropriate, of the Proposer's own allowance for price increases;

(c)   prices for Recurrent Costs beyond the scope of warranty services to be incurred during the Warranty Period, defined in GCC Clause 29.4 and prices for Recurrent Costs to be incurred during the Post-Warranty Period, defined in SCC Clause 1.1. (e) (xiii), shall be quoted as Service prices on the Recurrent Cost Sub-Table in detail, and on the Recurrent Cost Summary Table in currency totals.

17.3 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 VII), and with GCC and SCC Clause 12 – Terms of Payment. Proposers may be required to provide a breakdown of any composite or lump-sum items included in the Cost Tables

17.4 The price of items that the Proposer has left blank in the cost tables provided in the Sample Proposal Forms (Section IV) 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 Proposal and, provided that the Proposal is substantially responsive, an adjustment to the Proposal price will be made during Proposal evaluation in accordance with ITP 34.1.

17.5 The prices for Goods components of the Information 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 PDS, as follows:

(a)   Goods supplied from outside the Purchaser's country:

Unless otherwise specified **in the PDS**, 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 SCC for GCC 1.1 (e) (iii). In quoting the price, the Proposer shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Proposer 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.

17.6 Unless otherwise stated in the PDS, 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 ITP 17.5, 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 ITP 17.5 (a) specifies CIP, and the named places of destination are the Project Sites.

17.7 The price of Services shall be separated into their local and foreign currency components and where appropriate, broken down into unit prices. 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.

17.8 Unless otherwise specified in the PDS, 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 request for proposals documents (as, e.g., a requirement for the Proposer to include the travel and subsistence costs of trainees).

17. 9 Unless otherwise specified in the PDS, prices quoted by the Proposer shall be fixed during the Proposer's performance of the Contract and not subject to increases on any account. Proposals submitted that are subject to price adjustment will be rejected.

18. Currencies of Proposal and Payment

18.1 The currency(ies) of the Proposal and currencies of payment shall be the same. The Proposer shall quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in the currency of the Purchaser's Country, unless otherwise specified in the PDS.

18.2 The Proposer may express the Proposal price in any currency. If the Proposer wishes to be paid in a combination of amounts in different currencies, it may quote its price accordingly but shall use no more than three foreign currencies in addition to the currency of the Purchaser's Country.

19. Period of Validity of Proposals

19.1 Proposals shall remain valid until the date specified in the PDS or any extended date if amended by the Purchaser in accordance with ITP 8. A Proposal that is not valid until the date specified in the PDS, or any extended date if amended by the Purchaser in accordance with ITP 8, shall be rejected by the Purchaser as nonresponsive.

19.2 In exceptional circumstances, prior to the date of expiry of the Proposal validity, the Purchaser may request Proposers to extend the date of validity until a specified date. The request and the responses shall be made in writing. If a Proposal Security is requested in accordance with ITP 20, it shall also be extended for twenty-eight days (28) beyond the deadline of the extended validity period. A Proposer may refuse the request without forfeiting its Proposal Security. A Proposer granting the request shall not be required or permitted to modify its Proposal, except as provided in ITP 19.3.

19.3 If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial Proposal validity specified in accordance with ITP 19.1, the Contract price shall be determined as follows:

(a)   in case of fixed price contracts, the contract price shall be the Proposal price adjusted by a factor or factors specified **in the PDS**;

(b)   in the case of an adjustable price contracts, no adjustments shall be made;

(c)   in any case, Proposal evaluation shall be based on the Proposal Price without taking into consideration the applicable correction from those indicated above.

20. Proposal Security

20.1 The Proposer shall furnish as part of the Technical Part of its Proposal, either a Proposal-Securing Declaration or a Proposal Security as specified in the PDS, in original form and, in the case of a Proposal Security, in the amount and currency specified in the PDS.

20.2 A Proposal-Securing Declaration shall use the form included in Section IV, Proposal Forms.

20.3 If a Proposal Security is specified pursuant to ITP 20.1, the Proposal security shall be a demand guarantee in any of the following forms at the Proposer's option:

(a) an unconditional guarantee issued by a non-bank financial institution (such as an insurance, bonding or surety company);

(b) an irrevocable letter of credit;

(c) a cashier's or certified check; or

(d) another security indicated **in the PDS,**

from a reputable source from an eligible country. If an unconditional guarantee is issued by a non-bank financial institution located outside the Purchaser's Country the issuing non-bank financial institution shall have a correspondent financial institution located in the Purchaser's Country to make it enforceable unless the Purchaser has agreed in writing, prior to Proposal submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Proposal Security shall be submitted either using the Proposal Security Form included in Section IV, Proposal Forms or in another substantially similar format approved by the Purchaser prior to Proposal submission. In either case, the form must include the complete name of the Proposer. The Proposal Security shall be valid for twenty-eight (28) days beyond the original date of expiry of the Proposal validity, or beyond any extended date if requested under ITP 19.2.

20.4 If a Proposal Security or a Proposal-Securing Declaration is specified pursuant to ITP 20.1, any Proposal not accompanied by a substantially responsive Proposal Security or Proposal-Securing Declaration shall be rejected by the Purchaser as non-responsive.

20.5 If a Proposal Security is specified pursuant to ITP 20.1, the Proposal Security of unsuccessful Proposers shall be returned as promptly as possible upon the successful Proposer's furnishing of the Performance Security pursuant to ITP 48.

20.6 The Proposal Security of the successful Proposer shall be returned as promptly as possible once the successful Proposer has signed the Contract and furnished the required Performance Security.

20.7 The Proposal Security may be forfeited:

(a) if a Proposer withdraws its Proposal prior to the expiry date of Proposal validity specified by the Proposer on the Letter of Proposal or any extended date provided by the Proposer; or

(b) if the successful Proposer fails to:

(i) sign the Contract in accordance with ITP 47; or

(ii) furnish a performance security in accordance with ITP 48.

20.8 The Proposal Security or the Proposal-Securing Declaration of a JV shall be in the name of the JV that submits the Proposal. If the JV has not been legally constituted into a legally enforceable JV at the time of submission of Proposals, the Proposal Security or the Proposal-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITP 4.1 and ITP 11.5.

20.9 If a Proposal Security is not required in the PDS, and;

(a) if a Proposer withdraws its Proposal prior to the expiry date of the Proposal validity specified by the Proposer on the Letter of Proposal, or any extended date provided by the Proposer; or

(b) if the successful Proposer fails to: sign the Contract in accordance with ITP 47; or furnish a Performance Security in accordance with ITP 48;

the Purchaser may, if provided for **in the PDS**, declare the Proposer disqualified to be awarded a contract by the Purchaser for a period of time as stated **in the PDS**.

21. Format and Signing of Proposal

21.1 The Proposer shall prepare one original and copies/sets of the documents comprising the Proposal as described in ITP 11 and Proposer22.

21.2 Proposers shall mark as "CONFIDENTIAL" information in their Proposals which is confidential to their business. This may include proprietary information, trade secrets, or commercial or financially sensitive information.

21.3 The original and all copies of the Proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Proposer. This authorization shall consist of a written confirmation as specified in the PDS and shall be attached to the Proposal. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Proposal where entries or amendments have been made shall be signed or initialed by the person signing the Proposal.

21.4 In case the Proposer is a JV, the Proposal shall be signed by an authorized representative of the JV on behalf of the JV, and so as to be legally binding on all the members as evidenced by a power of attorney signed by their legally authorized representatives.

21.5 Any interlineations, erasures, or overwriting shall be valid only if they are signed or initialed by the person signing the Proposal.

D. SUBMISSION OF PROPOSALS

22. Submission, Sealing and Marking of Proposals

22.1 The Proposer shall deliver the Proposal in two separate, sealed envelopes (the Technical Part and the Financial Part). These two envelopes shall be enclosed in a separate sealed outer envelope marked "Original PROPOSAL". In addition, the Proposer shall submit copies of the Proposal in the number specified in the PDS. Copies of the Technical Part shall be placed in a separate sealed envelope marked "COPIES: TECHNICAL PART". Copies of the Financial Part shall be placed in a separate sealed envelope marked "COPIES: FINANCIAL PART". The Proposer shall place both of these envelopes in a separate, sealed outer envelope marked "PROPOSAL COPIES". In the event of any discrepancy between the original and the copies, the original shall prevail.

22.2 If alternative Proposals are permitted in accordance with ITP 14, the alternative Proposals shall be submitted as follows: the original of the alternative Proposal Technical Part shall be placed in a sealed envelope marked "ALTERNATIVE PROPOSAL – TECHNICAL PART" and the Financial Part shall be placed in a sealed envelope marked "ALTERNATIVE PROPOSAL – FINANCIAL PART" and these two separate sealed envelopes then enclosed

within a sealed outer envelope marked "ALTERNATIVE PROPOSAL – ORIGINAL", the copies of the alternative Proposal will be placed in separate sealed envelopes marked "ALTERNATIVE PROPOSAL – COPIES OF TECHNICAL PART", and "ALTERNATIVE PROPOSAL – COPIES OF FINANCIAL PART" and enclosed in a separate sealed outer envelope marked "ALTERNATIVE PROPOSAL - COPIES.

22.3 The envelopes marked "ORIGINAL PROPOSAL" and "PROPOSAL COPIES" (and, if appropriate, a third envelope marked "ALTERNATIVE PROPOSAL") shall be enclosed in a separate sealed outer envelope for submission to the Purchaser.

22.4 The inner and outer envelopes shall:

bear the name and address of the Proposer;

be addressed to the Purchaser in accordance with ITP 23.1;

(c) bear the specific identification of this request for proposals process indicated in accordance with ITP 1.1; and

(d) bear a warning not to open before the time and date for Proposal opening.

22.5 If all envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the Proposal.

23. Deadline for Submission of Proposals

23.1 Proposals must be received by the Purchaser at the address and no later than the date and time indicated in the PDS. When so specified in the PDS, Proposers shall have the option of submitting their Proposals electronically. Proposers submitting Proposals electronically shall follow the electronic Proposal submission procedures specified in the PDS.

22.4 The Purchaser may, at its discretion, extend this deadline for submission of Proposals by amending the request for proposals documents in accordance with ITP 8, in which case all rights and obligations of the Purchaser and Proposers will thereafter be subject to the deadline as extended.

24. Late Proposals

24.1 The Purchaser shall not consider any Proposal that arrives after the deadline for submission of Proposals, in accordance with ITP 23. Any Proposal received by the Purchaser after the deadline for submission of Proposals shall be declared late, rejected, and returned unopened to the Proposer.

25. Withdrawal, Substitution, and Modification of Proposals

25.1 A Proposer may withdraw, substitute, or modify its Proposal after it has been submitted by sending a written notice, duly signed by an authorized representative, and shall include a copy of the authorization in accordance with ITP 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Proposal must accompany the respective written notice. All notices must be:

(a) prepared and submitted in accordance with ITP 21 and ITP 22 (except that withdrawals notices do not require copies), and in addition, the respective envelopes shall be clearly marked "WITHDRAWAL," "SUBSTITUTION," "MODIFICATION;" and

(b) received by the Purchaser prior to the deadline prescribed for submission of Proposals, in accordance with ITP 23.

25.2 Proposals requested to be withdrawn in accordance with ITP 25.1 shall be returned unopened to the Proposers.

No Proposal may be withdrawn, substituted, or modified in the interval between the deadline for submission of Proposals and the date of expiry of the Proposal validity specified by the Proposer on the Letter of Proposal or any extended date thereof.

E. PUBLIC OPENING OF TECHNICAL PARTS OF PROPOSALS

26. Public Opening of Technical Parts of Proposals

26.1 Except as in the cases specified in ITP 24 and ITP 25.2, the Purchaser shall conduct the Proposal opening in public, in the presence of Proposers` designated representatives and anyone who chooses to attend, and at the address, date and time specified in the PDS. Any specific electronic Proposal opening procedures required if electronic submission of proposals is permitted in accordance with ITP 23.1, shall be as specified in the PDS.

26.2 First, envelopes marked "Withdrawal" shall be opened and read out and the envelope with the corresponding Proposal shall not be opened but returned to the Proposer. No Proposal withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Proposal opening.

26.3 Next, envelopes marked "Substitution" shall be opened and read out and exchanged with the corresponding Proposal being substituted, and the substituted Proposal shall not be opened, but returned to the Proposer. No Proposal substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Proposal opening.

26.4 Envelopes marked "Modification" shall be opened and read out with the corresponding Proposal. No Proposal modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Proposal opening. Only Proposals that are opened and read out at Proposal opening shall be considered further.

26.5 Next, all other envelopes marked "Technical Part" shall be opened one at a time. All envelopes marked "Second Envelope: Financial Part" shall remain sealed and kept by the Purchaser in safe custody until they are opened at a later public opening, following the evaluation of the Technical Part parts of the Proposals. On opening the envelopes marked "Technical Part" the Purchaser shall read out: the name of the Proposer, the presence or the absence of a Proposal Security, or Proposal-Securing Declaration, if required, and whether there is a modification; and Alternative Proposal - Technical Part; and any other details as the Purchaser may consider appropriate.

26.6 Only Technical Parts of Proposals and Alternative Proposal - Technical Parts that are read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal-Technical Part and the separate sealed envelope marked "Second Envelope: Financial Part" are to be initialed by representatives of the Purchaser attending Proposal opening in the manner specified in the PDS.

26.7 The Purchaser shall neither discuss the merits of any Proposal nor reject any Proposal (except for late Proposals, in accordance with ITP 24.1).

26.8 The Purchaser shall prepare a record of the Proposal opening that shall include, as a minimum:

(a)   the name of the Proposer and whether there is a withdrawal, substitution, or modification;

(b)   any alternative Proposals; and

(c)   the presence or absence of a Proposal Security or a Proposal-Securing Declaration.

26.9 The Proposers' representatives who are present shall be requested to sign the record. The omission of a Proposer's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.

F. EVALUATION OF PROPOSALS- GENERAL PROVISIONS

27. Confidentiality

27.1 Information relating to the evaluation of the Technical Part shall not be disclosed to Proposers or any other persons not officially concerned with the procurement process until the notification of evaluation of the Technical Part in accordance with ITP 33. Information relating to the evaluation of Financial Part, the evaluation of combined Technical Part and Financial Part, and recommendation of contract award shall not be disclosed to Proposers or any other persons not officially concerned with the RFP process until the Notification of Intention to Award the Contract is transmitted to Proposers in accordance with ITP 42ProposerProposer.

27.2 Any effort by a Proposer to influence the Purchaser in the evaluation of the Proposals or Contract award decisions may result in the rejection of its Proposal.

27.3 Notwithstanding ITP 27.2, from the time of Proposal opening to the time of Contract award, if any Proposer wishes to contact the Purchaser on any matter related to the procurement process, it should do so in writing.

28. Clarification of Proposals

28.1 To assist in the examination, evaluation, and comparison of the Proposals, and qualification of the Proposers, the Purchaser may, at its discretion, ask any Proposer for a clarification of its Proposal. Any clarification submitted by a Proposer that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing. No change in the prices or substance of the Proposal shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the Proposals, in accordance with ITP 35.

28.2 If a Proposer does not provide clarifications of its Proposal by the date and time set in the Purchaser's request for clarification, its Proposal may be rejected.

29. Deviations, Reservations, and Omissions

29.1 During the evaluation of Proposals, the following definitions apply:

    (a)   "Deviation" is a departure from the requirements specified in the request for proposals document;

    (b)   "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the request for proposals document; and

    (c)   "Omission" is the failure to submit part or all of the information or documentation required in the request for proposals document.

29.2 Provided that a Proposal is substantially responsive, the Purchaser may waive any nonmaterial nonconformities in the Proposal.

Provided that a Proposal is substantially responsive, the Purchaser may request that the Proposer submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Proposal related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Proposal. Failure of the Proposer to comply with the request may result in the rejection of its Proposal.

G. EVALUATION OF TECHNICAL PART OF PROPOSALS

30 Determination of Responsiveness

30.1 The Purchaser's determination of the Technical Part's responsiveness shall be based on the contents of the Proposal, as specified in ITP 11.

30.2 Preliminary examination of the Technical Part shall be carried out to identify proposals that are incomplete, invalid or substantially nonresponsive to the requirements of the request for proposals documents. A substantially responsive Proposal is one that materially confirms to the requirements of the request for proposals document without material deviation, reservation, or omission. A material deviation, reservation, or omission is one that,

    (a) if accepted, would:

        (i) affect in any substantial way the scope, quality, or performance of the Works specified in the Contract; or

        (ii) limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract;or

        (iii) limit in any substantial way, inconsistent with the request for proposals document, the Purchaser's rights or the Proposer's obligations under the proposed Contract; or

    (b) if rectified, would unfairly affect the competitive position of other Proposers presenting substantially responsive Proposals.

30.3 If the Technical Part is not substantially responsive to the requirements of the request for proposals document, it shall be rejected by the Purchaser and may not subsequently be made responsive by correction of the material deviation, reservation, or omission.

31. Eligibility and Qualifications of the Proposer

31.1 The Purchaser shall determine to its satisfaction whether the Proposers that have been assessed to have submitted substantially responsive Proposals are eligible, and either continue to meet (if prequalification applies) or meet (if prequalification has not been carried out), the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.

31.2 The determination shall be based upon an examination of the documentary evidence of the Proposer's eligibility and qualifications submitted by the Proposer, pursuant to ITP 15. The

determination shall not take into consideration the qualifications of other firms such as the Proposer's subsidiaries, parent entities, affiliates, subcontractors (other than Specialized Subcontractors if permitted in the request for proposals document), or any other firm.

31.3 Prior to Contract award, the Purchaser will verify that the successful Proposer (including each member of a JV) is not disqualified by the Bank due to noncompliance with contractual SEA/SH prevention and response obligations. The Purchaser will conduct the same verification for each subcontractor proposed by the successful Proposer. If any proposed subcontractor does not meet the requirement, the Purchaser will require the Proposer to propose a replacement subcontractor.

31.4 Only substantially responsive Proposals submitted by eligible and qualified Proposers shall proceed to the detailed technical evaluation specified in ITP 32.

31.5 The Purchaser's evaluation of Technical Part will be carried out as specified in Section III, Evaluation and Qualification Criteria.

32. Detailed Evaluation of Technical Part

32.1 The scores and weightings to be given to Rated Criteria (including technical and non-price factors and sub factors) are specified in the PDS.

H. NOTIFICATION OF EVALUATION OF TECHNICAL PARTS AND PUBLIC OPENING OF FINANCIAL PARTS

33. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts

33.1 Following the completion of the evaluation of the Technical Parts of the Proposals, the Purchaser shall notify in writing those Proposers whose Proposals were considered substantially non-responsive to the request for proposals document or failed to meet the eligibility and qualification requirements, advising them of the following information:

(a) the grounds on which their Technical Part of Proposal failed to meet the requirements of the request for proposals document;

(b) their envelopes marked "SECOND ENVELOPE: FINANCIAL PART" will be returned to them unopened after the completion of the selection process and the signing of the Contract; and

(c) Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked 'Financial Part", or;

Option 2: **when BAFO or negotiations apply as specified in the PDS,** notify them that: (i) the envelopes marked 'Financial Part' will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued.

33.2 The Purchaser shall, simultaneously, notify in writing those Proposers whose Technical Part have been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements, advising them of the following information:

33.3 their Proposal has been evaluated as substantially responsive to the request for proposals document and met the eligibility and qualification requirements;

33.4 Option 1: when BAFO or negotiations is not to be applied notify them of the date, time and location of the public opening of the envelopes marked 'Financial Part", or;

Option 2: when BAFO or negotiations apply as specified in the PDS, notify them that: (i) the envelopes marked 'Financial Part' will not be opened in public, but in the presence of a probity auditor appointed by the Purchaser, and that (ii) the announcement of the names of the Proposers whose Financial Parts will be opened and the total Proposal prices will be deferred to the time that the Notification of Intention to Award the contract is issued.

33.5 When BAFO or negotiations do not apply as specified in the PDS, the Financial Part of the Proposal shall be opened publicly in the presence of Proposers' designated representatives and anyone who chooses to attend.

33.6 The opening date shall be not less than ten (10) Business Days from the date of notification of the results of the technical evaluation, specified in ITP 33.1 and 33.2. However, if the Purchaser receives a complaint on the results of the technical evaluation within the ten (10) Business Days, the opening date shall be subject to ITP 50.1.

33.7 At this public opening, the Financial Parts will be opened by the Purchaser in the presence of Proposers, or their designated representatives and anyone else who chooses to attend. Proposers who met the eligibility and qualification requirements and whose

Proposals were evaluated as substantially responsive will have their envelopes marked "SECOND ENVELOPE: FINANCIAL PART" opened at the second public opening. Each of these envelopes marked "SECOND ENVELOPE: FINANCIAL PART" shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall read out the names of each Proposer, the technical score and the total Proposal prices, per lot (contract) if applicable, including any discounts and Alternative Proposal - Financial Part, and any other details as the Purchaser may consider appropriate.

33.8 Only envelopes of Financial Part of Proposals, Financial Parts of Alternative Proposals and discounts that are opened and read out at Proposal opening shall be considered further for evaluation. The Letter of Proposal – Financial Part and the Price Schedules are to be initialed by a representative of the Purchaser attending the Proposal opening in the manner specified in the PDS.

33.9 The Purchaser shall neither discuss the merits of any Proposal nor reject any envelopes marked "SECOND ENVELOPE: FINANCIAL PART" at this public opening.

33.10 The Purchaser shall prepare a record of the Financial Part of the Proposal opening that shall include, as a minimum: (a) the name of the Proposer whose Financial Part was opened; (b) the Proposal price, per lot (contract) if applicable, including any discounts; and (c) if applicable, any Alternative Proposal – Financial Part.

33.11 The Proposers whose envelopes marked "SECOND ENVELOPE: FINANCIAL PART" have been opened or their representatives who are present shall be requested to sign the record. The omission of a Proposer's signature on the record shall not invalidate the contents and effect of the record. A copy of the record shall be distributed to all Proposers.

33.12 When, as specified in the PDS, BAFO or negotiations apply the Financial Parts will not be opened in public and will be opened in the presence of a probity auditor appointed by the Purchaser.

33.13 At the opening each of the envelopes marked "Financial Part" shall be inspected to confirm that they have remained sealed and unopened. These envelopes shall then be opened by the Purchaser. The Purchaser shall record the names of each Proposer, and the total Proposal prices and any other details as the Purchaser may consider appropriate. The Letter of Proposal - Financial Part and the Price Schedules are to be initialed by a representative of the Purchaser attending the opening and by the probity auditor.

33.14 The Purchaser shall prepare a record of the opening of the Financial Part envelopes that shall include, as a minimum:
   (a) the name of the Proposers whose Financial Part was opened;

   (b) the Proposal prices including any discounts. and

   (c) The Probity Auditor's report of the opening of the Financial Part.

33.15 The probity auditor shall sign the record. The contents of the envelopes marked 'Financial Part' and the record of the opening shall be kept in safe custody by the Purchaser and not disclosed to anyone until the time of the transmission of the Notification of Intention to Award the contract.

I. EVALUATION OF FINANCIAL PART OF PROPOSALS

34. Adjustments for Non-material Noconformities

34.1 Provided that a Proposal is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Proposal Price. To this effect, the Proposal Price shall be adjusted, for comparison purposes only, to reflect the price of a missing or non-conforming item or component by adding the average price of the item or component quoted by substantially responsive Proposers. If the price of the item or component cannot be derived from the price of other substantially responsive Proposers, the Purchaser shall use its best estimate.

35. Correction of Arithmetic Errors

35.1 In evaluating the Financial Part of each Proposal, the Purchaser shall correct arithmetical errors on the following basis:

   (a)   where there are errors between the total of the amounts given under the column for the price breakdown and the amount given under the Total Price, the former shall prevail and the latter will be corrected accordingly;

   (b)   where there are errors between the total of the amounts of Schedule Nos. 1 to 5 and the amount given in Schedule No. 6 (Grand Summary), the former shall prevail and the latter will be corrected accordingly; and

   (c)   if there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (a) and (b) above.

35.2 Proposers shall be requested to accept correction of arithmetical errors. Failure to accept the correction in accordance with ITP 35.1, shall result in the rejection of the Proposal.

36. Evaluation of Proposals Financial Part

36.1 To evaluate the Financial Part, the Purchaser shall consider the following:

(a) the Proposal price, excluding provisional sums and the provision, if any, for contingencies in the Price Schedules;

(b) price adjustment for correction of arithmetic errors in accordance with ITP 35.1;

(c) price adjustment due to discounts offered in accordance with ITP 26;

(d) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITP 34.1;

(e) converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITP 36.2; and

(f) the evaluation factors indicated in the PDS and detailed in Section III, Evaluation and Qualification Criteria.

36.2 For evaluation and comparison purposes, the currency(ies) of the **Proposal** shall be converted into a single currency **as specified in the PDS**.

36.3 No margin of domestic preference shall apply.

36.4 If price adjustment is allowed in accordance with ITP 17.7, the estimated effect of the price adjustment provisions of the Conditions of Contract, applied over the period of execution of the Contract, shall not be taken into account in Proposal evaluation.

36.5 If this request for proposals document allows Proposers to quote separate prices for different lots (contracts), each lot will be evaluated separately to determine the Most Advantageous Proposal using the methodology specified in Section III, Evaluation and Qualification Criteria. Discounts that are conditional on the award of more than one lotor slice shall not be considered for Proposal evaluation.

36.6 The Purchaser will evaluate and compare the Proposals. The evaluation will be performed assuming either that:

(a)   the Contract will be awarded to the Most Advantageous Proposal for the entire Information System; or

(b)   if specified **in the PDS**, Contracts will be awarded to the Proposers for each individual Subsystem, lot, or slice defined in the Technical Requirements whose Proposals result in the Most Advantageous Proposal/Proposals 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 Proposals. Such discounts will be considered in the evaluation of Proposals as specified **in the PDS**.

37. Abnormally Low Proposals

37.1 An Abnormally Low Proposal is one where the Proposal price in combination with other constituent elements of the Proposal appears unreasonably low to the extent that the Proposal price raises material concerns as to the capability of the Proposer to perform the Contract for the offered Proposal Price.

37.2 In the event of identification of a potentially Abnormally Low Proposal, the Purchaser shall seek written clarifications from the Proposer, including detailed price analyses of its Proposal price in relation to the subject matter of the contract, scope, proposed methodology, schedule, allocation of risks and responsibilities and any other requirements of the request for proposals document.

37.3 After evaluation of the price analyses, in the event that the Purchaser determines that the Proposer has failed to demonstrate its capability to perform the Contract for the offered Proposal Price, the Purchaser shall reject the Proposal.

38. Unbalanced or Front Loaded Proposals

38.1 If the Proposal that is evaluated as the lowest evaluated cost is, in the Purchaser's opinion, seriously unbalanced or front loaded the Purchaser may require the Proposer to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the Proposal prices with the scope of information systems, installations, proposed methodology, schedule and any other requirements of the request for proposals document.

38.2 After the evaluation of the information and detailed price analyses presented by the Proposer, the Purchaser may:

(a) accept the Proposal; or
(b) if appropriate, require that the total amount of the Performance Security be increased, at the expense of the Proposer, to a level not exceeding twenty percent (20%) of the Contract Price; or

(c) reject the Proposal.

J. EVALUATION OF COMBINED TECHNICAL AND FINANCIAL PARTS, MOST ADVANTAGEOUS PROPOSAL AND NOTIFICATION OF INTENTION TO AWARD

39. Evaluation of combined Technical and Financial Parts, Most Advantageous Proposal

39.1 The Purchaser's evaluation of responsive Proposals will take into account technical factors, in addition to cost factors in accordance with Section III Evaluation and Qualification Criteria. The weight to be assigned for the Technical factors and cost is specified in the PDS. The Purchaser will rank the Proposals based on the evaluated Proposal score (B).

39.2 Best and Final Offer (BAFO): After completion of the combined technical and financial evaluation of proposals, If specified in the PDS, the Purchaser may invite those Proposers to submit their BAFOs. The procedure for submitting BAFOs will be specified in the PDS. BAFO is a final opportunity for Proposers to improve their Proposals without changing the specified business function and performance requirements in accordance with the invitation to Submit Second Stage Combined Technical and Financial Proposals, Proposers are not obliged to submit a BAFO. Where BAFO is used there will be no negotiation after BAFO.

39.3 BAFO will apply a two envelope procurement process. The submission of BAFOs, opening of the Technical Parts and Financial Parts and the evaluation of Proposals will follow the procedures described for the Technical, Financial and Combined evaluation above, as appropriate.

39.4 The Purchaser shall determine the Most Advantageous Proposal. The Most Advantageous Proposal is the Proposal of the Proposer that meets the Qualification Criteria and whose Proposal has been determined to be substantially responsive to the request for proposals document and is the Proposal with the highest combined technical and financial score.

39.5 If specified in the PDS, the Purchaser may conduct negotiations following the evaluation of the proposals and before the final contract award. The procedure of the negotiations will be specified in the PDS.

39.6 Negotiations shall be held in the presence of probity auditor appointed by the Purchaser.

39.7 Negotiations may address any aspect of the contract so long as they do not materially change the specified business function and performance requirements.

39.8 The Purchaser may negotiate first with the Proposer that has the Most Advantageous Proposal. If the negotiations are unsuccessful the Purchaser may negotiate with the Proposer that has the next best Most Advantageous Proposal, and so on down the list until a successful negotiated outcome is achieved.

39.9 Unless otherwise specified in the PDS, the Purchaser will NOT carry out tests prior to Contract award, to determine that the performance or functionality of the Information System offered meets those stated in the Technical Requirements. However, if so specified in the PDS the Purchaser may carry out such tests as detailed in the PDS.

39.10 Proposer.

39.11 Prior to Contract award, the Purchaser may carry out visits or interviews with the Proposer's clients referenced in its Proposal and site inspections.

39.12 The capabilities of the manufacturers and subcontractors proposed by the Proposer that is determined to have offered the Most Advantageous Proposal for identified major items of supply or services will also be evaluated for acceptability in accordance with Section III, Evaluation and Qualification Criteria. Their participation should be confirmed with a letter of intent between the parties, as needed. Should a manufacturer or subcontractor be determined to be unacceptable, the Proposal will not be rejected, but the Proposer will be required to substitute an acceptable manufacturer or subcontractor without any change to the Proposal price. Prior to signing the Contract, the corresponding Appendix to the Contract Agreement shall be completed, listing the approved manufacturers or subcontractors for each item concerned.

40. Purchaser's Right to Accept Any Proposal, and to Reject Any or All Proposals

40.1 The Purchaser reserves the right to accept or reject any Proposal, and to annul the procurement process and reject all Proposals at any time prior to contract award, without thereby incurring any liability to Proposers. In case of annulment, all Proposals submitted and specifically, Proposal securities, shall be promptly returned to the Proposers.

41. Standstill Period

41.1 The Contract shall not be awarded earlier than the expiry of the Standstill Period. The Standstill Period shall be ten (10) Business Days unless extended in accordance with ITP 46. The Standstill Period commences the day after the date the Purchaser has transmitted to each Proposer the Notification of Intention to

Award the Contract. Where only one Proposal is submitted, or if this contract is in response to an emergency situation recognized by the Bank, the Standstill Period shall not apply.

42. Notification of Intention to Award

42.1 The Purchaser shall send to each Proposer the Notification of Intention to Award the Contract to the successful Proposer. The Notification of Intention to Award shall contain, at a minimum, the following information:

  (a)   the name and address of the Proposer submitting the successful Proposal;

  (b)   the Contract price of the successful Proposal;

  (c)   the total combined score of the successful Proposal;

  (d)   the names of all Proposers who submitted Proposals, and their Proposal prices as readout and as evaluated prices and technical scores;

  (e)   a statement of the reason(s) the Proposal (of the unsuccessful Proposer to whom the notification is addressed) was unsuccessful;

  (f)   the expiry date of the Standstill Period; and

  (g)   instructions on how to request a debriefing or submit a complaint during the standstill period;

K. AWARD OF CONTRACT

43. Award Criteria

43.1 Subject to ITP 40, the Purchaser shall award the Contract to the successful Proposer. This is the Proposer whose Proposal has been determined to be the Most Advantageous Proposal.

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

44.1 The Purchaser reserves the right at the time of Contract award to increase or decrease, by the percentage(s) for items as indicated in the PDS.

45. Notification of Award

45.1 Prior to the date of expiry of the Proposal validity and upon expiry of the Standstill Period, specified in ITP 41.1 or any extension thereof, and, upon satisfactorily addressing any complaint that has been filed within the Standstill Period, the Purchaser shall notify the successful Proposer, in writing, that its Proposal has been accepted. The notification letter (hereinafter and in the Contract Forms called the "Letter of Acceptance") shall specify the sum that the Purchaser will pay the Supplier in consideration of the execution of the Contract (hereinafter and in the Conditions of Contract and Contract Forms called "the Contract Price").

45.2 Within ten (10) Business days after the date of transmission of the Letter of Acceptance, the Purchaser shall publish the Contract Award Notice which shall contain, at a minimum, the following information:

(a)   name and address of the Purchaser;

(b)   name and reference number of the contract being awarded, and the selection method used;

(c)   names of all Proposers that submitted Proposals, and their Proposal prices as read out at Proposal opening, and as evaluated;

(d)   name of Proposers whose Proposals were rejected and the reasons for their rejection;

(e)   the name of the successful Proposer, the final total contract price, the contract duration and a summary of its scope; and

(f)   successful Proposer's Beneficial Ownership Disclosure Form.

45.3 The Contract Award Notice shall be published on the Purchaser's website with free access if available, or in at least one newspaper of national circulation in the Purchaser's Country, or in the official gazette.

45.4 Until a formal contract is prepared and executed, the Notification of Award shall constitute a binding Contract.

46. Debriefing by the Purchaser

46.1 On receipt of the Purchaser's Notification of Intention to Award referred to in ITP 42, an unsuccessful Proposer has three (3) Business Days to make a written request to the Purchaser for a debriefing. The Purchaser shall provide a debriefing to all unsuccessful Proposers whose request is received within this deadline.

46.2 Where a request for debriefing is received within the deadline, the Purchaser shall provide a debriefing within five (5) Business Days, unless the Purchaser decides, for justifiable reasons, to provide the debriefing outside this timeframe. In that case, the standstill period shall automatically be extended until five (5) Business Days after such debriefing is provided. If more than one debriefing is so delayed, the standstill period shall not end earlier than five (5) Business Days after the last debriefing takes place. The Purchaser shall promptly inform, by the quickest means available, all Proposers of the extended standstill period.

46.3 Where a request for debriefing is received by the Purchaser later than the three (3) Business Day deadline, the Purchaser should provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of Public Notice of Award of contract. Requests for debriefing received outside the three (3)-day deadline shall not lead to extension of the standstill period.

46.4 Debriefings of unsuccessful Proposers may be done in writing or verbally. The Proposer shall bear their own costs of attending such a debriefing meeting.

47. Signing of Contract

47.1 The Purchaser shall send to the successful Proposer the Letter of Acceptance including the Contract Agreement, and a request to submit the Beneficial Ownership Disclosure Form providing additional information on its beneficial ownership. The Beneficial Ownership Disclosure Form shall be submitted within eight (8) Business Days of receiving this request.

47.2 The successful Proposer shall sign, date and return to the Purchaser, the Contract Agreement within twenty-eight (28) days of its receipt.

47.3 Notwithstanding ITP 47.2 above, in case signing of the Contract Agreement is prevented by any export restrictions attributable to the Purchaser, to the country of the Purchaser, or to the use of the Information System to be supplied, where such export restrictions arise from trade regulations from a country supplying those Information System, the Proposer shall not be bound by its Proposal, always provided, however, that the Proposer can demonstrate to the satisfaction of the Purchaser and of the Bank that signing of the Contract Agreement has not been prevented by any lack of diligence on the part of the Proposer in completing any formalities, including applying for permits, authorizations and licenses necessary for the export of the Information System under the terms of the Contract.

48. Performance Security

48.1 Within twenty-eight (28) days of the receipt of the Letter of Acceptance from the Purchaser, the successful Proposer shall furnish the performance security in accordance with the General Conditions, subject to ITP 38.2 (b), using for that purpose the Performance Security Form included in Section X, Contract Forms, or another form acceptable to the Purchaser. If the Performance Security furnished by the successful Proposer is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Proposer to be acceptable to the Purchaser. A foreign institution providing a Performance Security shall have a correspondent financial institution located in the Purchaser's Country.

48.2 Failure of the successful Proposer to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal Security. In that event the Purchaser may award the Contract to the Proposer offering the next Most Advantageous Proposal.

49. Adjudicator

49.1 Unless the PDS states otherwise, the Purchaser proposes that the person named in the PDS be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GCC Clause 43.1. In this case, a résumé of the named person is attached to the PDS. The proposed hourly fee for the Adjudicator is specified in the PDS. The expenses that would be considered reimbursable to the Adjudicator are also specified in the PDS. If a Proposer does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Proposal Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative. If the successful Proposer and the Adjudicator nominated in the PDS 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 PDS and propose a new one. If by the day the Contract is signed, the Purchaser and the successful Proposer 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 43.1.4, or if no Appointing Authority is specified there, the Contract will be implemented without an Adjudicator.

50. Procurement Related Complaint

50.1 The procedures for making a Procurement-related Complaint are as specified in the PDS.

SECTION II - PROPOSAL DATA SHEET (PDS)

The following specific data for the Information System to be procured shall complement, supplement, or amend the provisions in the Instructions to Proposers (ITP). Whenever there is a conflict, the provisions in the PDS shall prevail over those in ITP.

ITP Reference	A. General
ITP 1.1	The reference number of the Request for Proposals is: **PSMP4-GO-RFP-1.3.8**
	The Purchaser is: **RA Ministry of Internal Affairs and the RA Office of the Prime Minister**
	The name of the RFP is: **Procurement of a new "Community Police Management System" (CPMS) for the Ministry of Internal Affairs (MIA)**
	The Purchaser **shall not** accept Proposal for multiple lots under this request for proposals document.
	The lots are: **Not applicable.**
ITP 1.3 (a)	Electronic Procurement **shall not** be applicable to this procurement.
	The Purchaser shall use the following electronic-procurement system to manage this procurement process: **not applicable.**
	The electronic-procurement system shall be used to manage the following aspects of the Procurement process: **not applicable.**
ITP 2.1	The Borrower is: **Republic of Armenia**
	Loan or Financing Agreement amount: *EUR 26.5 million*
	The name of the Project is: **Fourth Public Sector Modernization Project (PSMP4)**
ITP 4.1	Maximum number of members in the JV shall be:*3*
ITP 4.5	A list of debarred firms and individuals is available on the Bank's external website: http://www.worldbank.org/debarr.
	B. Request for proposals Document
ITP 7.1	For Clarification of Proposal purposes only, the Purchaser's address is: Office of the Prime Minister of RA Address: Government House 1, Republic Square Floor/ Room number*:* 1-st Floor, Room 115, 117 Attention: Mr. Aharon Mkrtchyan, PSMP4 Project Manager E-mail: info@psmp.am City: Yerevan

	ZIP Code: 0010 Country: Republic of Armenia Telephone: (+374 10) 515931 Requests for clarification should be received by the Purchaser no later than: **14 days prior to the Proposals submission deadline.**
ITP 7.1	Web page: www.gnumner.am website
ITP 7.4	An online Pre-Proposal meeting **shall** take place at the following date, time: **Date: April 8, 2026** **Time: 12:00 local time** A Pre-Proposal meeting will be conducted online, and attendance is optional. If you wish to attend the online meeting, please request the meeting link by contacting info@psmp.am . As per ITP 7.5, the Proposer is requested, as far as possible, to submit written questions to the Purchaser within one week prior to the meeting. A site visit conducted by the Purchaser ***shall not be*** organized.
	C. Preparation of Proposals
ITP 10.1	The language of the Proposal is: **English.** All correspondence exchange shall be in **English** language. Language for translation of supporting documents and printed literature is **English.**

ITP 11.2 (j)	The Proposer shall submit with the Technical Part of its Proposal the following additional documents:
	   1. Code of Conduct for Supplier's Personnel (ES)
	
	The Proposer shall submit its Code of Conduct that will apply to the Supplier's Personnel (as defined in GCC Clause 1.1) employed in the execution of the Contract at the Project Site/s to ensure compliance with the Supplier's Environmental and/or Social obligations under the Contract, as applicable. The Proposer shall use for this purpose the Code of Conduct form provided in Section IV. No substantial modifications shall be made to this form, except that the Proposer may introduce additional requirements, including as necessary to take into account specific Contract issues/risks.
	
	   (b) Cybersecurity Management and Implementation Plan
	
	The Proposer shall submit a comprehensive Cybersecurity Management and Implementation Plan detailing the measures that will be taken to ensure the security and protection of data and information systems involved in the execution of the Contract. This plan should

	include risk assessment, preventive measures, response strategies, and recovery protocols to address potential cyber threats and vulnerabilities. The Proposer must ensure that all personnel are trained in cybersecurity best practices and that regular audits and updates to the cybersecurity measures are conducted throughout the duration of the Contract.
ITP 11.3(d)	The Proposer shall submit the following additional documents in the Financial Part of its Proposal: **Not applicable**
ITP 13.1	**Alternative Proposals are not permitted.** Proposals offering Commercial-of-the-shelf (COTS) and Software-as-a-Services (SAAS) solutions will be rejected as non-responsive.
ITP 13.2	Alternatives to the Time Schedule **are not** permitted.
ITP 13.4	Alternative technical solutions shall be permitted for the following parts of the Information System: **none**.
ITP 15.2	Prequalification **has not** been undertaken.
ITP 16.2 (a)	In addition to the topics described in ITP Clause 16.2 (a), the Preliminary Project Plan must address the following topics: **(a) Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);** **(b) Implementation Sub-Plan;** **(c) Integration and Data Migration Sub-Plan;** **(d) Training Sub-Plan;** **(e) Testing and Quality Assurance Sub-Plan;** **(f) Warranty Defect Repair and Technical Support Service Sub-Plan**
ITP 16.3	In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Proposers shall offer the following items: **Not applicable**
ITP 17.2	The Proposer **must not** propose Recurrent Cost Items.
ITP 17.2	The Proposer **must not** propose for contracts for Recurrent Cost Items not included in the main Contract.
ITP 17.5	The Incoterms edition is: **Incoterms® 2020.**
ITP 17.5 (a)	Named place of destination is: RA, Ministry of Internal Affairs (130 Nalbandyan str., Yerevan, 0025, Republic of Armenia)
ITP 17.6	Named place of final destination (or Project site) is: RA, Ministry of Internal Affairs (130 Nalbandyan str., Yerevan, 0025, Republic of Armenia)

ITP 17.8	**There are no modifications to ITP 17.8**
ITP 17.9	The prices quoted by the Proposer **shall not** be subject to adjustment during the performance of the Contract.
ITP 18.1	The Proposer **is not** required to quote in the currency of the Purchaser's Country the portion of the Proposal price that corresponds to expenditures incurred in that currency. **The Local Proposers are reminded that the requirements of the Law "On the currency regulation and currency control" of November 24, 2004, should be respected.**
ITP 19.1	The Proposal shall be valid until: **September 2, 2026**
ITP 19.3 (a)	The Proposal price shall be adjusted by the following factor(s): **The local currency portion of the Contract price shall be adjusted by a factor reflecting local inflation during the period of extension, and the foreign currency portion of the Contract price shall be adjusted by a factor reflecting the international inflation (in the country of the foreign currency) during the period of extension.**
ITP 20.1	A Proposal Security **shall be** required. The Proposal Security shall be included exclusively in the envelope containing the TECHNICAL PART of the Proposal. A Proposal-Securing Declaration **shall not be** required. The amount and currency of the Proposal Security shall be **EURO 55,000.0 or an equivalent amount in freely convertible currency or equivalent amount in AMD.** The date for the exchange rate for the Proposal Security shall be: **April 28, 2026**
ITP 20.3	The Proposal Security shall be valid until: **September 30, 2026**
ITP 20.3 (d)	Other types of acceptable securities: only an unconditional Bank Guarantee issued by a bank.
ITP 20.9	**Not applicable**
ITP 21.3	The written confirmation of authorization to sign on behalf of the Proposer shall consist of: **Either a document that certifies the signer's authorization or a power of attorney if such a document is not available.**

	D. Submission and Opening of Proposals
ITP 22.1	**In addition to the original of the Proposal (printed hard copy, duly signed in ink), the Proposer shall submit four (4) electronic copies on a Flash Memory Card/USB Flash Drive.**
	The printed original shall be considered the official and legally binding version. Scanned copies or electronic signatures shall not be accepted as originals. In the event of any discrepancy between the printed hard copy and the electronic version, the printed hard copy shall prevail
	No financial information shall be included in the Technical Part of the Proposal nor in the Flash Memory card/USB Flash Drive.
ITP 23.1	For Proposal submission purposes only, the Purchaser's address is: Office of the Prime Minister of RA Address: Government House 1, Republic Square Floor/Room number: 1-st Floor, Room 115, 117 Attention: Mr. Aharon Mkrtchyan, PSMP4 Project Manager City: Yerevan ZIP Code: 0010 Country: Republic of Armenia Telephone: (+374 10) 515931
	The deadline for Proposal submission is:
	Date: **May 5, 2026**
	Time: **15:00 (local time)**
ITP 23.1	Proposers **shall not** have the option of submitting their Proposals electronically.
	E. Public Opening of Technical Parts of Proposals
ITP 26.1	The Proposal opening shall take place at: Office of the Prime Minister of RA Attention: Mr. Aharon Mkrtchyan, PSMP4 Project Manager Street Address: Government House 1, Republic Square Floor/Room number: 1-st Floor, Room 115, 117 City : Yerevan ZIP Code: 0010 Country: Republic of Armenia
	Date: **May 5, 2026** Time: **15:00 (local time)**
ITP 26.1	The electronic Proposal opening procedures shall be: *not applicable.*
	G. Evaluation of Technical Part of Proposals

ITP 32.2	The technical factors (sub-factors) and the corresponding weight out of 100% are:

1.Supplier Qualification & Experience	
1.1 Number of successfully completed contracts in the last 10 years for a software system with at least 3,000 registered users or 500 concurrent users.	(up to 20)
1.2 At least 2 years of experience in developing e-Government or public sector software solutions.	(up to 20)
1.3 The proposal must include a detailed and comprehensive specification of the business processes required to ensure the efficient operation of the System/Module and all necessary integrations. This should encompass a thorough analysis of the processes, their alignment with project goals, and how they will support seamless system functionality.	(up to 20)
1.4 The proposal must provide a comprehensive explanation of the system's modular structure, workflow management, user portal, and reporting & analytics capabilities. It should detail how these features facilitate efficient service delivery, enable the generation of meaningful insights from data, and offer user-friendly workflow management. Additionally, it should cover the customization options, report formats, and advanced data visualization tools available, highlighting their benefits and practicality.	(up to 20)
1.5 The proposal should clearly articulate the methods for project implementation, emphasizing effective stakeholder interaction and maintaining close proximity to the Purchaser's location. This includes a detailed plan for delegating the main technical team to the Purchaser's country and/or involving national experts. The Preliminary Project Plan should outline how these strategies will support seamless collaboration, timely communication, and efficient project execution.	(up to 20)
Subtotal being 100 points, is 60% of total technical score	

2.Qualification of Key Personnel	
2.1 Team Lead	(up to 25)
2.3 Senior Backend Developer	(up to 15)
2.4 Senior Frontend Developer	(up to 15)
2.5 Senior Mobile (Android) Developer	(up to 15)
2.6 QA Engineer	(up to 15)
2.7 DevOps/Security Engineer	(up to 15)
Subtotal being 100 points, is 40% of total technical score	

The technical proposal scoring methodology is specified in Section III-Evaluation and Qualification Criteria

H. Notification of Evaluation of Technical Parts and Public Opening of Financial Parts

ITP 33.8	The Letter of Proposal – Financial Part and the Price Schedules shall be initialed by the members of the Evaluation committee conducting Proposal opening.

I. Evaluation of Financial Part of Proposals

36.1(f)	The adjustments shall be determined using the following criteria, from amongst those set out in Section III, Evaluation and Qualification Criteria: 1. Deviation in Time for Completion: **No.** 2. Present value of Recurrent Costs: **No.** 3. Functional Guarantees of the Facilities: **No.** 4. Work, services, facilities, etc., to be provided by the Purchaser: **No.**
ITP 36.2	The currency(ies) of the Proposal shall be converted into a single currency as follows: The currency that shall be used for comparison purposes to convert the offered prices expressed in various currencies into a single currency is: **Armenian Drams (AMD)** The source of exchange rate shall be: **Central Bank of the Republic of Armenia (www.cba.am).** The date for the exchange rate shall be: **May 5, 2026**

J. Evaluation of Combined Technical and Financial Parts and Most Advantageous Proposal

ITP 39.1	The weight to be given for cost is: **60%**
ITP 39.2	BAFO does not apply.
ITP 39.5	Negotiation does not apply.
ITP 39.9	As additional qualification measures, the Information System (or components/parts of it) offered by the Proposer with the Most Advantageous Proposal may be subjected to the following tests and performance benchmarks prior to Contract award: **none**.

K. AWARD OF CONTRACT

ITP 44	The maximum percentage by which quantities may be increased is: N/A The maximum percentage by which quantities may be decreased is: N/A
ITP 49	The proposed Adjudicator is: **Ms. Naira Margaryan, President of the International Court of Arbitration.** **The hourly fee for this proposed Adjudicator shall be: AMD 20,000. The biographical data of the proposed Adjudicator is as follows: please visit https://int-**

	arbitrage.com/%d5%b4%d5%a5%d6%80-%d5%a1%d6%80%d5%a2%d5%ab%d5%bf%d6%80%d5%b6%d5%a5%d6%80%d5%b6-%d5%a5%d5%b6for details.
ITP 50.1	The procedures for making a Procurement-related Complaint are detailed in the "Procurement Regulations for IPF Borrowers (Annex III)." A Procurement-related Complaint may challenge any of the following:
	(i)　　The terms of the request for proposals document;
	(ii)　　the Purchaser's decision to exclude a Proposer from the procurement process prior to the award of contract; and
	(iii)　　The Purchaser's decision to award the contract.
	If a Proposer wishes to make a Procurement-related Complaint, the Proposer should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to:
	For the attention: Mr. Aharon Mkrtchyan,
	Title/position: PSMP4 Project Manager
	Purchaser: Office of the Prime Minister of RA
	Email address: info@psmp.am

SECTION III - EVALUATION AND QUALIFICATION CRITERIA
(WITHOUT PREQUALIFICATION)

This Section contains all the criteria that the Purchaser shall use to evaluate Proposals and qualify Proposers. No other factors, methods or criteria shall be used. The Proposer shall provide all the information requested in the forms included in Section IV, Proposal Forms.

1. Qualification
1.1 Qualification Requirements

The Proposer's qualification shall be assessed in accordance with Annex1, the "Qualification Requirements table", included in this section.

1.2 Financial Resources

Using the relevant Form, FIN 1.3.3 in Section IV, Proposal Forms, the Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet:

(i) the following cash-flow requirement: Euro 250,000

and

(ii) the overall cash flow requirements for this contract and its current supply and services' commitment.

1.3 Key Personnel

The Proposer must demonstrate that it will have suitably qualified key personnel. The Proposer shall complete the relevant Forms in Section IV, Proposal Forms.

No.	Position	Relevant Expected Experience
Key Personnel		
1	Team Lead	1. At least 7 years of relevant experience in managing projects of similar nature, focusing on the complexity, methods, and technology comparable to the technical requirements specified in Section VII. 2. Extensive experience in managing large-scale e-government systems or other high-availability, mission-critical systems with thousands of concurrent users. 3. Proven skills in agile development methodologies, ensuring timely and efficient project delivery while maintaining high standards of quality and performance. Experienced in working with multiple stakeholders and creating comprehensive documentation to support project objectives and outcomes. 4. At least the university degree in Computer Science, Software Engineering, or Related Field, relevant certification (such as PMP, CSM, PMI-ACP, CSDP, PRINCE2 Practitioner, ISO/IEC etc.) is highly desirable.
2	Senior Backend Developer	1. At least 5 years of professional experience in backend development, including designing and implementing scalable server-side applications. 2. Extensive experience with RESTful API design, development, and integration, using modern enterprise frameworks (e.g., .NET Core, Java Spring Boot, Node.js, or similar). Proficiency in creating robust, secure, and scalable APIs, utilizing industry-standard frameworks and best practices for authentication, versioning, and documentation. 3. Strong experience with database design for scalable applications, including proficiency in normalization, indexing, query optimization, and the use of both relational (e.g., MSSQL, MySQL) and NoSQL (e.g., MongoDB, Elasticsearch) databases. Ability to design and implement efficient schemas, manage large datasets, and ensure high availability and performance. 4. Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.
3	Senior Frontend Developer	1. At least 5 years of professional experience in frontend development, building complex and responsive web applications. 2. Extensive experience with modern frontend frameworks and libraries, including but not limited to React.js, Angular, and Vue.js. Proven ability to build dynamic, responsive, and user-friendly interfaces with a strong understanding of component-based architecture, state management, and virtual DOM. Skilled in optimizing performance, ensuring cross-browser compatibility, and implementing best practices for accessibility and maintainability. 3. Strong experience in integrating frontend applications with RESTful APIs and other backend services like WebSockets, ensuring efficient and reliable communication between systems. 4. Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.
4	Senior Mobile (Android) Developer	1. At least 5 years of professional experience in mobile application development, with a focus on Android. 2. Extensive experience in designing and developing complex Android applications using native Android (Java/Kotlin) or cross-platform frameworks such as React Native, Flutter, or .NET MAUI, with a focus on efficient battery management. Proficient in working with camera functionalities and geolocation services to create feature-rich and optimized mobile applications. 3. Strong experience in integrating mobile applications with RESTful APIs and other backend services like WebSockets, ensuring efficient and reliable communication between systems. 4. Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.
5	QA (Quality Assurance) Engineer	1. At least 5 years of professional experience in software quality assurance, with a strong focus on both manual and automated testing for enterprise-level applications. 2. Extensive experience in designing and implementing automated testing frameworks using industry-standard tools such as Selenium, Cypress, or Playwright. Proven ability to conduct performance and load testing using tools like JMeter or k6 to ensure system stability under high traffic (3,000+ users).

		3. Strong experience in API testing (using tools like Postman or Swagger) and integrating testing suites into CI/CD pipelines to ensure continuous quality delivery. proficient in defect tracking and lifecycle management using tools like Jira. 4. Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.
6	DevOps & Security Engineer	1. At least 5 years of professional experience in system administration, DevOps, and Information Security, specifically for high-availability government or mission-critical systems. 2. Extensive experience with containerization and orchestration technologies (Docker, Kubernetes) and managing CI/CD pipelines (e.g., GitLab CI, Jenkins, or GitHub Actions). Proficient in Linux server administration (Ubuntu/RedHat), web server configuration (Nginx, IIS), and infrastructure-as-code (Terraform or Ansible). 3. Strong experience in implementing security best practices (DevSecOps), including network security, firewall configuration, SSL/TLS management, and vulnerability assessment. Familiarity with OWASP security standards and data protection regulations for handling sensitive public sector data. 4. Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field. Relevant certifications (e.g., CISSP, AWS Certified DevOps, Certified Kubernetes Administrator) are highly desirable.

1.4 Subcontractors/vendors/manufacturers

For the purposes of establishing a Proposer's qualifications the experience and / or resources of any Subcontractor will not contribute to the Proposer's qualifications.

1.5 Manufacturer's authorization

For all powered (active) hardware and/or software components of the Information System which the Proposer does not itself produce, by submission of documentary evidence in its Proposal, the Proposer must establish to the Purchaser's satisfaction that it is not prohibited to supply those components in the Purchaser's country under the Contract(s) that may result from this procurement.

(i)   In the case of powered (active) hardware and other powered equipment, this must be documented by including Manufacturer's Authorizations in the Proposal (based on the sample found in the Sample Proposal Forms in Section IV.);

(ii)   In the case of proprietary commercial software (i.e., excluding open source or "freeware" software) that the Proposer does not manufacture itself and for which the Proposer has or will establish an Original Equipment Manufacturer (OEM) relationship with the manufacture, the Proposer must provide Manufacture's Authorizations;

(iii)   In the case of proprietary commercial software (i.e., excluding open source or "freeware" software) that the Proposer does not manufacture itself and for which the Proposer does not or will not establish an OEM relationship with the manufacturer, the Proposer must document to the Purchaser's satisfaction that the Proposer is not

excluded from sourcing these items from the manufacturer's distribution channels and proposing offering these items for supply in the Borrower's Country.

(iv) In the case of open-source software, the Proposer must identify the software item as open source and provide copies of the relevant open-source license(s).

The Proposer is responsible for ensuring that the manufacturer or producer complies with the requirements of ITP 4 and ITP 5 and meets the minimum criteria listed above for that item.

1.6 Local Representative

In the case of a Proposer not doing business within the Purchaser's country, the Proposer shall submit documentary evidence in its Proposal to establish to the Purchaser's satisfaction that it is or will be (if awarded the Contract) represented by an agent in that country who is equipped and able to carry out / manage the Proposer's maintenance, technical support, training, and warranty repair obligations specified in the Purchaser's Requirements (including any response time, problem-resolution norms or other aspects that may be specified in the Contract).

2. Technical Evaluation

2.1 Assessment of adequacy of Technical Proposal with Requirements in accordance with ITP 32.1

Prior to being considered for detailed technical evaluation by applying the scored technical factors/subfactors in accordance with PDS ITP 32.2 the Proposals must demonstrate conformity with:

1. The provisions of Part 2, Section VII "Requirements of the Information System," including all mandatory requirements;
2. ITP Clause 16.2 of the RFP regarding the content of the Technical Proposal;
3. The requirements specified in the "Format of the Technical Proposal" under Section IV – Proposal Forms; and
4. Any other technical requirements as referenced under ITP Clause 30-31.

Only proposals meeting the above minimum requirements shall be admitted to detailed technical evaluation in accordance with ITP 32.2.

2.2 Technical Evaluation (ITP 32.2)

The technical features to be evaluated are defined below and specifically identified in the PDS:

2.2.1 Technical Quality Evaluation Factors/Parameters

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

The weight of the Price ("X" multiplied by 100 in the Evaluated Proposal Score formula) = 60 percent

1.Supplier Qualification & Experience	
1.1 Number of successfully completed contracts in the last 10 years for a software system with at least 3,000 registered users or 500 concurrent users.	(up to 20)
1.2 At least 2 years of experience in developing e-Government or public sector software solutions.	(up to 20)
1.3 The proposal must include a detailed and comprehensive specification of the business processes required to ensure the efficient operation of the System/Module and all necessary integrations. This should encompass a thorough analysis of the processes, their alignment with project goals, and how they will support seamless system functionality.	(up to 20)
1.4 The proposal must provide a comprehensive explanation of the system's modular structure, workflow management, user portal, and reporting & analytics capabilities. It should detail how these features facilitate efficient service delivery, enable the generation of meaningful insights from data, and offer user-friendly workflow management. Additionally, it should cover the customization options, report formats, and advanced data visualization tools available, highlighting their benefits and practicality.	(up to 20)
1.5 The proposal should clearly articulate the methods for project implementation, emphasizing effective stakeholder interaction and maintaining close proximity to the Purchaser's location. This includes a detailed plan for delegating the main technical team to the Purchaser's country and/or involving national experts. The Preliminary Project Plan should outline how these strategies will support seamless collaboration, timely communication, and efficient project execution.	(up to 20)
Subtotal being 100 points, is 60% of total technical score	

2.Qualification of Key Personnel	
2.1 Team Lead	(up to 25)
2.2 Senior Backend Developer	(up to 15)
2.3 Senior Frontend Developer	(up to 15)
2.4 Senior Mobile (Android) Developer	(up to 15)
2.5 QA Engineer	(up to 15)
2.6 DevOps/Security Engineer	(up to 15)
Subtotal being 100 points, is 40% of total technical score	

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

TOTAL				

Scoring based on Supplier Qualification & Experience Category

Within this Category, the Proposer will be evaluated based on the following features:

Table A – Category 1: Supplier Qualification & Experience

No	Sub Category	Scoring	Feature Scores Assigned	Feature Weight	Total
1.1	Number of successfully completed contracts in the last 10 years for a software system with at least 3,000 registered users or 500 concurrent users.	1 Relevant Contract = 1 2 Relevant Contract = 2 3 Relevant Contract = 3 4 or more Contracts = 4		5	Feature Scores Assigned X Feature Weight
1.2	At least 2 years of experience in developing e-Government or public sector software solutions.	2 yrs =1 3 yrs = 2 4 yrs = 3 >5 yrs = 4		5	Feature Scores Assigned X Feature Weight
1.3	Business Process & Integration Strategy The proposal will be evaluated on the depth of analysis regarding: 1. Process Mapping: Does the proposal provide clear BPMN diagrams or flowcharts for the key police workflows described in the Scope? 2. Integration Strategy: Does it technically define how the system will exchange data with external systems (APIs, ESB, interoperability standards)? 3. Alignment: Does the proposed workflow align with the specific operational goals of the Community Police?	0 = Absent 1 = Present but deficient: Proposal describes processes only in text (no BPMN diagrams) or provides a generic integration approach without specific API/standard definitions. 2 = Meets requirements: Proposal includes standard process maps and lists necessary APIs. 3 = Marginally exceeds requirements: Includes detailed sequence diagrams and swagger/OpenAPI definitions. 4 = Significantly exceeds requirements: Proposes process optimizations (not just digitalization) and demonstrates a "Service Oriented Architecture" approach.		5	Feature Scores Assigned X Feature Weight
1.4	The proposal must provide a comprehensive explanation of the system's modular structure, workflow management, user portal, and reporting & analytics capabilities. It should detail how these features facilitate efficient service delivery, enable the generation of meaningful insights from data, and offer user-friendly workflow management. Additionally, it should cover the customization options, report formats, and advanced data visualization tools available, highlighting their benefits and practicality.	0 = Absent 1 = Present but deficient: Proposal mentions modularity but lacks details on the workflow engine or analytics; or the architecture appears monolithic/hard-coded. 2 = Meets requirements: Covers all 3 dimensions (Modular, Workflow, Reports) adequately. 3 = Marginally exceeds requirements: Includes advanced features like a No-Code workflow builder or AI-assisted reporting. 4 = Significantly exceeds requirements: Architecture is fully cloud-native/containerized (K8s ready) with predictive analytics capabilities.		5	Feature Scores Assigned X Feature Weight
1.5	The proposal should clearly articulate the methods for project implementation, emphasizing effective stakeholder interaction and maintaining close proximity to the Purchaser's location. This includes a detailed plan for delegating the main technical team to the Purchaser's country and/or involving national experts. The Preliminary Project Plan should outline how these strategies will support seamless collaboration, timely communication, and efficient project execution.	0 = Absent 1 = Present but deficient: Project plan is generic/templated; timeline is unrealistic or lacks detail; no clear commitment to local presence. 2 = Meets requirements: Project plan is standard; includes some travel or remote cooperation. 3 = Marginally exceeds requirements: Team includes permanent local experts or a dedicated Liaison Officer in Yerevan. 4 = Significantly exceeds requirements: Vendor commits to a full on-site implementation team for the duration of the critical development phase.		5	Feature Scores Assigned X Feature Weight
TOTAL					

2   Scoring of Key Personnel

Within this Category, Key Personnel proposed by the Proposer will be evaluated based on the following features:

No	Sub Category	Score from Table	Category 2 Score

No	Sub Category	Score from Table	Category 2 Score
2.1	Team Lead	B1 2.1	Total Score from Table B1 2.1
2.2	Senior Backend Developer	B1 2.2	Total Score from Table B1 2.2
2.3	Senior Frontend Developer	B1 2.3	Total Score from Table B1 2.3
2.4	Senior Mobile (Android) Developer	B1 2.4	Total Score from Table B1 2.4
2.5	QA Engineer	B1 2.5	Total Score from Table B1 2.5
2.6	DevOps/Security Engineer	B1 2.6	Total Score from Table B1 2.6
TOTAL			

Table B– Category 2: Qualification of Key Personnel (title of table above)

Table B1 2.1

No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.1	**Team Lead**				
2.1.1	At least 7 years of relevant experience in managing projects of similar nature, focusing on the complexity, methods, and technology comparable to the technical requirements specified in Section VII.	7 yrs =1 8 yrs = 2 9 yrs and 1 implemented/completed project of similar nature, focusing on the complexity, methods, and technology comparable to the technical requirements specified in Section VII = 3 >10 yrs and 2 implemented/completed projects of similar nature, focusing on the complexity, methods, and technology comparable to the technical requirements specified in Section VII = 4		2	Feature Scores Assigned X Feature Weight
2.1.2	Extensive experience in managing large-scale e-government systems or other high-availability, mission-critical systems with thousands of concurrent users.	1 project =1 2 projects = 2 3 projects = 3 >4 projects = 4		1.75	Feature Scores Assigned X Feature Weight
2.1.3	Proven skills in agile development methodologies, ensuring timely and efficient project delivery while maintaining high standards of quality and performance. Experienced in working with multiple stakeholders and creating comprehensive documentation to support project objectives and outcomes.	0 = Absent 1 = Deficient: Mentions Agile but lists no specific certifications or methodology. 2 = Meets: Demonstrated experience as Scrum Master/PM in Agile teams. 3 = Exceeds: Experience setting up Agile transformation or leading multiple squads. 4 = Significantly Exceeds: Experience with SAFe (Scaled Agile) or large GovTech rollouts.		1.5	Feature Scores Assigned X Feature Weight
2.1.4	At least the university degree in Computer Science, Software Engineering, or Related Field, relevant certification (such as PMP, CSM, PMI-ACP, CSDP, PRINCE2 Practitioner, ISO/IEC etc.) is highly desirable.	Bachelor's Degree in Computer Science or Related Field=1 Bachelor's Degree + Relevant Certification =2 Master's Degree in Computer Science, Software Engineering, or Related Field + Relevant Certification=3 Doctorate Degree in Computer Science, Software Engineering, or Related Field + Relevant Certification =4		1	Feature Scores Assigned X Feature Weight
TOTAL					

Table B1 2.2

No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.2	**Senior Backend Developer**				
2.2.1	At least 5 years of professional experience in backend development, including designing and implementing scalable server-side applications.	5 yrs = 1 6 yrs = 2 7 yrs and 1 implemented/completed project with backend development, including designing and implementing scalable server-side applications= 3 >8 yrs and 2 implemented/completed projects with backend development,		1.25	Feature Scores Assigned X Feature Weight

No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
		including designing and implementing scalable server-side applications = 4			
2.2.2	Extensive experience with RESTful API design, development, and integration, using modern enterprise frameworks (e.g., .NET Core, Java Spring Boot, Node.js, or similar). Proficiency in creating robust, secure, and scalable APIs, utilizing industry-standard frameworks and best practices for authentication, versioning, and documentation.	0 = Absent 1 = Deficient: Basic API experience; lacks security/documentation details. 2 = Meets: Strong REST experience with Swagger/OpenAPI. 3 = Marginally Exceeds: Experience with GraphQL, gRPC, or Microservices. 4 = Significantly Exceeds: High-load optimization, Message Queues (RabbitMQ/Kafka).		1.25	Feature Scores Assigned X Feature Weight
2.2.3	Strong experience with database design for scalable applications, including proficiency in normalization, indexing, query optimization, and the use of both relational (e.g., MSSQL, MySQL) and NoSQL (e.g., MongoDB, Elasticsearch) databases. Ability to design and implement efficient schemas, manage large datasets, and ensure high availability and performance.	0 = Absent 1 = Deficient: Generic SQL knowledge only. 2 = Meets: Proficient in normalization and complex queries. 3 = Marginally Exceeds: Experience with Sharding, Partitioning, or Geo-Spatial Data. 4 = Significantly Exceeds: Database clustering, replication, and high-availability setups.		0.75	Feature Scores Assigned X Feature Weight
2.2.4	Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.	Bachelor's Degree in Related Field of Computer Science or Informatics and Applied Mathematics=1 Bachelor's Degree in Computer Science or Informatics and Applied Mathematics=2 Master's Degree in Related Field of Computer Science or Informatics and Applied Mathematics=3 Master's Degree in Computer Science or Informatics and Applied Mathematics=4		0.5	Feature Scores Assigned X Feature Weight
TOTAL					

Table B1 2.3					
No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.3	**Senior Frontend Developer**				
2.3.1	At least 5 years of professional experience in frontend development, building complex and responsive web applications.	5 yrs = 1 6 yrs = 2 7 yrs and 1 implemented/completed project with frontend development, building complex and responsive web applications= 3 >8 yrs and 2 implemented/completed projects with frontend development, building complex and responsive web applications = 4		1.25	Feature Scores Assigned X Feature Weight
2.3.2	Extensive experience with modern frontend frameworks and libraries, including but not limited to React.js, Angular, and Vue.js. Proven ability to build dynamic, responsive, and user-friendly interfaces with a strong understanding of component-based architecture, state management, and virtual DOM. Skilled in optimizing performance, ensuring cross-browser compatibility, and implementing best practices for accessibility and maintainability.	0 = Absent 1 = Deficient: Simple jQuery or basic HTML/CSS. 2 = Meets: Solid experience with component architecture (e.g., React Hooks). 3 = Marginally Exceeds: Complex State Management (Redux, NgRx) and Unit Testing. 4 = Significantly Exceeds: Performance tuning (Lazy loading), Server-Side Rendering (Next.js/Nuxt).		1.25	Feature Scores Assigned X Feature Weight
2.3.3	Strong experience in integrating frontend applications with RESTful APIs and other backend services like WebSockets, ensuring efficient and reliable communication between systems.	0 = Absent 1 = Deficient: Basic Fetch/Axios usage. 2 = Meets: Error handling, interceptors, and JWT authentication flow. 3 = Marginally Exceeds: Real-time data handling (WebSockets/SignalR). 4 = Significantly Exceeds: Offline-first architecture (PWA) or detailed caching strategies.		0.75	Feature Scores Assigned X Feature Weight
2.3.4	Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.	Bachelor's Degree in Related Field of Computer Science or Informatics and Applied Mathematics=1 Bachelor's		0.5	Feature Scores Assigned X

		Degree in Computer Science or Informatics and Applied Mathematics=2 Master's Degree in Related Field of Computer Science or Informatics and Applied Mathematics=3 Master's Degree in Computer Science or Informatics and Applied Mathematics=4			Feature Weight
TOTAL					

Table B1 2.4

No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.4	**Senior Mobile (Android) Developer**				
2.4.1	At least 5 years of professional experience in mobile application development, with a focus on Android.	5 yrs = 1 6 yrs = 2 7 yrs and 1 implemented/completed project with mobile application development, with a focus on Android = 3 >8 yrs and 2 implemented/completed projects with mobile application development, with a focus on Android = 4		1.25	Feature Scores Assigned X Feature Weight
2.4.2	Extensive experience in designing and developing complex Android applications using native Android (Java/Kotlin) or cross-platform frameworks such as React Native, Flutter, or .NET MAUI, with a focus on efficient battery management. Proficient in working with camera functionalities and geolocation services to create feature-rich and optimized mobile applications.	0 = Absent 1 = Deficient: Basic CRUD apps only. 2 = Meets: Published apps with Camera/Location usage. 3 = Marginally Exceeds: Advanced background processing, battery optimization. 4 = Significantly Exceeds: Offline Data Sync (SQLite/Realm) or Custom Maps integration.		1.25	Feature Scores Assigned X Feature Weight
2.4.3	Strong experience in integrating mobile applications with RESTful APIs and other backend services like WebSockets, ensuring efficient and reliable communication between systems.	0 = Absent 1 = Deficient 2 = Meets: Secure API consumption (OAuth2/Biometrics). 3 = Marginally Exceeds: Push Notifications (Firebase) & Deep Linking. 4 = Significantly Exceeds: CI/CD for Mobile (Fastlane) or Automated UI Testing.		0.75	Feature Scores Assigned X Feature Weight
2.4.4	Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.	Bachelor's Degree in Related Field of Computer Science or Informatics and Applied Mathematics=1 Bachelor's Degree in Computer Science or Informatics and Applied Mathematics=2 Master's Degree in Related Field of Computer Science or Informatics and Applied Mathematics=3 Master's Degree in Computer Science or Informatics and Applied Mathematics=4		0.5	Feature Scores Assigned X Feature Weight
TOTAL					

Table B1 2.5

No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.5	**QA (Quality Assurance) Engineer**				
2.5.1	At least 5 years of professional experience in software quality assurance, with a strong focus on both manual and automated testing for enterprise-level applications.	5 yrs. = 1 6 yrs. = 2 7 yrs. = 3 8 yrs. and more = 4		1.25	Feature Scores Assigned X Feature Weight
2.5.2	Extensive experience in designing and implementing automated testing frameworks using industry-standard tools such as Selenium, Cypress, or Playwright. Proven ability to conduct performance and load testing using tools like JMeter or k6 to ensure system stability under high traffic (3,000+ users).	0 = Absent 1 = Deficient: Manual testing only. 2 = Meets: Standard automated scripts (Selenium/Cypress/ Playwright) and basic load tests. 3 = Marginally Exceeds: Automated regression suite integrated into the nightly build pipeline. 4 = Significantly Exceeds: "Shift-Left" testing approach with automated Performance Testing in the CI pipeline (e.g., stopping builds if latency increases).		1.25	Feature Scores Assigned X Feature Weight

No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.5.3	Strong experience in API testing (using tools like Postman or Swagger) and integrating testing suites into CI/CD pipelines to ensure continuous quality delivery. proficient in defect tracking and lifecycle management using tools like Jira.	0 = Absent 1 = Deficient: No API testing evidence. 2 = Meets: Functional API testing using Postman collections. 3 = Marginally Exceeds: Contract Testing (e.g., Pact) to ensure backend/frontend compatibility. 4 = Significantly Exceeds: Automated Security/Penetration Testing (DAST) integrated into the QA workflow.		0.75	Feature Scores Assigned X Feature Weight
2.5.4	Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field.	0 = No relevant degree 2 = Bachelor's in related field 3 = Bachelor's in CS/IT 4 = Master's or PhD in CS/IT		0.5	Feature Scores Assigned X Feature Weight
TOTAL					

Table B1 2.6					
No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
2.6	**DevOps & Security Engineer**				
2.6.1	At least 5 years of professional experience in system administration, DevOps, and Information Security, specifically for high-availability government or mission-critical systems.	5 yrs. = 1 6 yrs. = 2 7 yrs. = 3 8 yrs. and more = 4		1.25	Feature Scores Assigned X Feature Weight
2.6.2	Extensive experience with containerization and orchestration technologies (Docker, Kubernetes) and managing CI/CD pipelines (e.g., GitLab CI, Jenkins, or GitHub Actions). Proficient in Linux server administration (Ubuntu/RedHat), web server configuration (Nginx, IIS), and infrastructure-as-code (Terraform or Ansible).	0 = Absent 1 = Deficient: Manual server management (SSH); no containerization. 2 = Meets: Standard Docker/Kubernetes setup with CI/CD pipelines. 3 = Marginally Exceeds: Infrastructure as Code (Terraform/Ansible) fully implemented. 4 = Significantly Exceeds: GitOps methodology (e.g., ArgoCD) and Service Mesh (e.g., Istio) for traffic management.		1.25	Feature Scores Assigned X Feature Weight
2.6.3	Strong experience in implementing security best practices (DevSecOps), including network security, firewall configuration, SSL/TLS management, and vulnerability assessment. Familiarity with OWASP security standards and data protection regulations for handling sensitive public sector data.	0 = Absent 1 = Deficient: Basic firewall only. 2 = Meets: Standard SSL and network segregation (DMZ). 3 = Marginally Exceeds: Automated Vulnerability Scanning (e.g., SonarQube, Trivy) in the pipeline. 4 = Significantly Exceeds: Zero Trust Architecture implementation and immutable infrastructure practices.		0.75	Feature Scores Assigned X Feature Weight
2.6.4	Bachelor's degree in Computer Science, Software Engineering, Information Technology, or a related field. Relevant certifications (e.g., CISSP, AWS Certified DevOps, Certified Kubernetes Administrator) are highly desirable.	0 = No degree/certs 2 = Bachelor's degree 3 = Bachelor's + 1 Relevant Cert 4 = Bachelor's/Master's + Multiple Certs		0.5	Feature Scores Assigned X Feature Weight
TOTAL					

(a) The total technical points assigned to each Proposal in the Evaluated Proposal Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the Proposal in accordance with the PDS and the scoring methodology below:

Technical proposal scoring methodology

(a) During the evaluation process, the evaluation committee will assign each 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 proposal), 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.

(b) 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 $\sum_{i=1}^{k} w_{ji} = 1$

(c) The Category Technical Scores will be combined in a weighted sum to form the total Technical Proposal 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 PDS
n = the number of categories

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

In addition to the above Evaluation Factors/Parameters specified under sub-point (a) of 2.2 - Technical Evaluation, the evaluation will be conducted on a pass/fail basis for the following factors of the Proposals. A pass indicates that

the proposal meets the specified criteria, while a fail indicates that it does not meet the criteria.

(i)   quality of the Proposer'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 or proposed by the Proposer based on the Proposer's experience.

3. Technical alternatives

If invited in accordance with ITP 13.4, will be evaluated as follows: ***none***

4. Financial Evaluation

The following factors and methods will apply:

(a) Time Schedule:

The number of weeks, from the effective date specified in Article 3 of the Contract Agreement, to achieve Operational Acceptance must be no more than: **48 weeks, consistent with the Implementation Schedule.**

A Proposal offering to achieve Operational Acceptance earlier than the maximum number of weeks shall not be given credit for proposal evaluation purposes.

(b) Recurrent Costs

none

(c)   Specific additional criteria

The relevant evaluation method, if any, shall be as follows:

Not Applicable

5.   Combined Evaluation

The Purchaser will evaluate and compare the Proposals that have been determined to be substantially responsive.
An Evaluated Proposal Score (B) will be calculated for each responsive Proposal using the following formula, which permits a comprehensive assessment of the evaluated cost and the technical merits of each Proposal:

$$B \equiv \frac{Clow}{C} * X * 100 + \frac{T}{Thigh} * (1 - X) * 100$$

where

C =   Evaluated Proposal Price

C_{low} =   the lowest of all Evaluated Proposal Prices among responsive Proposals

T =   the total Technical Score awarded to the Proposal

T_{high} =   the Technical Score achieved by the Proposal that was scored best among all responsive Proposals

X =   weight for the Cost as specified in the PDS (60%)

The Proposal with the best evaluated Proposal Score (B) among responsive Proposals shall be the Most Advantageous Proposal provided the Proposer was prequalified and/or it was found to be qualified to perform the Contract

ANNEX 1 to Point 1.1, "Qualification Requirements", under Section III
1. **Qualification Requirements table**

Factor	1.1 ELIGIBILITY					
		Criteria				Documentation Required
			Proposer			
Sub-Factor	Requirement	Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.1.1 Nationality	Nationality in accordance with ITP 4.4.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1.1 and 1.1.2, with attachments
1.1.2 Conflict of Interest	No- conflicts of interests as described in ITP 4.2.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.1.3 Bank Ineligibility	Not having been declared ineligible by the Bank as described in ITP 4.5.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal
1.1.4 State owned Entity of the Borrower country	Compliance with conditions of ITP 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –1.1.1 and 1.1.2, with attachments
1.1.5 United Nations resolution or Borrower's country law	Not having been excluded as a result of prohibition in the Borrower's country laws or official regulations against commercial relations with the Proposer's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITP 4.8	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Proposal

Factor	1.2 HISTORICAL CONTRACT NON-PERFORMANCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
			Single Entity	Joint Venture (existing or intended)		
		Single Entity	All members combined	Each member	At least one member	
1.2.1 History of non-performing contracts	Non-performance of a contract[1] did not occur as a result of Proposer's default since 1st January *2020*.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement[2]	N / A	Form CON - 2
1.2.2 Suspension	Not under suspension based on execution of a Proposal Securing Declaration or Proposal Securing Declaration pursuant to ITP 4.7 and ITP 20.10	Must meet requirement	N / A	Must meet requirement	N / A	Letter of Proposal
1.2.3 Pending Litigation	Proposer's financial position and prospective long term profitability still sound according to criteria established in 1.3.1 below and assuming that all pending litigation will be resolved against the Proposer.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement	N / A	Form CON – 2
1.2.4 Litigation History	No consistent history of court/arbitral award decisions against the Proposer[3] since 1st January *2020*	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form CON – 2
1.2.5 Bank's SEA and/or SH Disqualification	At the time of Contract Award, not subject to disqualification by the Bank for non-compliance with SEA/ SH obligations	Must meet requirement (including each subcontractor proposed by the Proposer)	N/A	Must meet requirement (including each subcontractor proposed by the Proposer)	N/A	Letter of Proposal, Form CON-3

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[1] Nonperformance, as decided by the Purchaser, shall include all contracts where (a) nonperformance was not challenged by the contractor, including through referral to the dispute resolution mechanism under the respective contract, and (b) contracts that were so challenged but fully settled against the contractor. Nonperformance shall not include contracts where Purchaser decision was overruled by the dispute resolution mechanism. Nonperformance must be based on all information on fully settled disputes or litigation, i.e. dispute or litigation that has been resolved in accordance with the dispute resolution mechanism under the respective contract and where all appeal instances available to the applicant have been exhausted.

[2] This requirement also applies to contracts executed by the Applicant as JV member.

[3]   The Proposer shall provide accurate information on the related Letter of Proposal about any litigation or arbitration resulting from contracts completed or ongoing under its execution over the last five years. A consistent history of awards against the Proposer or any member of a joint venture may result in failure of the Proposal.

Factor	1.3 FINANCIAL SITUATION					
Sub-Factor	Criteria					**Documentation Required**
	Requirement	**Proposer**				
		Single Entity	**Joint Venture (existing or intended)**			
			All members combined	**Each member**	**At least one member**	
1.3.1 Historical Financial Performance	Submission of audited balance sheets or / independent financial auditor's reports or other financial statements/tax reports (e.g. profit/income calculation forms issued to State Revenue committee) acceptable to the Purchaser, for the last 3 years (i.e. 2022, 2023, and 2024) to demonstrate the current soundness of the Proposers financial position and its prospective long term profitability.	Must meet requirement	N / A	Must meet requirement	N / A	Form FIN – 1.3.1 with attachments
1.3.2 Average Annual Turnover	Minimum average annual turnover of EURO 2,500,000 in any 2 out of the last 3 years (i.e. 2022, 2023, and 2024).	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.2
1.3.3 Financial Resources	The Proposer must demonstrate access to, or availability of, financial resources such as liquid assets, unencumbered real assets, lines of credit, and other financial means, other than any contractual advance payments to meet the following cash-flow requirement: EURO 250,000 To prove access to sufficient financial resources the Proposer is required to provide evidence. This could include, for instance, e.g. (i) confirmation of lines of credit or the availability of financial instruments issued by a Bank, or (ii) Bank statements or financial institution verification affirming the availability of liquid assets.	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –1.3.3

Factor	1.4 EXPERIENCE					
	Criteria					Documentation Required
Sub-Factor	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
1.4.1 General Experience	Experience under Software Development contracts, in the role of prime supplier or management contractor or JV member, or subcontractor, for at least 5 years (whether continuous or cumulative) within the past 10 (ten) years (2015-2025) prior to the proposal submission deadline. In the case of a Joint Venture (JV) each member must demonstrate relevant experience in their assigned field of responsibility, as defined in the JV Agreement. The required experience cannot be met cumulatively by combining unrelated experience across members or across field. Each field's requirement must be satisfied by the member responsible for that field.	Must meet requirement	N / A	Must meet requirement	N / A	Form EXP-1.4.1
1.4.2 Specific Experience	The Proposer MUST have participated in at least 1 (one) successfully completed contract within the past 5 (five) years (2021-2025) as a prime supplier or management contractor or JV member, or subcontractor, that have been successfully and/or substantially completed (Any sensitive information can be concealed or hidden.). The contract (s) should be in a similar nature to the proposed Information System in terms of complexity, methods, and technology. The presented contract(s) must be supported by: (a) a brief project description, (b) a list of technologies used, (c) the scope and scale of the project, and (d) a reference from the client/purchaser to verify project details, such as a reference letter or equivalent documentation.	Must meet requirement	Must meet requirements	N / A	Must meet requirements	Form EXP 1.4.2

Factor	1.4 EXPERIENCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Proposer				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
	The Proposer MUST provide a copy of the successfully or substantially completed similar contract(s) and demonstrate their completion status. This shall be documented by an Operational Acceptance Certificate or any equivalent documentation satisfactory to the Purchaser, issued by the purchaser(s).					

SECTION IV - PROPOSAL FORMS

Table of Forms

Letter of Proposal- Technical Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT
The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.
<u>*Note*</u>: *All italicized text is to help Proposers in preparing this form.*

Date of this Proposal submission: *[insert **date (as day, month and year) of Proposal submission**]*
RFP No.: *[insert **number of RFP process**]*
Alternative No.: *[insert **identification No if this is a Proposal for an alternative,** otherwise state **"not applicable"**]*

We, the undersigned, declare that:

To: *[insert **complete name of Purchaser**]*

    (a) **No reservations:** We have examined and have no reservations to the request for proposals document, including Addenda issued in accordance with Instructions to Proposers (ITP 8);

    (b) **Eligibility**: We meet the eligibility requirements and have no conflict of interest in accordance with ITP 4;

    (c) **Proposal-Securing Declaration:** We have not been suspended nor declared ineligible by the Purchaser based on execution of a Proposal-Securing Declaration or Proposal-Securing Declaration in the Purchaser's Country in accordance with ITP 4.7;

(d)   **Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH):** [*select the appropriate option from (i) to (v) below and delete the others. In case of JV members and/or subcontractors, indicate the status of disqualification by the Bank of each JV member and/or subcontractor]*.

    We, including any of our subcontractors:

    (iv)   [have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]

    (v)   [are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]

    (vi)   [had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.]

(e) **Conformity:** We offer to provide design, supply and installation services in conformity with the request for proposals document of the following: [*insert a brief description of the IS Design, Supply and Installation Services*];

(f) **Proposal Validity:** Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1],* and it shall remain binding upon us and may be accepted at any time before the expiration of that period;

(g) **Performance Security:** If our Proposal is accepted, we commit to obtain a Performance Security in accordance with the request for proposals document;

(h) **One Proposal Per Proposer:** We are not submitting any other Proposal(s) as an individual Proposer, and we are not participating in any other Proposal(s) as a Joint Venture member, and meet the requirements of ITP 4.3, other than alternative Proposals submitted in accordance with ITP 13;

(i) **Suspension and Debarment**: We, along with any of our subcontractors, suppliers, consultants, manufacturers, or service providers for any part of the contract, are not subject to, and not controlled by any entity or individual that is subject to, a temporary suspension or a debarment imposed by the World Bank Group or a debarment imposed by the World Bank Group in accordance with the Agreement for Mutual Enforcement of Debarment Decisions between the World Bank and other development banks. Further, we are not ineligible under the Purchaser's Country laws or official regulations or pursuant to a decision of the United Nations Security Council;

(j) **State-owned enterprise or institution**: [*select the appropriate option and delete the other*: **We are not a state-owned enterprise or institution** / **We are a state-owned enterprise or institution but meet the requirements of ITP 4.6**];

(k) **Commissions, gratuities and fees**: We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: *[insert **complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity**]*

Name of Recipient	Address	Reason	Amount

*[If none has been paid or is to be paid, indicate "**none**."]*

(l) **Binding Contract**: We understand that this Proposal, together with your written acceptance thereof included in your Letter of Acceptance, shall constitute a binding contract between us, until a formal contract is prepared and executed;

(m)**Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Proposal, the Most Advantageous Proposal or any other Proposal that you may receive; and

(n) **Fraud and Corruption:** We hereby certify that we have taken steps to ensure that no person acting for us or on our behalf engages in any type of Fraud and Corruption.

Name of the Proposer: *[insert **complete name of the Proposer**]
Name of the person duly authorized to sign the Proposal on behalf of the Proposer: **[insert **complete name of person duly authorized to sign the Proposal**]
Title of the person signing the Proposal: [insert **complete title of the person signing the Proposal**]
Signature of the person named above: [insert **signature of person whose name and capacity are shown above**]
Date signed [insert **number**] day of [insert **month**], [insert **year**]

*: In the case of the Proposal submitted by joint venture specify the name of the Joint Venture as Proposer
**: Person signing the Proposal shall have the power of attorney given by the Proposer to be attached with the Proposal

FORM ELI 1.1.1- PROPOSER INFORMATION FORM

*[**Note**: The Proposer shall fill in this Form in accordance with the instructions indicated below. No alterations to its format shall be permitted and no substitutions shall be accepted.]*

Date: *[insert **date (as day, month and year) of Proposal submission**]*

RFP No.: *[insert **number of Request for Proposals process**]*

Alternative No.: *[insert **identification No if this is a Proposal for an alternative**]* otherwise state **"not applicable"**

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1. Proposer's Name *[insert **Proposer's legal name**]*
2. In case of JV, legal name of each member : *[insert **legal name of each member in JV**]*
3. Proposer's actual or intended country of registration: *[insert **actual or intended country of registration**]*
4. Proposer's year of registration: *[insert **Proposer's year of registration**]*
5. Proposer's Address in country of registration: *[insert **Proposer's legal address in country of registration**]*

6. Proposer's Authorized Representative Information
 	
   Name: *[insert **Authorized Representative's name**]*
   Address: *[insert **Authorized Representative's Address**]*
   Telephone/Fax numbers: *[insert **Authorized Representative's telephone/fax numbers**]*
   Email Address: *[insert **Authorized Representative's email address**]*

7.   Attached are copies of original documents of *[check the box(es) of the attached original documents]*
☐ Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITP 4.4.
☐ In case of JV, letter of intent to form JV or JV agreement, in accordance with ITP 4.1.
☐ In case of state-owned enterprise or institution, in accordance with ITP 4.6 documents establishing:
  ● Legal and financial autonomy
  ● Operation under commercial law
  ● Establishing that the Proposer is not under the supervision of the Purchaser

8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]*

FORM ELI 1.1.2- PROPOSER'S JV MEMBERS INFORMATION FORM

[The Proposer shall fill in this Form in accordance with the instructions indicated below. The following table shall be filled in for the Proposer and for each member of a Joint Venture].

Date: *[insert **date (as day, month and year) of Proposal submission**]*

RFP No.: *[insert **number of Request for Proposals process**]*

Alternative No.: *[insert **identification No if this is a Proposal for an alternative,** otherwise state **"not applicable"**]*

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1. Proposer's Name: *[insert **Proposer's legal name**]*
2. Proposer's JV Member's   name: *[insert **JV's Member legal name**]*
3. Proposer's JV Member's country of registration: *[insert **JV's Member country of registration**]*
4. Proposer's JV Member's year of registration: *[insert **JV's Member year of registration**]*
5. Proposer's JV Member's legal address in country of registration: *[insert **JV's Member legal address in country of registration**]*
6. Proposer's JV Member's authorized representative information Name: *[insert **name of JV's Member authorized representative**]* Address: *[insert **address of JV's Member authorized representative**]* Telephone/Fax numbers: *[insert **telephone/fax numbers of JV's Member authorized representative**]* Email Address: *[insert **email address of JV's Member authorized representative**]*

7.   Attached are copies of original documents of *[check the box(es) of the attached original documents]*

☐   Articles of Incorporation (or equivalent documents of constitution or association), and/or registration documents of the legal entity named above, in accordance with ITP 4.4.

☐   In case of a state-owned enterprise or institution, documents establishing legal and financial autonomy, operation in accordance with commercial law, and they are not under the supervision of the Purchaser in accordance with ITP 4.6.

8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[The successful Proposer shall provide additional information on beneficial ownership for each JV member using the Beneficial Ownership Disclosure Form.]*

FORM CON – 2- HISTORICAL CONTRACT NON-PERFORMANCE, PENDING LITIGATION AND LITIGATION HISTORY

In case a prequalification process was conducted this form should be used only if the information submitted at the time of prequalification requires updating

Proposer's Legal Name: *[insert **Proposer's Legal Name]***

Date: _____*[insert **date]***

JV member Legal Name: *[insert **JV Member Legal Name]***

RFP No.: *[insert **RFP number]***

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Non-Performed Contracts in accordance with Section III, Evaluation and Qualification Criteria				
□ Contract non-performance did not occur since 1st January *2020* specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.2.1. □ Contract(s) not performed since 1st January *2020* specified in Section III, Evaluation and Qualification Criteria, requirement 1.2.1				
Year	**Non-performed portion of contract**	**Contract Identification**		**Total Contract Amount (current value, currency, exchange rate and EURO equivalent)**
[insert year]	*[insert amount and percentage]*	Contract Identification: *[indicate **complete contract name/ number, and any other identification]*** Name of Employer: *[insert **full name]*** Address of Employer: *[insert **street/city/country]*** Reason(s) for nonperformance: *[indicate **main reason(s)]***		*[insert **amount]***
Pending Litigation, in accordance with Section III, Evaluation and Qualification Criteria				
□ No pending litigation in accordance with Sub-Factor 1.2.3.				
□ Pending litigation in accordance with Sub-Factor 1.2.3 as indicated below.				

Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), EURO Equivalent (exchange rate)
[specify year]	*[specify amount and currency]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]* Matter in dispute: *[describe **Matter of dispute**]* Party who initiated the dispute: *[specify **Initiator of dispute**]* Status of dispute: *[specify **Status of dispute**]*	*[specify **total contract amount and currency, EURO equivalent and exchange rate**]*
[specify year]	*[specify amount and currency]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]* Matter in dispute: *[describe **Matter of dispute**]* Party who initiated the dispute: *[specify **Initiator of dispute**]* Status of dispute: *[specify **Status of dispute**]*	*[specify **total contract amount and currency, EURO equivalent and exchange rate**]*
Litigation History in accordance with Section III, Evaluation and Qualification Criteria			
☐ No Litigation History in accordance with Sub-Factor 1.2.4. ☐ Litigation History in accordance with Sub-Factor 1.2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), EURO Equivalent (exchange rate)
[specify year]	*[specify percentage of net worth]*	Contract Identification: *[insert **Contract ID**]* Name of Employer: *[insert **Name of Employer**]* Address of Employer: *[insert **Address of Employer**]*	*[specify **total contract amount and currency, EURO equivalent and exchange rate**]*

FORM CON – 3

SEXUAL EXPLOITATION AND ABUSE (SEA) AND/OR SEXUAL HARASSMENT PERFORMANCE DECLARATION

[The following table shall be filled in by the Proposer, each member of a Joint Venture and each subcontractor proposed by the Proposer]

Proposer's Name: *[insert full name]*
Date: *[insert day, month, year]*
Joint Venture Member's or Subcontractor's Name: *[insert full name]*
RFP No. and title: *[insert RFP number and title]*
Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration
in accordance with Section III, Qualification Criteria, and Requirements
We: ☐ (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations   ☐ (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations   ☐ (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.
[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]

FORM EXP 1.4.1- GENERAL EXPERIENCE

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

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Starting Month / Year	Ending Month / Year	Years *	Contract Identification	Role of Proposer
[insert month / year]	*[insert month / year]*	*[insert number of years]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]* [insert "Prime Contractor" or "JV Member" or "Sub-contractor" or "Management Contractor"]
[insert month / year]	*[insert month / year]*	*[insert number of years]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System**]* Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract**]* [insert "Prime Contractor" or "JV Member" or "Sub-contractor" or "Management Contractor"]

Starting Month / Year	Ending Month / Year	Years *	Contract Identification	Role of Proposer
[insert month / year]	*[insert month / year]*	*[insert number of years]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System]*** Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract]*** [insert "Prime Contractor" or "JV Member" or "Sub-contractor" or "Management Contractor"]
[insert month / year]	*[insert month / year]*	*[insert number of years]*	Contract name: *[insert **Name of Contract**]* Brief Description of the Information System performed by the Proposer: *[describe **Information System]*** Name of Purchaser: *[insert **Name of Purchaser**]* Address: *[insert **Address of Purchaser**]*	*[describe **role of Proposer under the contract]*** [insert "Prime Contractor" or "JV Member" or "Sub-contractor" or "Management Contractor"]

*List calendar year for years with contracts with at least nine (9) months activity per year starting with the earliest year

FORM EXP 1.4.2- SPECIFIC EXPERIENCE

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Similar Contract Number: ___ of ___ required.	Information		
Contract Identification	*[insert **Contract ID**]*		
Award date Completion date	*[insert **Date of Award** [insert **Date of Completion**		
Role in Contract	● Prime Supplier	● Management Contractor	● Subcontractor
Total contract amount			
If member in a JV or subcontractor, specify participation of total contract amount			
Purchaser's Name:	_____		
Address: Telephone/fax number: E-mail:	_____ _____ _____		

FORM EXP 1.4.2 (CONT.)- SPECIFIC EXPERIENCE (CONT.)

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Similar Contract No. *[insert specific number]* of *[insert total number of contracts]* required	Information
Description of the similarity in accordance with Sub-Factor 1.4.2 of Section III:	
Amount	*[insert **contract amount and currency and EURO equivalent and exchange rate**]*
Geographical Scope	*[describe **geographic scope of the users of the information system**]*
Functional Scope	*[describe **the functionalities provided by the information system**]*
Methods/Technology	*[describe **methodologies and technologies used to implement the information system**]*
Key Activities	*[describe **the key activities of the Proposer under the contract**]*

FORM CCC- SUMMARY SHEET: CURRENT CONTRACT COMMITMENTS / WORK IN PROGRESS

[Proposers and each partner to a Joint Venture 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.]

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Name of contract	Purchaser, contact address/tel./fax	Value of outstanding Information System (current EURO equivalent)	Estimated completion date	Average monthly invoicing over last six months (EURO equivalent/month)
1. *[insert **Name of Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in EURO equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in EURO equivalent and exchange rate**]*
2. *[insert **Name of Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in EURO equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in EURO equivalent and exchange rate**]*
3. *[insert **Name of Contract**]*	*[insert **Name of Purchaser, contact address, telephone / fax number**]*	*[insert **Total Outstanding Contract Value of the information system in EURO equivalent and exchange rate**]*	*[insert **Estimated completion date**]*	*[insert **Average monthly invoices in EURO equivalent and exchange rate**]*
...				

FORM FIN 1.3.1- FINANCIAL SITUATION: HISTORICAL FINANCIAL PERFORMANCE

To be completed by the Proposer and, if JV, by each member
Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

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Financial information in EURO equivalent	Historic information for previous *[insert **number**]* years *(EURO equivalent in 000s)*						
	Year 1	Year 2	Year 3	Year …	Year n	Avg.	Avg. Ratio
Information from Balance Sheet							
Total Assets (TA)							
Total Liabilities (TL)							
Net Worth (NW)							
Current Assets (CA)							
Current Liabilities (CL)							
Information from Income Statement							
Total Revenue (TR)							
Profits Before Taxes (PBT)							

Attached are copies of financial statements (balance sheets, including all related notes, and income statements) for the years required above complying with the following conditions:

  (a) Must reflect the financial situation of the Proposer or member to a JV, and not sister or parent companies
  (b) Historic financial statements must be audited by a certified accountant
  (c) Historic financial statements must be complete, including all notes to the financial statements
  (d) Historic financial statements must correspond to accounting periods already completed and audited (no statements for partial periods shall be requested or accepted)

FORM FIN 1.3.2- AVERAGE ANNUAL TURNOVER

[To be completed by the Proposer and, if JV, by each member]
Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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Annual turnover data (applicable activities only)		
Year	Amount and Currency	EURO equivalent
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in EURO equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in EURO equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in EURO equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in EURO equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in EURO equivalent and exchange rate**]*
*[insert **year**]*	*[insert **amount and currency**]*	*[insert **amount in EURO equivalent and exchange rate**]*
*Average Annual Turnover	*[insert **amount and currency**]*	*[insert **amount in EURO equivalent and exchange rate**]*

*Average annual turnover calculated as total certified payments received for work in progress or completed, divided by the number of years specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 1.3.2.

FORM FIN 1.3.3- FINANCIAL RESOURCES

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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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 cash flow demands of the subject contract or contracts as indicated in Section III, Evaluation and Qualification Criteria

Source of financing	Amount (EURO equivalent)
1. *[describe **type and source of available financing**]*	*[insert **amount of available financing in EURO equivalent and exchange rate**]*
2. *[describe **type and source of available financing**]*	*[insert **amount of available financing in EURO equivalent and exchange rate**]*
3. *[describe **type and source of available financing**]*	*[insert **amount of available financing in EURO equivalent and exchange rate**]*
4. *[describe **type and source of available financing**]*	*[insert **amount of available financing in EURO equivalent and exchange rate**]*

PERSONNEL CAPABILITIES- KEY PERSONNEL

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

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Proposers should provide the names and details of the suitably qualified Personnel to perform the Contract. The data on their experience should be supplied using the Form PER-2 below for each candidate.

Key Personnel

1.	Title of position: *[insert **Title of position / role in team**]*	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	*[insert **the whole period (start and end dates) for which this position will be engaged**]*
	Time commitment: for this position:	*[insert **the number of days/week/months/ that has been scheduled for this position**]*
	Expected time schedule for this position:	*[insert **the expected time schedule for this position (e.g. attach high level Gantt chart**]*
2.	Title of position: *[insert **Title of position / role in team**]*	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	*[insert **the whole period (start and end dates) for which this position will be engaged**]*
	Time commitment: for this position:	*[insert **the number of days/week/months/ that has been scheduled for this position**]*
	Expected time schedule for this position:	*[insert **the expected time schedule for this position (e.g. attach high level Gantt chart**]*
3.	Title of position: **Cyber security Expert/s**	
	[Include as required]	
	Name of candidate: *[insert **Name of Candidate**]*	
	Duration of appointment:	*[insert **the whole period (start and end dates) for which this position will be engaged**]*
	Time commitment: for this position:	*[insert **the number of days/week/months/ that has been scheduled for this position**]*

	Expected time schedule for this position:	[*insert* **the expected time schedule for this position (e.g. attach high level Gantt chart**]

Candidate Summary

To be completed by the Proposer and, if JV, by each member

Proposer's Legal Name: *[insert **Proposer's Legal Name**]*

Date: *[insert **Date**]*

JV Member Legal Name: *[insert **JV Member Legal Name**]*

RFP No.: *[insert **RFP number**]*

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Position; *[insert **Title of Position**]*		Prime • Alternate	
Candidate information	Name of candidate *[insert **Name of Candidate**]*	Date of birth *[insert **Date of Birth**]*	
	Professional qualifications *[describe **Professional qualifications**]*		
Present employment	Name of Employer *[insert **Name of Present Employer**]*		
	Address of Employer *[insert **Address of Present Employer**]*		
	Telephone *[insert **Telephone** of Contact]*	Contact (manager / personnel officer) *[insert **Name**]*	
	Fax *[insert **fax of Contact**]*	email *[insert **email of Contact**]*	
	Job title of candidate *[insert **Job Title of Candidate**]*	Years with present Employer *[insert **J... Number of years**]*	

Summarize professional experience over the last twenty years, in reverse chronological order. Indicate particular technical and managerial experience relevant to the project.

From	To	Company/Project/ Position/Relevant technical and management experienc...
[insert year]	*[insert year]*	*[describe **experience relevant to the proposed Contract under the ... RFP**]*
[insert year]	*[insert year]*	*[describe **experience relevant to the proposed Contract under the ... RFP**]*
[insert year]	*[insert year]*	*[describe **experience relevant to the proposed Contract under the ... RFP**]*
[insert year]	*[insert year]*	*[describe **experience relevant to the proposed Contract under the ... RFP**]*

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL FORM

Note to the Proposer:
The minimum content of the Code of Conduct form as set out by the Purchaser shall not be substantially modified. However, the Proposer may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Proposer shall initial and submit the Code of Conduct form as part of its proposal.

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL

We are the Supplier, [*enter name of Supplier*]. We have signed a contract with [*enter name of Purchaser*] for [*enter description of the Information System*]. The Information System will be supplied to and installed at [*enter the Project Site/s]*. Our contract requires us to implement measures to address environmental and social risks.

This Code of Conduct identifies the behavior that we require from Supplier's Personnel employed in the execution of the Contract at the Project Site/s.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT
Supplier's Personnel employed in the execution of the Contract at the Project Site/s shall:
1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Supplier's Personnel and any other person;
3. maintain a safe working environment including by:
    a. ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
    b. wearing required personal protective equipment;
    c. using appropriate measures relating to chemical, physical and biological substances and agents; and
    d. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;

6. not engage in any form of sexual harassment including unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Supplier's or Purchaser's Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
8. not engage in in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation and Abuse, and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Purchaser, or who makes use of the grievance mechanism for Supplier's Personnel or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Supplier's Social Expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Supplier to handle these matters*] in writing at this address [   ] or by telephone at [   ] or in person at [   ]; or
2. Call [   ] to reach the Supplier's hotline *(if any)* and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by the Supplier's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR SUPPLIER's PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend.
I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Supplier's contact person(s) with relevant experience*] requesting an explanation.
Name of Supplier's Personnel: *[insert **name**]*

Signature: _____

Date: (day month year): *[insert **date**]*
Countersignature of authorized representative of the Supplier:
Signature: _____
Date: (day month year): *[insert **date**]*

ATTACHMENT 1: Behaviors constituting SEA and behaviors constituting SH

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

**BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA)
AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)**

The following non-exhaustive list is intended to illustrate types of prohibited behaviors.

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Supplier's Personnel tells a member of the community that he/she can get them jobs related to the project site in exchange for sex.

- A Supplier's Personnel rapes, or otherwise sexually assaults a member of the community.

- A Supplier's Personnel denies a person access to the Project Site/s unless he/she performs a sexual favor.

- A Supplier's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- A Supplier's Personnel comment on the appearance of another Supplier's Personnel (either positive or negative) and sexual desirability.

- When a Supplier's Personnel complains about comments made by another Supplier's Personnel on his/her appearance, the other Supplier's Personnel comment that he/she is "asking for it" because of how he/she dresses.

- Unwelcome touching of a Supplier's Personnel or Purchaser's Personnel by another Supplier's Personnel.

- A Supplier's Personnel tells another Supplier's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

TECHNICAL CAPABILITIES

*[**Note***: To be completed by the Proposer and, if JV, by each member]*
Proposer's Legal Name: *[insert **Proposer's Legal Name**]*
Date: *[insert **Date**]*
JV Member Legal Name: *[insert **JV Member Legal Name**]*
RFP No.: *[insert **RFP number**]*

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The Proposer shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. The Proposer should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Proposer proposes to utilize in the execution of the Contract or Contracts.

MANUFACTURER'S AUTHORIZATION

[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.]

Invitation for Proposals Title and No.: *[Purchaser insert: **RFP Title and Number]***

To: *[Purchaser insert: **Purchaser's Officer to receive the Manufacture's Authorization]***

WHEREAS *[insert: **Name of Manufacturer**]* who are official producers of *[insert: **items of supply by Manufacturer**]* and having production facilities at *[insert: **address of Manufacturer**]* do hereby authorize *[insert: **name of Proposer or Joint Venture**]* located at *[insert: **address of Proposer or Joint Venture**]* (hereinafter, the "Proposer") to submit a proposal 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 request for proposals process results in a Contract between you and the Proposer, the above-listed products will come with our full standard warranty.

Name *[insert: **Name of Officer]***   in the capacity of *[insert: **Title of Officer]***
Signed _____
Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Manufacturer**]*
 Dated this *[insert: **ordinal**]* day of *[insert: **month**]*, *[insert: **year**]*.
[add Corporate Seal (where appropriate)]

SUBCONTRACTOR'S AGREEMENT

Note: *This agreement should be written on the letterhead of the Subcontractor and be signed by a person with the proper authority to sign documents that are binding on the Subcontractor.*

Invitation for Proposals Title and No.: *[Purchaser insert: **RFP Title and Number**]*

To: *[Purchaser insert: **Purchaser's Officer to receive the Subcontractor's Agreement**]*

WHEREAS *[insert: **Name of Subcontractor**],* having head offices at *[insert: **address of Subcontractor**],* have been informed by *[insert: **name of Proposer or Joint Venture**]* located at *[insert: **address of Proposer or Joint Venture**]* (hereinafter, the "Proposer") that it will submit a proposal in which *[insert: **Name of Subcontractor**]* will provide *[insert: **items of supply or services provided by the Subcontractor**].*   We hereby commit to provide the above named items, in the instance that the Proposal is awarded the Contract.

Name *[insert: **Name of Officer**]* in the capacity of *[insert: **Title of Officer**]*
Signed _____
Duly authorized to sign the authorization for and on behalf of: *[insert: **Name of Subcontractor**]*
Dated this *[insert: **ordinal**]* day of *[insert: **month**]*, *[insert: **year**]*.
[add Corporate Seal (where appropriate)]

List of Proposed Subcontractors

	Item	Proposed Subcontractor	Place of Registration & Qualifications

INTELLECTUAL PROPERTY FORMS

Notes to Proposers on working with the Intellectual Property Forms

In accordance with ITP 11.1(j), Proposers must submit, as part of their proposals, lists of all the Software included in the proposal assigned to one of the following categories: (a) System, General-Purpose, or Application Software; (b) Standard or Custom Software; (c) Proprietary or Open Source. Proposers must also submit a list of all Custom Materials. These categorizations are needed to support the Intellectual Property in the GCC and SCC. The Proposer must also include the text of the software licenses for the software titles proposed.

Only third party Software shall be eligible to qualify as Standard Software.
For the purposes of the forms third party Software shall mean software Intellectual Property Rights to which are existing at the time of entry into this Agreement and are not owned by the Supplier and are to have an assisting function in the operation of the final product without limiting Purchasers ability to further customize the product for other public service use cases.
Only Material pertaining to the Standard Software shall qualify as Standard Material.

Software List

	(select one per title)			(select one per title)		(select one per title)	
Title	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

Attachments: Proposed Software Licenses

For the present RFP, only third party Software shall be eligible to qualify as Standard Software.

For the purposes of this RFP third party Software shall mean software Intellectual Property Rights to which are existing at the time of entry into this Agreement and are not owned by the Supplier and are to have an assisting function in the operation of the final product without limiting Purchasers ability to further customize the product for other public service use cases.

Only Material pertaining to the Standard Software shall qualify as Standard Material.

List of Custom Materials

Custom Materials
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*

CONFORMANCE OF INFORMATION SYSTEM MATERIALS

Format of the Technical Proposal

In accordance with ITP 16.2, the documentary evidence of conformity of the Information System to the request for proposals documents includes (but is not restricted to):

(a).   The Proposer's Preliminary Project Plan, including, but not restricted, to the topics specified in the PDS ITP 16.2. The Preliminary Project Plan should also state the Proposer's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Proposer's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.

(b).   A written confirmation by the Proposer 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 Technical Requirements.

(c).   As a Part of the technical proposal the Proposer MUST present a detailed description of the Proposer's proposed technical solution conforming in all material aspects with the Technical Requirements (Section VII) and other parts of this RFP Documents, overall as well as in regard to the essential technical and performance characteristics of each component making up the proposed Information System

(d).   Item-by-Item Commentary on the Technical Requirements demonstrating the substantial responsiveness of the overall design of the System and the individual Information Technologies, Goods, and Services offered to those Technical Requirements.
        In demonstrating the responsiveness of its proposal, the Proposer must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Proposer's Technical Proposal will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in supporting materials included the Proposer's Technical Proposal.

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Proposer's response must provide clear evidence for the evaluation team to assess the credibility of the response. A response of "yes" or "will do" is unlikely to convey the credibility of the response. The Proposer should indicate *that* – and to the greatest extent practical – *how* the Proposer would comply with the requirements if awarded the contract. Whenever the technical requirements relate to feature(s) of existing products (e.g., hardware or software), the features should be described and the relevant product literature referenced. When the technical requirements relate to professional services (e.g., analysis, configuration, integration, training, etc.) some effort should be expended to describe how they would be rendered – not just a commitment to perform the [cut-and-paste] requirement. Whenever a technical requirement is for the Supplier to provide certifications (e.g., ISO 9001), copies of these certifications must be included in the Technical Proposal.

Note: As required in PDS 11.2 (j), include method statement, management strategies and implementation plans and innovations, to manage cyber security risks.

Note: The Manufacture's Authorizations (and any Subcontractor Agreements) are to be included in Attachment 2 (Proposer Qualifications), in accordance with and ITP 15.

Note: As a matter of practice, the contract cannot be awarded to a Proposer whose Technical Proposal deviates (materially) from the Technical Requirements – *on any Technical Requirement*. Such deviations include omissions (e.g., non-responses) and responses that do not meet or exceed the requirement. Extreme care must be exercised in the preparation and presentation of the responses to all the Technical Requirements.

(e).   Supporting materials to underpin the Item-by-item Commentary on the Technical Requirements (e.g., product literature, white-papers, narrative descriptions of technical approaches to be employed, etc.). In the interest of timely proposal evaluation and contract award, Proposers are encouraged not to overload the supporting materials with documents that do not directly address the Purchaser's requirements.

Note: To facilitate proposal evaluation and contract award, Proposers encouraged to provide electronic copies of their Technical Proposal – preferably in a format that the evaluation team can extract text from to facilitate the proposal clarification process and to facilitate the preparation of the Proposal Evaluation Report.

Technical Responsiveness Checklist (Format)

Tech. Require. No. _	Technical Requirement: *[insert: **abbreviated description of Requirement**]*
Proposer's technical reasons supporting compliance:	
Proposer's cross references to supporting information in Technical Proposal:	

FORM OF PROPOSAL SECURITY (BANK GUARANTEE)

[The bank shall fill in this Bank Guarantee Form in accordance with the instructions indicated.]

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *[Purchaser to insert its **name and address**]*

RFP No.: *[Purchaser to insert reference **number for the RFP**]*

Alternative No*.: [Insert identification No if this is a Proposal for an alternative]*

Date: *[Insert **date of issue**]*

PROPOSAL GUARANTEE No.: *[Insert **guarantee reference number**]*

We have been informed that *[insert **name of the Proposer**, which in the case of a joint venture shall be the name of the joint venture (whether legally constituted or prospective) or the names of all members thereof]* (hereinafter called "the Applicant") has submitted or will submit the Beneficiary its proposal (hereinafter called "the Proposal") for the execution of *[insert **Name of Contract**]* under Request for Proposals No. [*insert **number**]* ("the RFP").

Furthermore, we understand that, according to the Beneficiary's, Proposals must be supported by a Proposal guarantee.

At the request of the Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert **amount in figures** ([insert **amount in words**)]* upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or a separate signed document accompanying the demand, stating that either the Applicant:

(a)   has withdrawn its Proposal prior to the Proposal validity expiry date set forth in the Applicant's Letter of Proposal, or any extended date provided by the Applicant; or

(b)   having been notified of the acceptance of its Proposal by the Beneficiary prior to the expiry date of the Proposal validity or any extension thereof provided by the Applicant has failed to: (i) execute the Contract Agreement, if required, or (ii) furnish the performance security, in accordance with the Instructions to Proposers ("ITP") of the Beneficiary's request for proposals document.

This guarantee will expire: (a) if the Applicant is the successful Proposer, upon our receipt of copies of the contract agreement signed by the Applicant and the Performance Security issued to the Beneficiary in relation to such Contract Agreement; or (b) if the Applicant is not the successful Proposer, upon the earlier of (i) our receipt of a copy of the Beneficiary's

notification to the Applicant of the results of the request for proposals process; or (ii) twenty-eight days after the expiry date of the Proposal 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 (URDG) 2010 Revision, ICC Publication No. 758.

_____

[signature(s)]

Letter of Proposal - Financial Part

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE DOCUMENT

The Proposer must prepare this Letter of Proposal on stationery with its letterhead clearly showing the Proposer's complete name and business address.

<u>*Note*</u>*: All italicized text is to help Proposers in preparing this form.*

Date of this Proposal submission: [*insert date (as day, month and year) of Proposal submission*]
Request for Proposal No.: [*insert identification*]
Alternative No.: [*insert identification No if this is a Proposal for an alternative*]

To: **[*insert complete name of Purchaser*]**

We, the undersigned, hereby submit the second part of our Proposal, the Proposal Price and Priced Activity Schedule. This accompanies the Letter of Proposal- Technical Part.

In submitting our Proposal, we make the following additional declarations:

(a) **Proposal Validity**: Our Proposal shall be valid until *[insert day, month and year in accordance with ITP 19.1]*, and it shall remain binding upon us and may be accepted at any time on or before this date;

(b) **Total Price**: The total price of our Proposal, excluding any discounts offered in item (c) below is: [Insert one of the options below as appropriate]

   [Option 1, in case of one lot:] Total price is: [<u>*insert the total price of the Proposal in words and figures, indicating the various amounts and the respective currencies*</u>];

   Or

   [Option 2, in case of multiple lots:] (a) Total price of each lot [*insert the total price of each lot in words and figures, indicating the various amounts and the respective currencies*]; and (b) Total price of all lots (sum of all lots) [*insert the total price of all*

> *lots in words and figures, indicating the various amounts and the respective currencies*];

(c) **Discounts:** The discounts offered and the methodology for their application are:

   (i) The discounts offered are: [*Specify in detail each discount offered*]

   (ii) The exact method of calculations to determine the net price after application of discounts is shown below: [*Specify in detail the method that shall be used to apply the discounts*];

(d) **Commissions,** gratuities **and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the procurement process or execution of the Contract: [*insert complete name of each Recipient, its full address, the reason for which each commission or gratuity was paid and the amount and currency of each such commission or gratuity*].

Name of Recipient	Address	Reason	Amount

   (If none has been paid or is to be paid, indicate "none.")

Name of the Proposer:*[*insert complete name of the Proposer*]

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: ** [*insert complete name of person duly authorized to sign the Proposal*]

Title of the person signing the Proposal: [*insert complete title of the person signing the Proposal*]

Signature of the person named above: [*insert signature of person whose name and capacity are shown above*]

Date signed [*insert date of signing*] **day of** [*insert month*], [*insert year*]

*: In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer.

**: Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules

PRICE SCHEDULE FORMS

Notes to Proposers on working with the Price Schedules

General

1.   The Price Schedules are divided into separate Schedules as follows:
      3.1   Grand Summary Cost Table
      3.2   Supply and Installation Cost Summary Table
      3.3   Recurrent Cost Summary Table N/A
      3.4   Supply and Installation Cost Sub-Table(s)
      3.5   Recurrent Cost Sub-Tables(s) N/A
      3.6   Country of Origin Code Table

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 Proposers shall have read the Technical Requirements and other sections of these request for proposals 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 Proposers are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Proposers in the request for proposals documents prior to submitting their proposal.

Pricing

4.   Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Proposer. As specified in the Proposal Data Sheet, prices shall be fixed and firm for the duration of the Contract.

5.   Proposal prices shall be quoted in the manner indicated and in the currencies specified in ITP 18.1 and ITP 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these request for proposals documents.

6.   The Proposer must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of proposals has passed. A single error in specifying a unit price can therefore change a Proposer's overall total proposal price substantially, make the proposal noncompetitive, or subject the Proposer to possible loss. The Purchaser will correct any arithmetic error in accordance with the provisions of ITP 32.

7.   Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITP 18.2, no more than three foreign currencies may be used.

3.1   Grand Summary Cost Table

		[insert: **Local Currency**] **Price[4]**	[insert: **Foreign Currency A**] **Price[5]**	[insert: **Foreign Currency B**] **Price[6]**	[insert: **Foreign Currency C**] **Price[7]**
1.	Supply and Installation Costs for Information System/Software (The amount for this line was generated (from the sum of the costs listed under the following line items in the "Supply and Installation Cost Summary Table 3.2"))				
2.	Grand Totals (to Proposal Submission Form)				

Name of Proposer:	
Authorized Signature of Proposer:	

---

[4] **Price without Resident VAT**
[5] **Price without Non-Resident Taxes (VAT and Profit Tax)**
[6] **Price without Non-Resident Taxes (VAT and Profit Tax)**
[7] **Price without Non-Resident Taxes (VAT and Profit Tax)**

3.2 Supply and Installation Cost Summary Table
Costs MUST reflect prices and rates quoted in accordance with ITP 17 and 18.

Line Item No.	Subsystem / Item	Supply and Installation Cost Sub-Table No.	Locally supplied items	Items supplied from outside the Purchaser's Country			
			[insert: Local Currency] Price	*[insert: Local Currency]* Price	*[insert: Foreign Currency A]* Price	*[insert: Foreign Currency B]* Price	*[insert: Foreign Currency C]* Price
0	**Project Plan**	- -	- -	- -	- -	- -	- -
1	**Phase 1: Inception & Scope Refinement**[8]	1					
2	**Phase 2: Development Sprints**[9]	1					
3	**Phase 3: Pilot & Final Launch**[10]	1					
	Operational Acceptance of the System as an integrated whole[11]						

---

[8] **Note:** The subtotal for each phase must align with the corresponding payment milestone(s) specified in **GCC 12.1 (Terms of Payment)**. Each subtotal should clearly reflect the percentage or fixed amount payable at each milestone, ensuring consistency with the contractual payment schedule.

[9] **Note:** The subtotal for each phase must align with the corresponding payment milestone(s) specified in **GCC 12.1 (Terms of Payment)**. Each subtotal should clearly reflect the percentage or fixed amount payable at each milestone, ensuring consistency with the contractual payment schedule.

[10] **Note:** The subtotal for each phase must align with the corresponding payment milestone(s) specified in **GCC 12.1 (Terms of Payment)**. Each subtotal should clearly reflect the percentage or fixed amount payable at each milestone, ensuring consistency with the contractual payment schedule.

[11] **Note:** The subtotal for each phase must align with the corresponding payment milestone(s) specified in **GCC 12.1 (Terms of Payment)**. Each subtotal should clearly reflect the percentage or fixed amount payable at each milestone, ensuring consistency with the contractual payment schedule.

Line Item No.	Subsystem / Item	Supply and Installation Cost Sub-Table No.	Supply & Installation Prices				
			Locally supplied items	Items supplied from outside the Purchaser's Country			
			[insert: Local Currency] Price	*[insert: Local Currency]* Price	*[insert: Foreign Currency A]* Price	*[insert: Foreign Currency B]* Price	*[insert: Foreign Currency C]* Price
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 Proposer:	
Authorized Signature of Proposer:	

3.3   Recurrent Cost Summary Table N/A

3.4   Supply and Installation Cost Sub-Tables

Supply and Installation Cost Sub-Table 1 **Line-item number: 2.** **Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.**								
						Total Prices		
				Supplied Locally	**Supplied from outside the Purchaser's Country**			
Component No.	**Component Description**	**Country of Origin Code**	**Quantity**	*[insert: **local currency]***	*[insert: **local currency]***	*[insert: **foreign currency A]***	*[insert: **foreign currency B]***	*[insert: **foreign currency C]***
1.1	System Architecture Design Document, Scoping discussion, Requirement Analysis, workflow prioritization and iteration plans	- -	- -					
1.2	UI/UX Design Prototypes (based on Henaket Design System and Material Design System)	- -	- -					
SUBTOTAL Generated from Component No. 1.1-1.2 should be transferred to the Supply and Installation Cost Summary Table no. 3.2, Line Item No. 1								

Supply and Installation Cost Sub-Table 2 Line-item number: 2 Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.								
					Total Prices			
				Supplied Locally	Supplied from outside the Purchaser's Country			
Component No.	Component Description	Country of Origin Code	Quantity	*[insert: local currency]*	*[insert: local currency]*	*[insert: foreign currency A]*	*[insert: foreign currency B]*	*[insert: foreign currency C]*
2.1	Iteration Cycle 1. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
2.2	Iteration Cycle 2. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
2.3	Iteration Cycle 3. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					

				Total Prices					
				Supplied Locally		**Supplied from outside the Purchaser's Country**			
2.4	Iteration Cycle 4. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						
2.5	Iteration Cycle 5. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						
2.6	Iteration Cycle 6. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						
2.7	Iteration Cycle 7. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						

Supply and Installation Cost Sub-Table 2
Line-item number: 2

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

Supply and Installation Cost Sub-Table 2 Line-item number: 2 Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.									
						Total Prices			
				Supplied Locally		Supplied from outside the Purchaser's Country			
2.8	Iteration Cycle 8. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						
2.9	Iteration Cycle 9. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						
2.10	Iteration Cycle 10. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						
2.11	Iteration Cycle 11. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -						

Supply and Installation Cost Sub-Table 2 Line-item number: 2 Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.								
						Total Prices		
				Supplied Locally		Supplied from outside the Purchaser's Country		
2.12	Iteration Cycle 12. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
2.13	Iteration Cycle 13. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
2.14	Iteration Cycle 14. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
2.15	Iteration Cycle 15. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					

				Total Prices				
				Supplied Locally	**Supplied from outside the Purchaser's Country**			
2.16	Iteration Cycle 16. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
2.17	Iteration Cycle 17. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
2.18	Iteration Cycle 18. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)	- -	- -					
SUBTOTAL Generated from Component No. 2.1-2.18 should be transferred to the Supply and Installation Cost Summary Table no. 3.2, Line Item No. 2								

Supply and Installation Cost Sub-Table 2
Line-item number: 2

Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.

				Total Prices				
Supply and Installation Cost Sub-Table 3								
Line-item number: 3								
Prices, rates, and subtotals MUST be quoted in accordance with ITP 17 and ITP 18.								
				Supplied Locally	**Supplied from outside the Purchaser's Country**			
Component No.	**Component Description**	**Country of Origin Code**	**Quantity**	*[insert: local currency]*	*[insert: local currency]*	*[insert: foreign currency A]*	*[insert: foreign currency B]*	*[insert: foreign currency C]*
3.1	Training of Trainers & User Manuals	- -	- -					
3.2	Final System Handover & Go-Live	- -	- -					
SUBTOTAL Generated from Component No. 3.1 and 3.2 should be transferred to the Supply and Installation Cost Summary Table no. 3.2, Line Item No. 3								

Note: - - indicates not applicable.

Name of Proposer:		
Authorized Signature of Proposer:		

3.5   Recurrent Cost Sub-Table N/A

3.6   Country of Origin Code Table

Country of Origin	Country Code		Country of Origin	Country Code		Country of Origin	Country Code

SECTION V - ELIGIBLE COUNTRIES

Eligibility for the Provision of Information System

In reference to ITP 4.8 and ITP 5.1, for the information of the Proposers, at the present time firms and information systems from the following countries are excluded from this procurement process:

Under ITP 4.8(a) and ITP 5.1: *none*

Under ITP 4.8(b) and ITP 5.1: *none*

SECTION VI - FRAUD AND CORRUPTION

(SECTION VI SHALL NOT BE MODIFIED)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

    a. Defines, for the purposes of this provision, the terms set forth below as follows:

        i. "corrupt practice" 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" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

        iii. "collusive practice" 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" 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:

            (c) deliberately destroying, falsifying, altering, or concealing of evidence 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

            (d) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

    b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

    c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any

time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;[12] (ii) to be a nominated[13] sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;

e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect[14] all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

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[12] For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

[13] A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

[14] Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

PART 2 – PURCHASER'S REQUIREMENTS

SECTION VII - REQUIREMENTS OF THE INFORMATION SYSTEM

(INCLUDING TECHNICAL REQUIREMENTS, IMPLEMENTATION SCHEDULE, SYSTEM INVENTORY TABLES, BACKGROUND AND INFORMATIONAL MATERIALS) NEW "COMMUNITY POLICE MANAGEMENT SYSTEM" (CPMS) FOR THE MINISTRY OF INTERNAL AFFAIRS (MIA)

DEVELOPMENT OF NEW CUSTOM SOFTWARE SOLUTION (CSW)

Technical Requirements

TABLE OF CONTENTS

1. Acronyms and Abbreviations

Acronym	Definition
ABAC	Attribute-Based Access Control
ADW	Analytical Data Warehouse
API	Application Programming Interface
BI	Business Intelligence
BPMN	Business Process Model and Notation
CA	Call Activity (in BPMN)
CES	Compulsory Enforcement Service
CI	Confidential Informant
CP	Community Police
CPD	Community Police Departments
CPDD	Community Police Department Dispatcher
CPHQ	Community Police Headquarters
CPMS	Community Police Management System
CPO	Community Police Officer
CPRU	Community Police Response Unit
CRUD	Create, Read, Update, Delete
CSV	Comma-Separated Values
DEMS	Digital Evidence Management System
DoB	Date of Birth
DV	Domestic Violence
EMS	Electronic Monitoring System
EOL	End-of-Life
ER	Entity-Relationship

ETL	Extract, Transform, Load
GIS	Geographic Information System
GPS	Global Positioning System
HR	Human Resources
HTTP	Hypertext Transfer Protocol
IACP	International Association of Chiefs of Police
IC	Information Center
ID	Identification or Identifier
IJIS	IJIS Institute
IP	Internet Protocol
ISSEMS	Integrated Social Service Electronic Management System
JSON	JavaScript Object Notation
LTS	Long-Term Support
MIA	Ministry of Internal Affairs
MO	Modus Operandi
OAuth	OAuth 2.0 (Authentication Framework)
OGC	Open Geospatial Consortium
OMC	Operations Management Center
OMS	Operational Management System
OMG	Object Management Group
PSN	Public Service Number
QR Code	Quick Response Code
RA	Republic of Armenia
REST	Representational State Transfer
RFP	Request for Proposals
RMS	Records Management System
SaaS	Software as a Service

SLA	Service Level Agreement
SMS	Short Message Service
SSO	Single Sign-On
TM-s	MIA Vehicle Registry
TLS	Transport Layer Security
ToR	Terms of Reference
UI	User Interface
URL	Uniform Resource Locator
UX	User Experience
WFS	Web Feature Service
WMS	Web Map Service
XLSX	Microsoft Excel Open XML Spreadsheet

2. Purpose

This document defines the objectives, scope, and guiding principles for the **"Community Police Management System" (CPMS)** under the Ministry of Internal Affairs (MIA) of the Republic of Armenia. It establishes a common framework for all stakeholders to ensure that CPMS modules, workflows, and integrations operate coherently to support evidence-based, transparent, and community-oriented policing in Armenia.

3. Background

The **Ministry of Internal Affairs** comprises several specialized police units. For the purpose of this project, the focus is on three key forces:

- **Patrol Police:** Responsible for enforcing traffic laws, maintaining public order through regular patrols, and acting as first responders to road accidents and public safety incidents. The Patrol police are also tasked with securing and preserving crime scenes until further investigation is initiated.

- **Community Police:** Responsible for localized crime prevention, addressing cases of domestic violence, ensuring the safety of juveniles, and conducting investigations into minor and medium-level offenses. The Community police play a preventative role, managing permit and inspection processes, and conducting profiling and monitoring activities for at-risk groups and individuals.

- **Criminal Police:** Responsible for detection, prevention, and investigation of serious and particularly serious crimes, including the identification and apprehension of persons of interest related to these major crimes.

The MIA currently utilizes the **Operations Management System (OMS)**, a real-time, web-based platform primarily used by the Patrol Police and, in the near term, by the Rescue Service. The OMS integrates incident registration (with audio records, descriptive narratives, and geolocation data), task assignment for patrol units, and GIS-based[15] monitoring into a unified operational interface.

The objective of this project is to develop a new, standalone **CPMS** that operates independently, while maintaining full interoperability with the existing OMS for the data exchange and synchronization.

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[15] GIS-based monitoring refers to the use of Geographic Information Systems (GIS) for real-time visualization and analysis of location-based data, enabling the mapping of incidents, patrol units, and operational zones within an interactive geospatial interface.

The **Community Police Headquarters (CPHQ)** operates under the MIA as the national command structure responsible for community-level policing. The CPHQ consists of several specialized sub-departments, including:

- **Department of Oversight and Compliance**: responsible for internal supervision, compliance assurance and performance monitoring.

- **Department of Operations and Analysis:** responsible for strategic planning, data analysis, and operational coordination.

- **Department of Training and Methodology**: responsible for training delivery, procedural guidance, and methodological standardization.

- **Department of Duty Operations**: responsible for 24-hour operational coordination, task dispatching, and incident monitoring.

- **Department of Administrative Affairs and Complaints**: responsible for managing citizen appeals, complaints, and related administrative processing.

The CPMS shall be designed to serve all of these departments and their respective information-management needs. The detailed structure of the CPHQ, along with detailed role definitions, shall be finalized through joint clarification sessions between the Vendor and the Community Police representatives designated by MIA.

Beneath the Headquarters level, the organizational hierarchy extends to **District Community Police Departments** (also referred to as **Community Police Departments (CPD)**) that manage day-to-day operations at the district level. Each CPD includes:

- a **Community Police Department Dispatcher (CPDD)**, responsible for task assignment and coordination of incident response within the district;

- several **Community Police Response Units (CPRUs)**, each comprising   one or more **Community Police Officers (CPOs)** equipped for field response and incident documentation.

This section provides only a high-level overview of the Community Police organizational structure. The Vendor shall work closely with MIA and Community Police representatives to validate the final operational model and ensure that all CMPS workflows, role permissions, and data entities accurately reflect the final approved hierarchy.

4. Scope of Services

The scope of this assignment encompasses the complete design, development, deployment, documentation, and training activities required for the CPMS.

The selected vendor shall work in close collaboration with the Ministry of Internal Affairs (MIA) to deliver a fully operational, secure, and sustainable solution that meets the functional, and organizational requirements of the Community Police.

The services under this assignment shall cover all phases of system development, from requirements validation and system architecture design to deployment, user training, and knowledge transfer, ensuring the CPMS is fully aligned with the MIA's operational environment and digital governance standards.

4.1. Overall Responsibilities

The Vendor shall:

- Design, develop, and deploy the CPMS as a modular, web-based and mobile-enabled software platform in full alignment with the functional and technical requirements described in this ToR.

- Collaborate closely with MIA's designated IT and Community Police teams throughout the entire system development lifecycle to ensure that the delivered solution accurately reflects operational workflows, data requirements, and business rules.

- Provide comprehensive documentation covering system architecture, configuration, deployment procedures, and user operations, consistent with the standards defined under the *Business Continuity* section.

- Plan and conduct structured user training sessions for Community Police and administrative personnel , utilizing the official "Trainings or Trains" system where applicable.

4.2. Deliverables

The Vendor shall deliver a fully functional, production-ready **"Community Police Management System" (CPMS)** in accordance with the technical, functional, and performance specifications defined of this ToR. The following deliverables are required as part of the assignment:

4.2.1. Core Software Platform

- A complete and modular CPMS platform composed of all functional modules listed in Section 3.2.

- Fully implemented, web-based administrative and operational interfaces

- Mobile application for Community Police Response Units, supporting full offline operation and synchronization.

- Integrated workflow and task orchestration across all modules.

- Secure, API-first backend architecture enabling interoperability with external systems.

4.2.2. User-Facing Services

Public-facing web portals for citizens and businesses to apply for and track community police services, such as:

- **Firearm Permits and Renewals**

- **Inspection Scheduling**

- **Administrative Appeals and Complaints**

4.2.3. Documentation Package

To ensure long-term business continuity and knowledge transfer to the MIA, the Vendor is required to provide a complete documentation package and assets:

- **Complete Codebase Package**: All source code, libraries, assets, and scripts files should be included, without missing components.

- **Deployment and Setup**

  - Deployment Documentation: Detailed Instructions for build, deployment, and rollback procedures with screenshots.

  - Setup and Installation Guides: Step-by-step guidance for installation and configuration of the application with screenshots.

  - Configuration Files: Descriptions for all configuration files/files and their default values.

  - Environment Variables: Clear definition of each variable, including purpose and defaults.

  - Resource Requirements: Hardware, software, network, and other system prerequisites.

- **Architecture & Integration**

  - High-Level Architecture Diagram: Visual overview of all CPMS components of the application.

○ API and Integration Details: Documentation of endpoints and external integration points.

○ Database Documentation: Schemas or ER diagrams, and migration scripts.

4.2.4. Training & Knowledge Transfer

- Training materials and user manuals in Armenian, aligned with the "Training of Trainers" methodology.

- Instructor-led training sessions for key user groups (Community Police officers, supervisors, dispatchers, and administrators).

- Knowledge-transfer workshops for MIA technical teams covering system maintenance, configuration, and troubleshooting.

4.2.5. Deployment

Phased deployment plan, including:

- Controlled **Pilot Rollout** for a limited group of users.

- Post-pilot evaluation and adjustments.

- Full-scale **Production Deployment** with verified performance and data integrity.

4.2.6. Business Process Configuration

Implementation and configuration of all predefined workflows identified by MIA experts, including at minimum: Profiling Flow, Juvenile Safety Flow, Domestic Violence Flow, Firearm Permits & Management Flow, Arrest & Detention Flow.

Each workflow must be fully functional, tested, and documented with final implementation diagrams approved by MIA.

4.2.7. Testing and Quality Assurance

Test plan including unit, integration, user acceptance, and performance testing. Final acceptance report summarizing test results and demonstrating conformance with all performance and security requirements defined in the ToR.

4.3. Functional Scope

The solution shall include the development and configuration of all core modules of the CPMS, including but not limited to:

- **API Access Control Module**

- **Form Builder Module**

- **Workflows Module**

- **Task Management Module**

- **Incidents Activity Module**

- **Investigation Case Management Module**

- **Property & Evidence Module**

- **Profiling Module**

- **Permits & Inspections Module**

- **Map Module**

- **Fines Integration Module**

- **Unit, Personnel & Asset Management Module**

- **Electronic Monitoring System (EMS) Integration**

Using these modules, the Vendor shall configure and implement the predefined business process flows identified by MIA experts, including but not limited to the *Profiling*, *Juvenile Safety*, *Domestic Violence*, *Firearm Permits & Management*, and *Arrest and Detention* workflows.

Important note: All workflow diagrams included in this ToR are conceptual. The Vendor shall develop final implementation diagrams based on the agreed process definitions and submit them for formal review and written approval by the MIA prior to implementation.

5. System Architecture and Design Principles

The system architecture of the CPMS, data flows as well as the connections with the other internal modules and external systems are presented in Diagram 1.
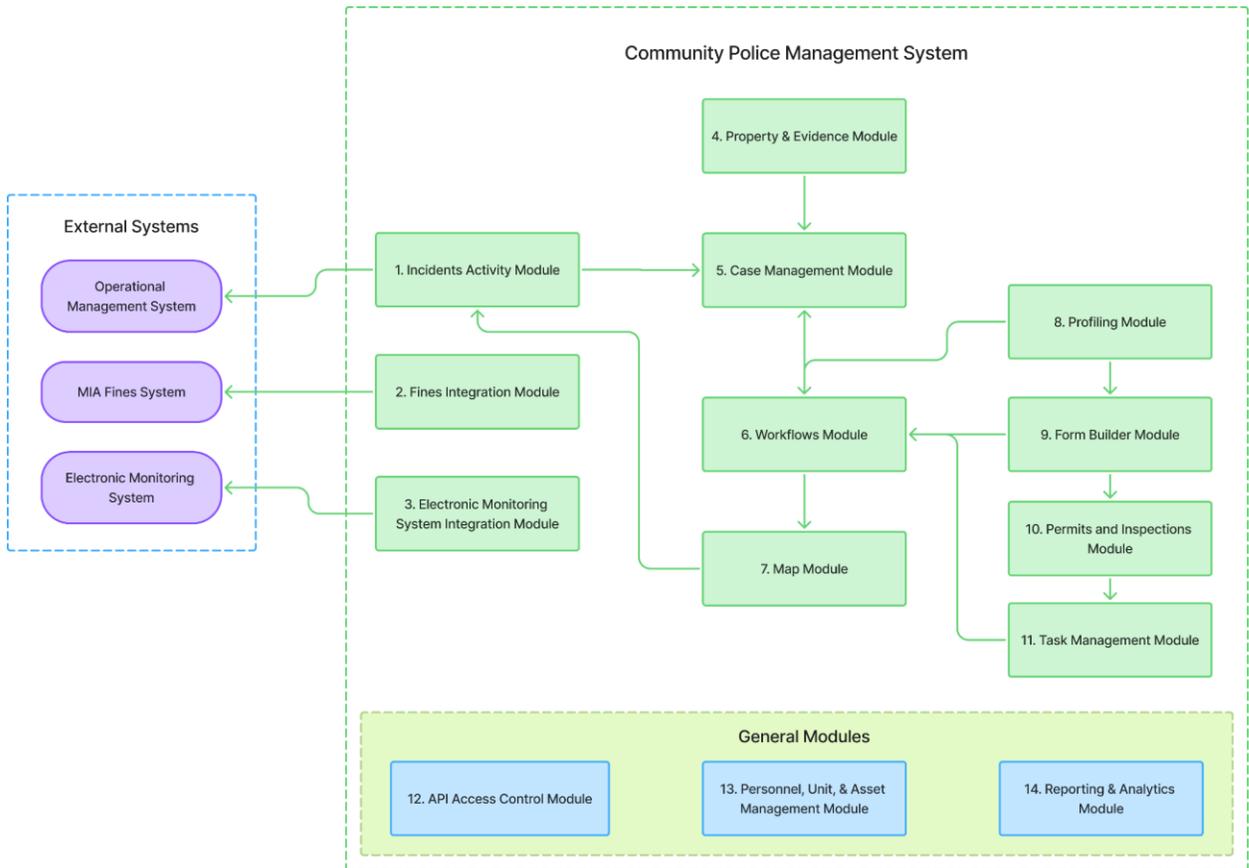

Diagram 1: High level module interactions

5.1. Module Interaction

The following subsections outline the core modules and their respective functions.

1. **Incidents Activity Module** The primary platform for managing on-scene Community Police responses, acting as the bridge between OMS and CPMS to govern the incident lifecycle from alert to closure or escalation. (Reference: Section 9)

2. **Fines Integration Module** A bridge to the main MIA Fines System, allowing officers to securely launch the external system and pull a person's fine history into their CPMS profile. (Reference: Section 15)

3. **Electronic Monitoring System (EMS) Integration** Connects the CPMS to a third-party EMS, allowing officers to enroll subjects and enabling the CPMS to automatically receive alerts (like proximity breaches) and create new, high-priority incidents. (Reference: Section 17)

4. **Property & Evidence Module** Manages the complete lifecycle of all physical and digital evidence, ensuring a secure and unbroken "Chain of Custody" from collection to final disposition. (Reference: Section 11)

5. **Case Management Module** The system for managing the full lifecycle of criminal and administrative investigations, providing a central digital case file to consolidate all evidence, reports, and tasks. (Reference: Section 10)

6. **Workflows Module** The core automation engine of the CPMS, providing a visual, low-code platform (based on BPMN 2.0 principles) for administrators to design, automate, and monitor all multi-step police processes. (Reference: Section 7)

7. **Map Module** Provides all geospatial (GIS) functionality, allowing users to see real-time unit locations, visualize data (like incident hotspots or permits) on a map, and perform location-based analysis. (Reference: Section 14)

8. **Profiling Module** Provides a 360-degree view of individuals by consolidating data from all other modules, supporting proactive policing by helping officers assess risks and plan preventative interventions. (Reference: Section 12)

9. **Form Builder Module** A core low-code/no-code tool that allows non-technical administrators to build, manage, and deploy any digital form, from simple reports to complex questionnaires, without vendor help. (Reference: Section 6)

10. **Permits and Inspections Module** A comprehensive platform that digitizes and manages the full lifecycle of all official permits, including applications, on-site inspections, scheduling, renewals, and revocations. (Reference: Section 13)

11. **Task Management Module** The central "to-do list" for all officers and supervisors, aggregating tasks from the Workflows Module into a single interface to ensure accountability and timely completion. (Reference: Section 8)

12. **API Access Control Module** A secure gateway that manages all API keys, permissions, and integrations for the CPMS, ensuring all programmatic access is auditable and controlled. (Reference: Section 5)

13. **Personnel, Unit, & Asset Management Module** An administrative module for managing the Community Police's organizational hierarchy, personnel records, user roles, and the assignment of assets like vehicles and radios. (Reference: Section 16)

14. **Reporting & Analytics Module** Consolidates all operational data into a separate Analytical Data Warehouse (ADW), enabling strategic analysis, reporting, and AI development via external BI and data science tools. (Reference: Section 18)

5.2. Common rules

The following common rules apply to all modules and components of the "Community Police Management System" (CPMS). They define mandatory design, integration, and usability principles that ensure interoperability, maintainability, and compliance with national digital governance standards.

Compliance with these rules is obligatory and shall be verified during design review and acceptance testing.

- **Flexibility and Configurability:** The CPMS must be delivered as a flexible, low-code/no-code platform. This is primarily achieved through the **Form Builder** and **Workflows module**, which must allow MIA administrators to adapt processes to evolving needs without vendor dependency.

- **API-First Approach:** All CPMS functionality must be exposed via secure, well-documented RESTful APIs. This approach ensures future integration and extensibility, with all access governed by the **API Access Control** Module.

- **Once-Only Principle:** Data must be entered only once at its source and then reused across all relevant modules. This is critical for reducing errors, preventing redundant work, and ensuring data accuracy throughout the system.

- **Henaket Design System:** All citizen-facing interfaces must adhere to the User Interface (UI) and User Experience (UX) principles defined in the **Henaket Design Systems**.

- **User Satisfaction:** All citizen-facing services should implement the **4 key user satisfaction measurements** defined in the 14 Armenian digitization standards.

- **System User Interface (UI):** The CPMS shall adopt the Google Material Design framework, ensuring full consistency with the design system currently implemented in the existing OMS.

5.3. Technology Stack

The CPMS shall be built using a **modern, secure, and maintainable technology stack**. The Vendor is **encouraged to use open-source, well-supported frameworks and tools** with active Long-Term Support (LTS) versions.

All selected technologies must:

- Support open standards and interoperability (e.g., REST APIs, OAuth 2.0, OpenID Connect).

- Be scalable, modular, and cloud-ready or container-ready.

- Follow recognized best practices for software security and lifecycle maintenance.

- Hardware Bridge Requirement: The solution must include a secure mechanism (e.g., a local service, browser extension, or WebUSB integration) to allow the web-based interface to communicate directly with client-side hardware, specifically the Xperix RealScan-G10 fingerprint scanner, without requiring users to manually export/import files.

6. API Access Control Module

This module defines the secure, auditable gateway for all programmatic access to CPMS, managing third-party integrations and internal system communication in compliance with MIA policies. It enables administrators to issue, revoke, and monitor API credentials, define granular permission policies, and automatically generate developer documentation.

6.1. Sub-modules

1. **API User & Key Management**

   - **Function:** Enables the complete lifecycle management of API credentials.

   - **Control Level:** Administrators can create, list, and disable API users; generate, securely display, rotate, and instantly revoke access keys; and configure automatic key expiration policies.

   - **Permission Scoping:** Allows the assignment of one or more predefined roles (e.g., *External_Partner_ReadOnly*) or custom permission scopes to each API user.

2. **Permission Policy Engine**

   - **Function:** Defines precisely which operations and data subsets each API user is permitted to access, ensuring a "least privilege" security posture.

○ **Control Level:** The engine must allow administrators to grant or deny **CRUD** (Create, Read, Update, Delete) operations on a per-module basis.

○ **Resource Filters:** The engine must enforce **Attribute-Based Access Control (ABAC)**, allowing for rules that filter data based on its attributes (e.g., allowing an API user to only read Profiling records from a specific geographic region or risk category).

○ **API Access Control Attributes:** To enable this granular control, the technical specification for each subsequent module in this document contains a dedicated section named "API Access Control Attributes," which lists the specific data fields exposed to this policy engine for rule creation.

3. **Security & Standards**

○ **Function:** Ensures all API interactions adhere to modern, internationally recognized security protocols.

○ **Authentication & Authorization:** The API gateway must support **OAuth 2.0** as the primary framework for securing endpoints, enabling secure authorization flows for third-party client applications.

○ **Transport Layer Security:** All API traffic must be encrypted using, at a minimum, TLS 1.2.

4. **Monitoring & Audit**

○ **Function:** Tracks all API activity to provide robust oversight, security monitoring, and troubleshooting capabilities.

○ **Usage Dashboard:** Provides a real-time view of per-key request counts, success/error rates, and last-access timestamps.

○ **Immutable Audit Logs:** Provides a complete, searchable, and **immutable** history of all API calls. Logs must include the request/response metadata, source IP, the endpoint accessed, and the timestamp.

○ **Quotas & Rate Limiting:** Administrators must be able to configure rate limits (e.g., requests per minute) and usage quotas (e.g., total requests per day) on a per-key basis. The system must automatically trigger alerts when defined thresholds are breached.

5. **OpenAPI Documentation Generator**

○ **Function:** Automatically builds and publishes an interactive **OpenAPI** specification that serves as live documentation for developers.

○ **Dynamic Generation:** The documentation for each API user must be generated dynamically, showing only the endpoints, methods, and data schemas that their specific permissions allow them to access.

○ **Interactive UI:** Must provide an interactive console (such as Swagger UI or Scalar) where developers can explore API endpoints and test requests directly from their browser.

6.2. Performance Requirements

The API Access Control Module is a critical gateway and must be architected for high performance and availability. Its performance must align with the overall system requirements outlined in the main RFP.

● **Total Throughput:** The system's web services are required to handle **1,000 simultaneous requests per second**. The API gateway must be architected to handle a significant portion of this load to ensure high availability for all integrated partner systems without performance degradation.

● **Latency / Response Time:**

○ Standard, indexed CRUD operations (e.g., *Create, Read_One, Update*) must have a 90% response time of **under 300ms**.

○ More complex list operations with filters must respond in **under 1 second**.

● **Scalability:** The module must be horizontally scalable. As system load increases, adding more server instances must result in a proportional increase in API throughput capacity without requiring any re-architecture.

6.3. Acceptance Criteria

● **Administrator Perspective (Policy & Key Configuration):**

○ A designated **MIA System Administrator**, using only the module's graphical interface, must be able to successfully create a new API user. For this user, the administrator must configure a specific permission policy that includes an **Attribute-Based Access Control (ABAC)** rule. This rule must grant read-only access strictly to Incident records where the incident_type is 'Theft' **and** the district is 'Kentron'. Access to all other data and resources must be denied. The administrator must then be able to generate a secure API key for this user.

● **Developer Perspective (Policy Enforcement):**

○ A developer, using a standard API client with the key generated above, must perform three separate API calls:

1. A request to read 'Theft' incidents from the 'Kentron' district.

2. A request to read 'Theft' incidents from any other district (e.g., 'Arabkir').

3. A request to read any record from the Profiling module.

○ The first request **must succeed**. The second and third requests **must fail** with a clear "Forbidden" (HTTP 403) status code, proving the ABAC rule and resource restrictions are enforced correctly.

● **Monitoring & Alerting Perspective:**

○ When a developer intentionally exceeds a pre-configured API rate limit (e.g., making 10 requests in a second when the limit is 5), the system must correctly block subsequent requests with a "Too Many Requests" (HTTP 429) status code. This event must trigger an **alert** in the monitoring dashboard and be logged in the audit trail.

● **Developer & Documentation Perspective:**

○ The system **must** provide a dedicated API endpoint (e.g., /api/docs) that serves dynamic, permission-aware OpenAPI 3.0 documentation. When a developer makes a GET request to this endpoint using their API key, the system must return a valid OpenAPI JSON object that describes **only the resources and methods that their specific key is permitted to access**.

○ **Test Case:** A developer using the restricted key (for 'Theft' incidents in 'Kentron') makes a GET request to the /api/docs endpoint. The raw JSON response, when rendered, must describe only the GET method for the /incidents endpoint and nothing else. All other resources like /profiling or /cases must be completely absent from the specification.

7. Form Builder Module

This module is a core CPMS service that digitizes all reporting and data-collection processes for the Community Police. It provides a versatile low-code/no-code environment enabling non-technical MIA administrators to design, version, and deploy any type of digital form, from simple incident reports to complex, multi-page risk-assessment questionnaires.

The module must include a comprehensive library of specialized field types, support advanced validation rules, conditional logic, and full integration with other CPMS modules.

Administrators should be able to create and update forms independently, without vendor assistance.

Vendors are expected to deliver these baseline capabilities and may propose alternative or additional field types or features if they meet the same functional goals and receive MIA approval.

7.1. Sub-modules

1. **Form Designer**

   ○ **Function:** To provide a visual and intuitive environment for administrators to build and style forms without needing to write code.

   ○ **Key Features:** The system must provide capabilities for administrators to easily add, arrange, and group fields. It must support the organization of complex forms into logical sections and multi-page layouts and provide options for style configuration.

2. **Template & Version Management**

   ○ **Function:** Provides a centralized, version-controlled library for all form templates.

   ○ **Key Features:** Securely stores all form templates. Allows creation of new versions of a template without affecting or invalidating previously submitted data. Enables activating or deactivating specific templates.

3. **Conditional Logic & Validation Engine**

   ○ **Function:** Allows administrators to build intelligence and business rules directly into forms.

   ○ **Key Features:**

      i. **Visibility Rules:** Show or hide specific fields or entire sections based on user input in other fields.

      ii. **Validation Rules:** Define field-level constraints (e.g., required, regex patterns, numeric ranges) and form-level rules that must pass before submission is allowed. All validation failures must present clear, user-friendly error messages.

      iii. **Dynamic Values:** Pre-populate fields with contextual data (e.g., current officer's name, timestamp, location) or calculated values from other fields.

4. **Submission Data Visualization**

- ○ **Function:** Provides tools for viewing and analyzing aggregated data from form submissions.

- ○ **Key Features:**

    i. **Map View:** Any form submission containing a *Map Picker* field must be visualizable as a point or polygon on a dedicated layer within the **Map Module**.

    ii. **List & Filter View:** All submissions for a given form must be viewable in a filterable, sortable list with capabilities for bulk data export in standard formats (e.g., CSV, XLSX).

7.2. Field Types

The Form Builder must provide a comprehensive library of field types. The following list represents the baseline requirement.

- ● **Core Input Fields**

    - ○ **Text Input:** For single-line entries with pattern validation (input masking) for formats like phone numbers or license plates.

    - ○ **Advanced Rich Text Editor:** An input field for capturing extensive multi-line narratives (e.g., incident summaries, witness statements). It must support common rich formatting capabilities (such as bold, lists, etc.) and include a spell-check feature.

    - ○ **Number Input:** For numeric data, with support for currency formatting and defined units of measure.

    - ○ **Date/Time Picker:** For selecting specific dates, times, or date ranges.

    - ○ **Checkbox / Radio Group / Dropdown:** For single or multiple-choice selections from predefined lists. Must support the ability to assign a numeric **weight** to each option for use in Risk-Assessment forms.

    - ○ **Tree Data Structure Selector:** A hierarchical list that allows users to select items from nested categories (e.g., selecting a specific offense code from a legal classification tree).

- ● **Specialized Data Capture Fields**

    - ○ **Signature Capture:** A field that allows a user (e.g., an officer, a witness, a permit applicant) to provide a legally binding digital signature using a stylus or finger on a touch-screen device.

- ○ **Annotated Image:** Enables an officer to upload an image (e.g., a crime scene photo, a vehicle diagram) and add markings like circles, arrows, and text callouts directly onto the image within the form.

- ○ **File Upload:** A modern file uploader with a drag-and-drop interface, file previews, and client-side validation for file type and size. It must also support capturing structured metadata for the uploaded file (e.g., "Document Type," "Photo Description").

- ○ **Camera Capture:** Directly accesses the device camera for photo and short video capture within the form.

- ○ **Map Picker:** Integrates with the **Map Module** to allow an officer to pin a point, draw a polygon, or draw a polyline on a map.

- ○ **Identification Lookup:** A component that allows a user to search for and link a Person (by PSN, Name, DoB), Company record, Vehicle, or Firearm to the form.

- ○ **Biometric Capture Field**: A specialized input field capable of triggering the connected fingerprint scanner SDK. It must display a real-time preview (if supported), capture the biometric template (WSQ/NIST standards), and automatically upload the data as a digital evidence attachment.

- ● **Relational & Dynamic Fields**

  - ○ **Advanced Record Linker/Picker:** A powerful lookup field, it must be configurable to allow users to search, filter, and link to **any core record** in the CPMS, including Incidents, Evidence Items, Cases, Permits, and other Form Submissions.

  - ○ **Repeating Sections (Dynamic Lists):** The system must allow an administrator to define a group of fields (e.g., for a witness: name, phone, statement) that the end-user can dynamically add multiple times within a single form. This is critical for capturing variable-length lists of related data.

  - ○ **Calculated Fields:** An expression engine that allows administrators to define fields whose values are automatically calculated based on other fields in the form (e.g., calculating the total value of stolen goods, or computing a final risk score).

- ● **Presentation & Layout Fields**

  - ○ **Notice:** A read-only text block used to display instructions, warnings, or other important information to the user within the form.

○ **Divider:** A visual horizontal line used to logically separate different sections of a form.

7.3. Strategic Requirements

- **Mobile-First & Offline Capabilities:** All field types, especially interactive ones like Signature Capture and Annotated Image, must be designed for optimal performance on mobile and tablet devices. Forms must be fully functional in an **offline mode**, with data automatically and securely syncing to the server once a network connection is re-established.

- **Future Extensibility:** The platform architecture must support the addition of new, custom field types in the future to ensure the system can adapt to evolving policing needs without requiring a system redesign. The vendor should describe their proposed methodology for this.

7.4. Form Types & Flows

The Form Builder must support, at a minimum, the following two distinct types of forms, each with its own design and execution flow.

7.4.1. Data-Capture Forms

- **Use Case:** General interviews, inspections, evidence logging, or any scenario where officers need to collect structured data and attachments in a flexible format.

- **Design Flow:** An administrator uses the **Form Designer** to assemble fields, configure visibility rules, and define validation logic.

- **Execution Flow:** An officer launches the form within a workflow. They enter text, numbers, select dates, upload files, pin locations on the map, and link identities.

- **Submission & Output:** The **Validation Engine** runs final checks and saves a discrete, auditable Form Submission Record. This record contains all input values, file references, geospatial data, linked entity IDs, and metadata (e.g., submitter ID, timestamp).

7.4.2. Risk-Assessment Forms

- **Use Case:** Standardized questionnaires designed to compute a numeric risk score for a person or situation based on a series of weighted, choice-based questions.

- **Design Flow:** An administrator creates questions with multiple-choice answers, where each answer option is assigned a specific numeric weight. A final mapping scale is defined to translate the raw score into a normalized score (e.g., 1-10).

- **Execution Flow:** An officer opens the form and selects one option per question, adding context in notes fields where necessary.

- **Submission & Output:** Upon submission, the engine calculates a **Raw Score** (the sum of all selected option weights) and then applies the mapping to generate a **Normalized Score**. A Risk Assessment Record is created and linked to the relevant profile, containing the answers, computed scores, and all associated metadata.

7.4.3. Submission Editing and Versioning

Once a form has been submitted, only users with specific, elevated permissions can edit it (e.g., a Supervisor). Every published edit must create a new, immutable version of the submission record. The system must maintain a complete, auditable history of all versions, clearly logging what was changed, who made the change, and the timestamp of the change. The original submission must always be preserved and accessible.

7.5. API Access Control Attributes

To ensure granular security, the following resources and actions within the Form Builder Module must be controllable via the **API Access Control Module**:

- **Resource: FormTemplate**
  - **Actions:** Create, Read, Update, Delete, ListVersions, Publish
- **Resource: FormSubmission**
  - **Actions:** Create, Read, Update, Delete (Permissions for Update and Delete should be highly restricted), Search
- **Resource: FieldLibrary**
  - **Actions:** Read (to get a list of available field types)

7.6. Performance Requirements

- **Form Load Time:** A standard form containing up to 50 fields must render completely and become interactive for an officer in the field in **under 3 seconds**.

- **Submission Processing:** Upon submission, server-side validation and data persistence must be completed in **under 500ms**.

- **Administrative Concurrency:** The system must support at least **10 administrators** concurrently designing or managing form templates without performance degradation.

- **Submission Throughput:** The platform must be architected to handle a peak load of at least **1,000 form submissions per minute**.

7.7. Acceptance Criteria

- **Administrator Perspective (Usability & Logic):**

  ○ A designated **non-technical MIA administrator**, using only the vendor-provided documentation and without direct support from the vendor, must be able to successfully create, test, and publish a new "Vehicle Search" form. The form must include a field with conditional logic: if a user selects 'Yes' to the question "Was contraband found?", a mandatory "Contraband Details" section, which was previously hidden, must automatically appear.

- **Officer Perspective (Data Capture in the Field):**

  ○ An officer, using a standard tablet, must be able to launch and correctly fill out the "Vehicle Search" form (created in the criterion above). When the officer selects 'Yes' for "Was contraband found?", the "Contraband Details" section must appear as designed, allowing the officer to complete and successfully submit the form.

- **Risk Assessment & Calculation Perspective:**

  ○ An administrator must be able to create a "Domestic Violence Risk Assessment" form where different answers have different numeric weights (e.g., "Yes" = 5 points, "No" = 0 points). When an officer completes and submits the form, the system must correctly calculate and display the final risk score based on the officer's selections, as defined in the form's calculation rules.

- **Offline Mode Perspective:**

  ○ An officer on a tablet with its network connection disabled must be able to fully complete an "Incident Report" form, including attaching a photo taken with the device's camera and capturing a digital signature. Upon returning to a location with network connectivity, the system **must automatically sync the complete submission record**, including all attachments, with no data loss and without requiring the officer to manually re-open or re-submit the form.

8. Workflows Module

This module is the core engine that orchestrates and automates all multi-step police processes within CPMS. Built on BPMN 2.0 principles, it provides a low-code/no-code platform for administrators to visually design, manage, and monitor complex workflows that ensure consistent and efficient execution of community policing operations.

The module must support parallel tasks, conditional logic, system integrations, and time-based escalations, allowing MIA administrators to model, adapt, and automate end-to-end business processes without vendor intervention.

8.1. Sub-modules

- **BPMN-Aligned Workflow Designer**
    - **Function:** To provide a graphical interface for modeling business processes using a rich palette of standard BPMN elements.
    - **Key Features:**
        - A visual, drag-and-drop canvas for assembling and connecting all the workflow blocks defined below.
        - A comprehensive properties panel for configuring each block (e.g., setting conditions on gateways, defining API endpoints for service tasks, setting durations for timer events).
        - The ability to create, save, and version-control workflow templates.
- **Workflow Execution Engine**
    - **Function:** To reliably execute and manage the state of all active workflow instances according to the BPMN 2.0 standard.
    - **Key Features:**
        - Correctly interprets and processes all flow control gateways (Exclusive, Parallel, Inclusive).
        - Manages concurrent paths of execution initiated by Parallel Gateways.
        - Handles events, timers, and automated tasks (API calls, scripts) as defined in the process model.
        - Provides a secure API for user-facing modules (like the Task Management Module) to interact with active workflows.
- **Audit & Monitoring**

- ○ **Function:** To provide complete transparency into the execution history and current state of all workflows.

- ○ **Key Features:**

  - ■ An immutable audit trail that logs the full execution path of every workflow instance, including which paths were taken at gateways and what data was used.

  - ■ Administrative dashboards for monitoring workflow health, identifying bottlenecks, and tracking overall process performance.

8.2. Workflow Building Blocks (BPMN-Aligned)

Important note: The Workflow Designer must provide the capabilities illustrated by the example components listed below. Vendors should propose their most effective solution to meet these needs, and may suggest alternative components for MIA approval.

8.2.1. Flow Control Blocks

- **Start Event** (i.e. Trigger)

  - ○ **Purpose:** The entry point that starts a workflow.

  - ○ **Configuration Options:** Must support various trigger types, including **Event-based** (e.g., on IncidentCreated), **Timer-based** (on a recurring schedule like "Run every Monday at 9 AM"), and **Manual** (initiated by a user via the UI).

- **Exclusive Gateway** (i.e. Decision)

  - ○ **Purpose:** A decision point that directs the flow down **exactly one** of several possible paths based on defined conditions.

  - ○ **Configuration Options:** Must allow administrators to define conditions for each outgoing path using workflow variables (e.g., $risk\_score > 8$). It must support a "default" path to be taken if no other conditions are met.

- **Parallel Gateway**

  - ○ **Purpose:** Splits the flow into multiple paths that execute **concurrently** and later merges them, waiting for all parallel activities to complete before proceeding. This is essential for efficiency (e.g., running multiple background checks simultaneously).

- **Inclusive Gateway**

○ **Purpose:** A flexible decision point that can activate **one or more** paths based on which conditions are met. Essential for scenarios where multiple, optional actions may be required.

● **End Event**

○ **Purpose:** Explicitly marks the termination of a workflow path.

○ **Key Features:** Must support different termination statuses, such as Success, Error, or Manually Terminated, to provide a clear, auditable final status for every workflow instance.

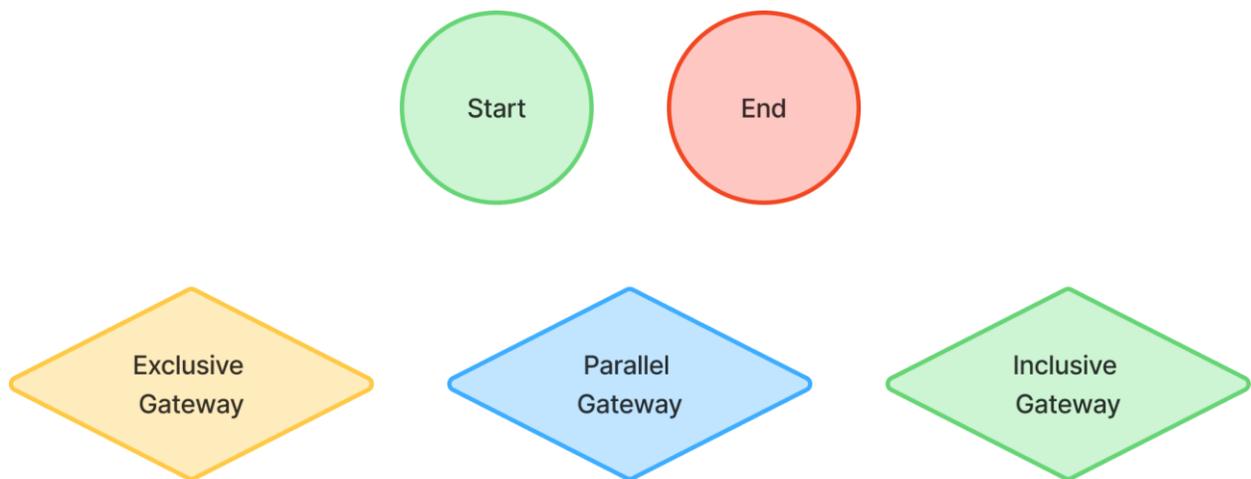*Diagram 2: Flow Control Blocks*

8.2.2. Human Interaction Blocks

● **User Task**

○ **Purpose:** Represents a point in the workflow where the process pauses and waits for a human user to perform a specific action. This is the fundamental block for all human-centric work, from filling out forms to making critical decisions.

○ **Key Features:**

■ **Form-Based Work:** A User Task can be configured to require the completion of a specific form from the **Form Builder Module** (e.g., "Conduct Witness Interview"). The workflow only proceeds after the form is successfully submitted.

■ **Action-Based Decisions:** A User Task can also be configured to present the officer with a set of **Available Actions**. These actions

appear as buttons or menu items on the user interface (e.g., "Close Incident," "Reassign," "Transfer"). The officer's selection of an **Available Action** is then captured as an output from this block, which is used by a subsequent **Exclusive Gateway** to route the workflow down the correct path.

- ■ **Integration with Task Management:** Every User Task block automatically creates an entry in the central **Task Management Module**, appearing on the assigned officer's "To-Do" list or calendar.

- **Approval Task**

  - ○ **Purpose:** A specialized User Task for formal reviews, typically by a supervisor.

  - ○ **Configuration Options:** Must be configurable with specific outcomes (e.g., Approved, Rejected, Request More Information). The Reject outcome must be configured to enforce the entry of a comment, ensuring clear feedback is provided.

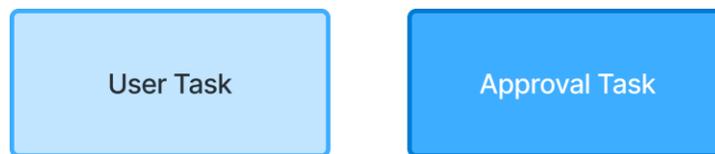*Diagram 3: Human Interaction Blocks*

8.2.3. System & Automation Blocks

- **Service Task**

  - ○ **Purpose:** To execute an automated call to an external system via an API.

  - ○ **Configuration Options:** Must provide a UI for administrators to configure the Endpoint URL, HTTP Method (GET, POST, etc.), Request Body/Header Mapping (from workflow variables), Response Mapping (from the API response back to workflow variables), and the Authentication Method (e.g., API Key). It must also include a configurable **Retry Mechanism** for handling temporary network failures.

- **Script Task**

  - ○ **Purpose:** To execute a small piece of server-side script for custom logic or data manipulation.

- **Key Features:** The script must have secure access to read and write workflow variables. The supported scripting language (e.g., JavaScript) should be defined by the vendor.

- **Notification Block**

  - **Purpose:** Sends a one-off notification to a user or external contact.

  - **Key Features:** Must support multiple delivery channels: **Email**, **SMS**, and **In-App Push Notification**. It must use a template engine that allows for the insertion of workflow variables (e.g., Dear ${profile.name}, your permit has been approved.). The templates must support multiple languages.

- **Intermediate Timer Event**

  - **Purpose:** To control timing *within* a specific workflow instance.

  - **Key Features:** Can be configured as a **Fixed Duration** (e.g., "wait 7 days"), a **Specific Date** (wait until a date stored in a workflow variable), or as a **Boundary Event** attached to a task to handle timeouts and trigger escalations.

- **Boundary Error/Escalation Events**

  - **Purpose:** To build resilient workflows by handling exceptions.

  - **Key Features:** These events must be visually attached to other blocks in the designer. They are configured to listen for specific technical error codes (Error Event) or business conditions (Escalation Event) and trigger an alternative process path.

- **Call Activity (Sub-Workflow)**

  - **Purpose:** To promote reusability by allowing a workflow to invoke another, globally-defined workflow template.

  - **Configuration Options:** Must include a robust mechanism for **Input/Output Parameter Mapping** to pass data from the parent workflow to the sub-workflow and receive results back.
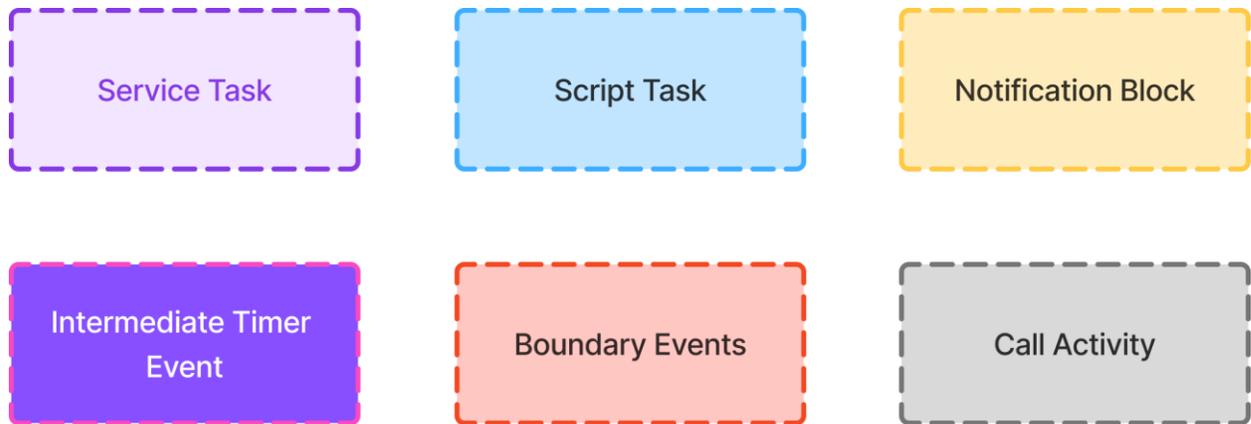
Diagram 4: System & Automation Blocks

8.3. Industry References for Workflow Engines

To ensure the vendor understands the required level of maturity and capability, the proposed workflow engine should be comparable in feature-set and architectural principles to established, "battle-tested" Business Process Management (BPM) and workflow automation platforms. The following products are provided as a reference to illustrate the expected standard, not as a mandate to use a specific technology.

- **Enterprise BPMN Engines:**
  - Camunda
  - Flowable
- **Integration & Automation Platforms:**
  - n8n.io
- **Low-Code Platforms with Embedded Workflow Engines:**
  - Mendix
  - OutSystems

8.4. API Access Control Attributes

The following resources within the Workflow Module must be controllable via the **API Access Control Module**:

- **Resource:** WorkflowTemplate
  - **Actions:** Create, Read, Update, Delete, Publish

- **Resource:** WorkflowInstance

  - **Actions:** ReadState, Terminate, UpdateMetadata, GetAvailableActions

8.5. Performance Requirements

- **Workflow Initiation:** A workflow must be initiated within **500ms** of its Start Event being triggered.

- **State Transition:** The time to advance a workflow from the completion of one block to the activation of the next must be under **200ms**.

- **Scheduler Latency:** The Scheduler Engine must be configurable to evaluate active workflows at intervals as frequent as every **one (1) minute**.

- **Task Load:** The Task Manager must be architected to handle at least **5,000 active tasks** concurrently across the system without performance degradation for end-users viewing their task lists.

8.6. Acceptance Criteria

- **Core Logic (Firearm Permit Flow):**

  - An MIA administrator, using the visual designer, must successfully model a simplified version of the **Firearm Permits Flow**. The workflow must use a User Task for the initial application, an Exclusive Gateway to check if the applicant meets a basic criterion (e.g., 'Is Applicant over 18?'), and two separate paths. The 'Yes' path must lead to an Approval Task for a supervisor, while the 'No' path must trigger a Notification Block to inform the applicant of rejection. The test is successful if an application for an under-18 applicant correctly triggers the rejection notification.

- **Time-Based Escalation:**

  - An administrator must add a Boundary Timer Event to the supervisor Approval Task from the criterion above, configured for a 72-hour timeout. The escalation path must lead to a Service Task that reassigns the approval to a 'Head of Department' role. The test is successful if an un-actioned task is automatically escalated and appears on the Head of Department's task list after 72 hours.

- **Sub-Workflow Reusability:**

  - An administrator must create a standalone, reusable "**Person Background Check**" sub-workflow. They must then use a Call Activity block within the

main **Firearm Permits Flow** to invoke this sub-workflow. The test is successful if the main flow can pass an applicant's PSN to the sub-workflow and correctly receive a 'Clear' or 'Flagged' status back, which is then used to determine the next step in the process.

- **Parallel Processing:**
  - An administrator must design a workflow that uses a Parallel Gateway to split the flow into two concurrent paths (e.g., "Check Health Records" and "Check Criminal Records"). The workflow must correctly wait at the subsequent merging Parallel Gateway and only proceed to the next step after **both** parallel tasks have been marked as complete.

9. Task Management Module

This module serves as the central, user-facing hub for all operational tasks across CPMS. It aggregates assignments generated by the Workflow Module and other components, providing a single source of truth where officers and supervisors can view, manage, and act on their work through clear, organized, and actionable interfaces. Its purpose is to ensure accountability, visibility, and timely completion of every task.

9.1. Sub-modules

- **Task Aggregation Engine**
  - **Function:** To receive and persist task creation requests from any authorized module within the CPMS ecosystem.
  - **Key Features:** Provides a dedicated, secure API endpoint for ingesting new tasks. Validates incoming task data to ensure it contains all required attributes (e.g., Title, Assignee, DueDate).
- **User Task Views**
  - **Function:** To provide officers and supervisors with intuitive interfaces to manage their workload.
  - **Key Features:**
    - **List View:** A filterable and sortable "To-Do List" where users can see all their OPEN, OVERDUE, etc. tasks.
    - **Calendar View:** A standard monthly/weekly calendar interface that displays tasks based on their due dates.

■ **Supervisor View:** A dedicated view for supervisors to monitor the tasks and workload of their direct reports.

● **Status & Progress Tracking**

○ **Function:** Manages the complete lifecycle of every task.

○ **Key Features:** Tracks the status of each task (OPEN, IN_PROGRESS, COMPLETED, OVERDUE). Allows officers to manually start, complete, or add notes to a task.

● **Notifications & Reminders**

○ **Function:** To proactively alert users about task-related events.

○ **Key Features:** Sends system notifications for newly assigned tasks, upcoming deadlines, and tasks that have become overdue. All notification rules must be configurable by an administrator.

● **Escalation & SLA Engine**

○ **Function:** To automatically monitor task deadlines and enforce Service Level Agreements (SLAs) by triggering escalations for overdue or neglected tasks.

○ **Key Features:**

■ **Configurable Rules:** Administrators must be able to define escalation rules based on task type, priority, or other metadata (e.g., "If a High Priority task remains OPEN for more than 48 hours...").

■ **Automated Actions:** When a rule is triggered, the engine must perform a pre-defined action, such as automatically sending a high-priority notification to the assignee's supervisor, reassigning the task to a specific user or group, or changing the task's priority to CRITICAL.

■ **SLA Reporting:** The system must provide dashboards or reports that track overall SLA compliance, highlighting which task types or units have the most escalations.

9.2. API Access Control Attributes

The following resources within the Task Management Module must be controllable via the **API Access Control Module**:

● **Resource: Task**

○ **Actions:** Create (system-to-system), ReadMyTasks, ReadTeamTasks (for supervisors), UpdateStatus, Reassign (restricted to supervisors), AddNote

9.3. Performance Requirements

- **Task List Load Time:** An officer's personal task list, containing up to 200 active tasks, must load in **under 2 seconds**.

- **Calendar View Load Time:** The calendar view for a given month must fully render in **under 2 seconds**.

- **Scalability:** The system must be architected to support a database of over **100,000 active tasks** concurrently without a degradation in user-facing performance.

9.4. Acceptance Criteria

- **Officer's View and Interaction:** A Community Police Officer must be able to log in and view all of their assigned tasks in both a List View and a Calendar View. The officer must be able to select a task, change its status from OPEN to IN_PROGRESS, and add a comment. The status change and comment must be saved and immediately visible in the task details.

- **Dispatcher's View and Action:** A Community Police Dispatcher must be able to select a specific subordinate from their unit and view a real-time list of all tasks assigned to that officer. The dispatcher must be able to successfully select one of the subordinate's OPEN tasks and reassign it to another officer in the same unit. This change must be logged in the task's history.

- **Automated Workflow Integration:** When a workflow assigns a User Task to an officer, it must instantly appear in their task list. When the officer completes the action required by the User Task (e.g., by submitting the associated form), the corresponding task in the Task Management Module must **automatically** transition its status to COMPLETED without requiring any further manual input from the officer.

- **SLA and Escalation Engine:** An administrator must be able to configure an SLA rule stating that any task with Priority=High that is not moved to IN_PROGRESS within 4 hours must be escalated. When this condition is met, the system must **automatically** change the task's status to OVERDUE, reassign it to the original officer's direct supervisor, and trigger a high-priority notification to that supervisor.

10. Incidents Activity Module

This module extends the existing OMS incident management system to serve as the primary platform for capturing on-scene data and managing Community Police responses. It governs

the entire incident lifecycle from the moment an alert is received to its closure or escalation into an investigation case.

Acting as the operational bridge between OMS and CPMS, it enhances the OMS's emergency call and patrol dispatch functions by adding localized incident management, structured data capture, and follow-up capabilities. Within CPMS, an **Incident** represents a standardized, geo-referenced record that consolidates field observations, involved persons, evidence, and immediate actions.

Incidents can be:

- **Automatically generated** from OMS reports or emergency calls requiring community-level follow-up.

- **Manually created** by officers in the field to document new or observed activities.

Each incident ensures information is complete, auditable, and traceable. When deeper inquiry is required, one or more incidents can be **escalated into an Investigation Case**, preserving full linkage with the originating OMS reports and maintaining a continuous operational chain from first response to case closure.

10.1. Sub-modules

- **Unified Alerting & Dispatch**

  - **Function:** To ensure all relevant police units are notified of an incident simultaneously.

  - **Key Features:** When an OMS report or emergency call is created, the system must dispatch the alert and all initial data (location, incident type, parties) should be sent to the relevant Community Police Response Unit. The Community Police Response Unit Officer (CP officer) must have access to the same routing and on-map information as the patrol unit.

- **Dynamic Action Engine**

  - **Function:** To provide officers with context-aware actions driven by the **Workflow Module**.

  - **Key Features:** Based on the *Incident Type*, the associated workflow will generate a **User Task** for the CP officer. The user interface will then display a context-aware list of actions (e.g., 'Conduct Interview,' 'Close Incident') that the officer can select from to complete the task and advance the workflow. These actions will launch the appropriate templates from the **Form Builder Module**.

- **Reporting Engine**

  - **Function:** To manage the formal creation of official police reports.

  - **Key Features:** The system must support the creation of an **Initial Incident Report**, which contains all information gathered during the first response. If additional information is gathered later, it must be added via a **Supplemental Report**, which is logged as a separate, auditable entry attached to the main incident record.

- **Incident Triage & Disposition**

  - **Function:** To allow the responding officer to determine the final outcome of the incident.

  - **Key Features:** The workflow for every incident must conclude with a formal disposition action, allowing the officer to:

    - **Conduct Preliminary Investigation:** Keep the incident active while gathering more information via supplemental reports, without creating a formal Case.

    - **Close Incident:** Resolve the incident on-scene with no further action required. This can be done directly by the CP officer.

    - **Create and Manage Case:** Escalate the incident into a formal "Case" in the **Investigation Case Management Module**, which the CP officer can then manage themselves for minor and medium crimes.

    - **Transfer to Other Unit:** Formally transfer the incident and all related data to another unit, such as the Criminal Police, for investigation.

10.2. API Access Control Attributes

- **Resource:** Incident

  - **Actions:** Create, Read, Update (i.e., add supplemental report), ChangeStatus, AssignOfficer, Transfer

10.3. Performance Requirements

- **Alert Latency:** The time from an OMS report or emergency call creation to an CP officer receiving the notification on a computer/laptop/mobile device must be **under 3 seconds**.

- **Incident Load Time:** A full incident record, including linked reports and party information, must load on an officer's mobile device in **under 3 seconds**.

- **Scalability:** The system must be architected to handle at least **1,000 active incidents** concurrently.

10.4. Acceptance Criteria

- **Dispatch Flexibility:** When receiving an OMS report or emergency call **Community Police Department Dispatcher**, must be presented with options to dispatch the incident to a specific Community Police Response Unit. The interface must allow the operator to choose to notify: (a) a specific, named **Community Police Officer**, or (b) the **Head of the Community Police Department/Dispatch Officer**. The test is successful when the operator selects a specific officer, and only that designated officer receives the alert on their mobile device.

- **Dynamic Action and Form Integration:** For an active "Domestic Violence" incident, the Dynamic Action Engine must correctly present the responding officer with a context-aware action to "Complete DV Risk Assessment". Selecting this action must successfully launch the correct and most recent version of the "DV Risk Assessment" form from the Form Builder Module.

- **Triage and Case Escalation:** A CP officer, having completed initial data gathering for an incident, must be able to select the disposition "Create and Manage Case". Upon this selection, the system must automatically create a new, corresponding case record in the Investigation Case Management Module. This new case file must be pre-populated with all persons, vehicles, and reports from the source incident, and the original incident's status must change to "Escalated to Case".

- **Supplemental Reporting:** The CP officer must be able to open an existing, active incident and add new information via a Supplemental Report. The system must save this new information as a separate, timestamped entry linked to the original incident, ensuring the Initial Incident Report remains unaltered and the full history is preserved.

11. Case Management Module

This module is the authoritative system for managing the full lifecycle of criminal and administrative investigation cases. It serves as the primary tool for Community Police to handle minor and medium crimes, while its framework can be extended to support the Criminal Police and other specialized units for more serious offenses. Its purpose is to provide investigators with a central digital case file that consolidates all related information, tracks evidence, manages leads and tasks, and generates complete, auditable case packages for prosecutorial review.

11.1. Sub-modules

- **Case Initiation & Linkage**

  - **Function:** To manage formal case creation.

  - **Key Features:** A case is created when an incident is escalated from the **Incidents Activity Module**. The system must support linking **one or more incidents** to a single case file, creating a master record for a complex investigation.

- **Digital Case File**

  - **Function:** To act as the central container for all information related to an investigation.

  - **Key Features:** The case file must be able to contain and link to all related system objects, including: Incidents, Supplemental Reports, all submitted Forms, Evidence Records, Task Lists, and profiles of all involved persons (Victims, Witnesses, Suspects).

- **Investigative Workflow Management**

  - **Function:** To guide and track the investigative process using the **Workflow Module**.

  - **Key Features:** Each *Case Type* can be assigned a unique workflow template that automatically generates and assigns tasks to the lead investigator (e.g., "Task: Interview Witness A," "Task: Request Lab Analysis") via the **Task Management Module**.

- **Prosecutor's Package Generator**

  - **Function:** To streamline the submission of cases to prosecutors, as described in the **IACP/IJIS RMS Functional Specifications(page 37)**.

  - **Key Features:** Provides a function to automatically compile all selected reports, evidence logs, forms, and other documents from the case file into a single, standardized digital package (e.g., a consolidated PDF) ready for secure electronic submission.

- **Confidential Informant (CI) Management**

  - **Function:** To provide a highly secure, isolated environment for the registration and management of Confidential Informants (CIs). The guiding principles of this module are absolute secrecy and granular, handler-controlled access to protect the identity of the informant and the safety of the handling officer.

○ **Key Features:**

■ **Independent CI Registration:**

- An authorized officer (the "Handler") must be able to create a new CI profile at any time, **regardless of whether there is an associated active investigation case**.

- Each CI must be assigned a unique, system-generated, non-identifying alpha-numeric code (CI Code) that is used to reference the informant throughout the entire CPMS.

- The system will store the CI's true identity details (name, contact information, etc.) in a separate, highly encrypted portion of the database accessible only through this sub-module.

■ **Intelligence & Debriefing Log:**

- The module must allow the Handler to log all information, debriefings, and intelligence provided by the CI.

- Each log entry must be time stamped and attributed to the Handler.

- This log must exist independently, allowing intelligence to be recorded without being linked to an existing case. At a later time, specific log entries may be linked to one or more investigation cases if they become relevant.

■ **Security & Access Control (Handler-Centric Model):**

- **Handler-Only Default Access:** By default, the true identity of a CI (name, contact details, etc.) must only be visible to the single officer who registered them (the **Handler**). For all other users, including supervisors and system administrators, the CI's identity must be completely masked, showing only the **CI Code**.

- **Delegated Access:** The **Handler** must have the ability to explicitly grant temporary or permanent viewing access to a CI's identity to other specific users (e.g., a supervisor or a partner investigator). This delegation must be a formal, audited action.

- **Supervisor "Blind" Oversight:** Supervisors with appropriate permissions must be able to view a list of **CI Codes** managed by officers in their unit. This allows for administrative

oversight (e.g., ensuring informants are being managed) without revealing the CIs' actual identities.

- **"Break-Glass" Emergency Access:** The system must include a formal, highly-audited procedure for emergency situations where an authorized executive-level user must reveal a CI's identity without the **Handler's** approval. This action must require a multi-step confirmation, a documented justification, and must trigger immediate, high-priority notifications to a predefined security group.

■ **Auditing and Data Integrity:**

- Every single action performed within this module must be logged in a high-priority, immutable audit trail. This includes the creation of a CI, every view of a CI's identity, every edit, every intelligence log entry, and every access delegation or "break-glass" event.

- The system must prevent the deletion of a CI profile. Instead, it must support a formal deactivation process, which preserves the record and its audit history for investigative integrity.

11.2. API Access Control Attributes

- **Resource:** Case
   - **Actions:** Create, Read, Update, LinkIncident, ChangeStatus, AssignInvestigator
- **Resource:** CaseNote
   - **Actions:** Create, Read, Update (restricted)
- **Resource:** ConfidentialInformant
   - **Actions:** All CRUD actions for this resource must require a special, explicit permission grant.

11.3. Performance Requirements

- **Case File Load Time:** A complex case file with over 50 linked items (reports, evidence records, etc.) must load in **under 5 seconds**.

- **Scalability:** The system must be able to support a database of over **2,000,000 case records** (active and archived) without performance degradation.

11.4. Acceptance Criteria

- **Multi-Incident Case Creation:** A **Community Police Officer** (or Investigator) must be able to create a new "Investigation Case" and link at least two separate Incident records to it. The "Digital Case File" for the new case must automatically display a consolidated, de-duplicated list of all persons, properties, and reports from all linked incidents without requiring manual data re-entry.

- **Confidential Informant Data Segregation:** An investigator who is **not** the designated Handler for a Confidential Informant must be able to open a case file that contains an intelligence log entry from that CI. The investigator must be able to read the content of the intelligence, but the informant's identity must be fully masked, appearing only as their anonymized CI Code (e.g., "CI-X2B9").

- **Prosecutor's Package Generation:** A **Community Police Officer** must be able to use the "Prosecutor's Package Generator" and be presented with a checklist of all documents in the case file. After selecting specific items (e.g., the initial report, two witness statements, three evidence logs), the system must successfully generate a single, correctly paginated, and bookmarked PDF file containing exactly those selected documents, ready for submission.

- **Investigative Workflow Integration:** When a supervisor assigns a Case Type to a newly created case, the system must automatically trigger the associated workflow from the Workflow Module. This must correctly create and assign the first predefined User Task (e.g., "Conduct Initial Victim Interview") to the lead investigator, and this task must appear in their Task Management Module list.

12. Property & Evidence Module

This module provides the tools to manage the entire lifecycle of property and evidence collected by officers, ensuring a secure and unbroken **Chain of Custody** from intake to final disposition. It serves as a core service accessible from the Incidents, Investigation, and Detention workflows, supporting consistent evidence handling across all operations.

Its purpose is to deliver a centralized, auditable system for logging, tracking, storing, and disposing of both physical and digital evidence. The module must guarantee data integrity, traceability, and compliance with legal standards, maintaining an immutable custody log admissible in court, in line with Chapter 7 of the **IACP/IJIS RMS Functional Specifications (page 40)**.

12.1. Sub-modules

- **Evidence Intake & Logging**

  - **Function:** To manage the initial registration of new evidence into the system.

  - **Key Features:** Utilizes a dedicated "Evidence Submission Form" (from the **Form Builder**) to capture all necessary details. Upon submission, the system must automatically generate a **unique evidence ID and a printable barcode/QR code** for tagging the physical item.

  - **Digital Evidence Handling:** The system must distinguish between physical evidence and digital evidence. For large digital files (e.g., from Body Worn Cameras), the module must securely store a **link or reference** to the file's location in a dedicated **Digital Evidence Management System (DEMS)**, rather than ingesting the file itself.

  - **Biometric Data Handling:** Raw fingerprint images (e.g., WSQ files) generated by scanners shall be treated as Digital Evidence. The system must store the heavy image files in the DEMS or securely transmit them to the MIA Information Center, retaining only a lightweight reference ID or a low-resolution preview within the CPMS record.

- **Immutable Chain of Custody Log**

  - **Function:** To serve as the core auditable record for every evidence item.

  - **Key Features:** For every evidence item, the system must maintain a **chronological, immutable log** that tracks every single interaction, including: Intake, Check-in, Check-out, Transfer, and Disposition. Every log entry must be automatically timestamped and digitally signed by the responsible user.

- **Storage & Location Management**

  - **Function:** To create a digital twin of physical storage facilities.

  - **Key Features:** Allows administrators to define and manage a hierarchy of storage locations (e.g., Central Property Room > Aisle 3 > Shelf B > Locker 7). Every evidence item's current location must be tracked in the system.

- **Audit & Inventory Engine**

  - **Function:** To provide tools to conduct regular, systematic inventories of all evidence.

- ○ **Key Features:** The system must be able to generate inventory reports (e.g., "List all items on Shelf 123"). It must support mobile devices with barcode/QR code scanners to allow officers to quickly scan items in a location and automatically verify them against the system's records.

- **Disposition Engine**

  - ○ **Function:** To manage the final stage of the evidence lifecycle using the **Workflow Module**.

  - ○ **Key Features:** When a case is closed or a legal hold expires, the system will automatically generate a Task for the property custodian to review the item for disposition. The workflow will guide the custodian through the required steps for returning property to its owner, scheduling it for destruction, or releasing it for auction.

12.2. API Access Control Attributes

- **Resource:** EvidenceItem

  - ○ **Actions:** Create, Read, UpdateLocation, Checkout, Checkin, UpdateStatus
- **Resource:** ChainOfCustodyEntry

  - ○ **Actions:** Create (System Only), Read

12.3. Performance Requirements

- **Transaction Speed:** All Chain of Custody transactions (check-in, check-out, transfer) must be written to the log and confirmed in **under 200ms**.

- **Search Performance:** A search for a specific evidence item by its ID or barcode must return a result in **under 1 second**.

- **Scalability:** The system must be designed to handle over **1,000,000 evidence records** and their associated, potentially much larger, chain of custody logs.

12.4. Acceptance Criteria

- **End-to-End Chain of Custody:** A single piece of evidence must be processed through its initial lifecycle. An officer must log the item at a scene, generating a unique barcode. The officer then checks the item into a temporary locker by scanning the barcode. Subsequently, a Property Custodian must be able to scan the same barcode to transfer the item from the temporary locker to a permanent storage shelf.

Each of these events (**Intake, Check-in, Transfer**) must automatically create a separate, digitally signed, and timestamped entry in the item's immutable **Chain of Custody** log.

- **Mobile Audit & Inventory Validation:** A Property Custodian must be able to conduct a spot audit of a specific storage shelf using a standard tablet or mobile phone. The system must allow the custodian to use the **device's camera** to successfully scan the barcodes of all items on that shelf. The system must then instantly generate a report that correctly identifies all scanned items as "Verified" and flags any pre-placed, unscanned item as "Missing."

- **Digital Evidence Link Handling:** An officer must be able to log a "Body Worn Camera Video" as an evidence item. The system must correctly create an evidence record that stores a **secure link** to the video in the external Digital Evidence Management System (DEMS), not the video file itself. Later, an investigator with the correct case permissions must be able to click this link and be seamlessly authenticated to view the correct video file from the DEMS.

- **Workflow-Driven Disposition:** When an associated Investigation Case is officially closed, the system's Disposition Engine must automatically generate a Task for the assigned property custodian, notifying them that an evidence item is eligible for disposition. The custodian must be able to open this task and be guided by the workflow to select a disposition (e.g., "Return to Owner"), which then requires supervisory approval via a separate Approval Task before the item's status is officially changed.

13. Profiling Module

This module provides Community Police with a unified, 360-degree view of individuals within their jurisdiction, consolidating data from multiple sources to support proactive, intelligence-led policing. It connects incident histories, personal relationships, and operational activities into a single, actionable record that helps officers assess risks, monitor behavior, and plan interventions.

Its purpose is to create and maintain historical profiles of individuals, enabling data-driven, preventative action. Each officer's workflow from receiving a task to conducting an interview and submitting forms is fully managed and audited through the Workflow and Task Management Modules, ensuring every action is logged, traceable, and compliant with procedural standards.

13.1. Sub-modules

● **Profiling Category & Workflow Management**

  ○ **Function:** To allow administrators to define risk categories and associate them with specific, automated preventative workflows.

  ○ **Key Features:**

    ■ **Category Definition:** Administrators can create and manage categories (e.g., Drug Addiction, Probation, At-Risk Juvenile), each with a name, description, and icon.

    ■ **Workflow Binding:** A Profiling Category is primarily a data tag used for classification and scheduling. The preventative actions associated with a category (e.g., the interview process) are not defined within the category itself but are designed as distinct, reusable processes in the **Workflows Module**. A workflow is then triggered when a person is assigned to a specific category.

● **Profile Data Management**

  ○ **Function:** To build and maintain a comprehensive profile for each individual by aggregating data from multiple sources.

  ○ **Key Features:**

    ■ **Manual Ingestion:** Officers can create or update a profile by linking it to an individual's Public Service Number (PSN) and documenting the reason for the action.

    ■ **Automated Ingestion:** The system must have a configurable scheduler to periodically fetch and update profile data from other approved systems (e.g., ArMed, Labor & Social Affairs, court records).

    ■ **API Ingestion:** Provides secure endpoints for other authorized systems to push updates to profiles.

● **Juvenile Profiling Engine**

  ○ **Function:** To provide a separate, specialized process for managing the profiles of minors, with distinct categories, workflows, and access controls.

  ○ **Key Features:**

    ■ **Separate Categories:** Maintains a list of juvenile-specific risk categories that are managed independently from the adult categories.

- **Guardian/Parent Integration:** When a workflow generates a task involving a juvenile (e.g., "Schedule Interview"), it must include the juvenile's parents or legal guardians as required participants. The **Form Builder** must support templates that have separate sections for the juvenile's input and the guardian's input.

- **Automated Transition Workflow:** The system must automatically monitor the age of all individuals in the juvenile profiling system. When a person turns 18, a workflow must be triggered that alerts a supervisor to review the profile and formally transfer it to the standard adult profiling system. This transfer must be an auditable event.

- **Data Views**

  - **Function:** To present profiling data in formats suited to different workflows, including lists for administrative review and maps for operational awareness.

  - **Key Features:**

    - **Profiling List & Filters:** A configurable table view of all profiled individuals, with advanced filtering, sorting, and search capabilities.

    - **Map View:** A geospatial view that plots profiled individuals by their last known address, with clustering and on-map filtering capabilities.

- **Individual Profile View**

  - **Function:** To serve as the master "digital file" for an individual, consolidating all known information into a single, well-organized interface.

  - **Key Features:** The view must be presented as a series of sections or widgets, containing, at a minimum, the following data points:

    - **Core Details:** Photo, Full Name, PSN, Sex, Birthday & Age, Marital Status.

    - **Addresses:** Registration, Residence, Work, plus a complete, historical log of all past addresses.

    - **Contact Information:** Email, Phone.

    - **Identifiers & Demographics:** Driving license status, a history of all assigned profiling categories, and the next scheduled interview due date and deadline.

    - **Employment & Finance:** Current job position and any known company ownerships.

- **Legal & Incident Data:** A list of all CPMS incidents, or reports involving the person, as well as summary counts of cases, convictions, and traffic violations.

- **Assets:** A list of known property holdings and vehicles.

- **Licenses & Permits:** A list of all active permits issued by the system, including firearm permits.

- **Education:** Highest achieved degree(s) and the names of the issuing institutions.

- **Dependents:** A list of any known minor children (name, PSN, age). The system should display "No recorded dependents" if none are known.

- **Relationships:** A list of known associates with their relationship type (e.g., Friend, Family, Neighbor) and any relevant notes. Adding a new relationship must use the Identification module to link to another existing profile.

- **Aliases / Monikers:** A list of other known names or aliases for the individual.

- **Physical Descriptors History:** An auditable log of past physical characteristics (e.g., hair color, weight, tattoos) to track changes over time. Each entry must be captured via a dedicated form from the **Form Builder Module**.

- **Modus Operandi:** A field to describe a unique method of operation (MO) for specific offenses, if applicable.

- **Activity Log:** A full, immutable audit trail of all actions related to the profile, including views, edits, interviews, scheduling overrides, and the operator ID and timestamp for each action.

- **Relationship & Link Analysis View**
  - **Function:** To provide investigators with tools to discover both direct and indirect connections between people, cases, locations, and assets.
  - **Key Features:**
    - **Relationship List:** A simple, filterable list showing all manually entered relationships (e.g., Family, Associate) with another person's profile.
    - **Graphical Link Analysis View:** The system must provide a graphical, node-based visualization tool. This view must automatically draw

connections between the primary profile and other system entities, including known associates, co-involved persons in any shared incident, shared locations, shared vehicles, and linked cases. Users must be able to click on any node to expand it and see its connections, allowing investigators to visually traverse the network.

- **Role-Based Feature Access:** The ability to generate and view the Graphical Link Analysis View must be a distinct permission within the system's access control model, granted only to authorized roles such as investigators and analysts.

- **Permissions-Driven Visualization:** The data presented in the graph must strictly adhere to the viewing user's permissions. The system must not, under any circumstances, display nodes or links to records that the user is not authorized to access (e.g., sealed records, juvenile records, restricted cases).

- **Audit Trail:** Every instance of generating a Graphical Link Analysis View must be logged in an immutable audit trail, capturing the timestamp, the user, and the primary profile that was the starting point for the analysis.

13.2. API Access Control Attributes

- **Resource:** Profile
    - **Actions:** Create, Read, Update, AddCategory, RemoveCategory, GetActivityLog

- **Resource:** ProfileRelationship
    - **Actions:** Create, Read, Delete

- **Resource:** JuvenileProfile
    - **Actions:** All CRUD actions for this resource must require a special permission grant, ensuring it is segregated from standard profiles.

13.3. Performance Requirements

- **Record Capacity:** The system must be architected to support a database of at least **200,000 individual profiling records**.

- **Profile Load Time:** A complete individual profile, including all related data widgets, must load in **under 5 seconds**.

- **List & Map Views:** The main list and map views, potentially containing thousands of individuals, must load and become interactive in **under 4 seconds**.

13.4. Acceptance Criteria

- **Category and Workflow Trigger:** When a Community Police Officer assigns the "Substance Abuse" profiling category to an individual's profile, the system must **automatically** initiate the corresponding "Recurring Preventive Interview" workflow. The first User Task of this workflow must be correctly created and assigned to that officer, appearing instantly in their Task Management Module list.

- **Data Aggregation in Profile View:** When an officer opens the Individual Profile View for a person with multiple records, the view must successfully display a consolidated and accurate list of all linked records. This must include all Incidents in the "Legal & Incident Data" widget and all active Permits (e.g., firearm permits) in the "Licenses & Permits" widget, proving data is being correctly pulled from multiple modules.

- **Juvenile Profile Transition Workflow:** For a profile in the Juvenile Profiling Engine, when the individual's 18th birthday is reached, the system must **automatically** trigger the Automated Transition Workflow. This workflow must generate an Approval Task for a supervisor. Upon approval, the individual's profile must be successfully transferred to the standard adult profiling system, and any legally protected juvenile records must become restricted according to the defined access control rules.

- **Graphical Link Analysis:** An investigator using the Graphical Link Analysis View for a specific profile must see the primary person as the central node. The view must automatically draw correct relationship lines to other nodes representing known associates, shared vehicles, and common incidents. The investigator must be able to click on a "shared incident" node and see a summary of that incident.

14. Permits and Inspections Module

This module provides a comprehensive platform for managing the full lifecycle of official permits issued by the Community Police. It supports on-site inspections, automated scheduling, renewals, and secure digital issuance, ensuring all processes are transparent, efficient, and fully auditable.

Its purpose is to digitize and automate permit management while clearly distinguishing between a Permit (the credential granted to a person or company) and an Inspection (the

operational activity performed by an officer). The module leverages the Workflow Module to manage each stage from application to approval, renewal, or revocation ensuring seamless coordination across all participants and complete traceability of every action.

14.1. Sub-modules

- **Permit & Inspection Type Configuration**
  - **Function:** To allow administrators to define each type of permit or inspection as a complete, configurable service package.
  - **Key Features:**
    - **Permit Type Definition:** Administrators can create Permit Types (e.g., Firearm Purchase Permit), each with a name, description, an **expiration length** (e.g., 1 year, 10 years), and a unique, non-changeable **Permit Type ID** (e.g., firearm_purchase_permit) used for system and API integration.
    - **Form Binding:** Each type must be linked to specific templates from the **Form Builder Module**, such as an "Application Form" and an "Inspection Form."
    - **Workflow Association:** Each Permit Type must be associated with a dedicated template from the **Workflow Module**. This workflow dictates the process, such as requiring an inspection before approval, or allowing for a permit to be granted directly upon a specific trigger.
    - **Renewal Configuration:** Administrators can define a renewal window (e.g., "90 days before expiration") which will automatically trigger a renewal workflow.
- **Inspection Scheduling & Resource Management**
  - **Function:** To manage the calendars, availability, and assignment logic for all inspection-related activities.
  - **Key Features:**
    - **Officer Pools:** For each Permit Type, administrators can define a "pool" of eligible officers who are qualified to perform that inspection. Assignment can be configured to be manual (a supervisor picks an officer), random (from the pool), or role-based.
    - **Availability Configuration:** The system must allow administrators to define available days and time slots for inspections (e.g., Monday-Friday, 09:00-17:00).

- **Commute Time Enforcement:** The scheduling engine must include a configurable Minimum Commute Time parameter. When a new inspection is booked, the system must block out this commute time in the officer's schedule before and after the inspection slot to prevent impossible back-to-back bookings.

- **Concurrency Control:** To prevent double-booking from simultaneous requests via the UI and API, the system must implement a robust concurrency control mechanism. The scheduling engine must ensure that once a time slot is selected, it cannot be booked by another user until the initial transaction is completed or has timed out.

- **Permit Lifecycle & Status Management**

   - **Function:** To execute the associated workflow and track the status of every individual permit or inspection from initiation to completion.

   - **Key Features:**

      - **Application Initiation:** An application is created in the system by linking the Permit Type to a person or company via the **Identification Module**. This action initiates the associated workflow.

      - **Inspection-Based Granting:** For most permits, the workflow will create an inspection Task. An officer conducts the on-site inspection, submits the required form, and the workflow then moves to a supervisor for a final grant/deny decision.

      - **Direct Granting:** The system must also support workflows where a permit is granted automatically without a prior inspection. For example, when a registered firearms dealer records a sale, the system can automatically initiate a workflow that grants a "Firearm Carrying Permit" to the purchaser.

      - **Third-Party Status Inquiry:** The system must provide a secure API endpoint that allows an authenticated third-party service to check the status of a permit application using a unique application ID. The response should only contain the current status (e.g., Pending Review, Scheduled, Approved) and no sensitive data.

      - **Spontaneous Inspections:** The system must allow an officer working within an Investigation Case to launch a spontaneous inspection via a **User Task that presents an "Initiate Spontaneous Inspection" Available Action**.

- **Revocation:** A supervisor can trigger a "Revoke Permit" action, which initiates a workflow to formally log the revocation and notify all relevant parties.

- **Inspection Execution & Field Operations**
  - **Function:** To provide field officers with the specific tools needed to execute an assigned inspection task.
  - **Key Features:**
    - **Task Details:** When an officer opens an inspection task from their **Task Management Module**, the interface must clearly display all relevant information, including the **inspection location**, applicant contact details, and the specific Inspection Form to be used.
    - **Commute & Routing:** The interface must have an action for the officer to **"Start Commute."** Activating this action will update the task's status and launch the **Map Module**, displaying the optimized route from the officer's current GPS location to the inspection address.
    - **On-Site Data Capture:** Upon arrival, the officer can launch the designated Inspection Form from the **Form Builder Module** to capture all required data, take photos with the device camera, and collect digital signatures.
    - **Task Completion:** After submitting the form, the officer marks the task as Completed. This action updates the central workflow, which then automatically proceeds to the next step (e.g., sending the inspection results to a supervisor for approval).

- **Geospatial Visualization**
  - **Function:** To provide a map-based view of all active permits.
  - **Key Features:** All permits with a registered location parameter (e.g., a person's residence, a company's address) must be viewable as a distinct, filterable layer on the **Map Module**.

14.2. API Access Control Attributes

- **Resource:** PermitType
  - **Actions:** Create, Read, Update, Delete
- **Resource:** PermitInstance
  - **Actions:** Create, Read, UpdateStatus, Revoke, GetHistory

- **Resource:** PermitStatus
    - **Actions:** Read (for third-party inquiries)
- **Resource:** InspectionSchedule
    - **Actions:** ReadAvailableSlots, CreateBooking, CancelBooking
- **Resource:** OfficerPool
    - **Actions:** Create, Read, Update, Delete

14.3. Performance Requirements

- **Record Capacity:** The system must handle **≥ 1,500,000 active permit instances**.
- **UI Responsiveness:** All list, calendar, and map views must load in **under 2.5 seconds**.
- **API Response Time:** Scheduling and assignment operations, including all conflict and commute time validations, must complete in **under 500ms**.

14.4. Acceptance Criteria

- **Administrative Configuration:** A **non-technical** MIA administrator, using only the module's UI and the vendor-provided documentation, must be able to successfully create and configure a new "Street Vendor Permit." This includes defining its name, linking specific "Application" and "Inspection" forms from the Form Builder, and associating it with a multi-step approval Workflow.

- **Scheduling Engine (Double-Booking Prevention):** Given an officer's calendar already shows a scheduled activity (e.g., a court appearance) from 10:00 AM to 11:00 AM, a supervisor must be **prevented** from assigning a new inspection task to that same officer at 10:30 AM. The system must display a clear error message stating the officer is unavailable due to a scheduling conflict, proving the general double-booking logic is enforced.

- **Officer's End-to-End Journey (Permit Issuance):** The entire permit lifecycle must be tested end-to-end.
    1. A citizen's application triggers a workflow, creating an "On-site Inspection" Task in a Community Police Officer's task list.
    2. The officer accepts the task, uses the "Start Commute" function to get the route via the Map Module, and launches the correct Inspection Form.

3. After filling out the form and capturing a signature, the officer submits it. The officer's task is then automatically marked as COMPLETED.

4. The workflow automatically advances, creating an Approval Task for a supervisor. Upon supervisor approval, the system must change the permit's status to "Granted" and digitally issue the final permit.

- **Automated Renewal Workflow:** For a permit that is configured with a 90-day renewal window, the system must automatically trigger the renewal workflow on the correct date (90 days before expiration). This must successfully send an initial "Permit Renewal Reminder" notification to the citizen.

15. Map Module

This module provides geospatial functionality within the CPMS, enabling location-based visualization, situational awareness, and decision-making across all levels of the Community Police structure. It serves as the primary visual interface for tracking assets, incidents, and persons of interest in real time.

Its purpose is to deliver flexible GIS capabilities through both pre-configured dynamic layers (e.g., Community Police Response Units) and user-defined data layers (e.g., permits, profiled individuals). The module supports map-based dispatching, tasking, and hotspot analysis, empowering users to interpret operational data spatially and respond effectively to evolving situations.

15.1. Sub-modules

- **Core Map Interface & Navigation**
  - **Function:** To provide a fast, reliable, and intuitive base map interface.
  - **Key Features:**
    - **Base Layers:** Must support standard base layers, (e.g. street maps, satellite/aerial imagery, and topographic views). All base map and foundational geospatial layers shall be provided by the **Ministry of Internal Affairs.**
    - **Standard Tools:** Includes tools for pan, zoom, measuring distances, and searching for addresses or landmarks.

- **Real-Time Situational Awareness**
  - **Function:** To display the live location and status of all relevant operational assets.

- ○ **Key Features:**

  - ■ **Unit & Vehicle Tracking:** The map must display the real-time GPS location of all on-duty Community Police Response Units and their vehicles.

  - ■ **Color-Coded Status:** Each unit on the map must be color-coded to reflect its current status (e.g., Available, En-Route, On-Scene, Out of Service).

  - ■ **Map-Based Assignment:** Supervisors must be able to assign an incident or task directly from the map by selecting an incident icon and then selecting the desired officer or vehicle to assign it to.

  - ■ **Hierarchical View:** Users with appropriate permissions (e.g., a Chief or regional commander) must be able to see all units across all departments, while a local department supervisor should only see the units belonging to their specific department.

- ● **Dynamic Layer Management**

  - ○ **Function:** To allow administrators to create and manage custom data overlays from any data source within the CPMS.

  - ○ **Key Features:**

    - ■ **Registry Selector:** Empowers administrators to define new dynamic layers by selecting an CPMS data registry (e.g., Permits, Profiles, Incidents).

    - ■ **Filter & Style Builder:** Allows filtering of data to be displayed (e.g., permit_type = 'firearm_purchase') and configuration of the map icons and colors.

    - ■ **Geoportal Integration:** Must support the ingestion and display of external geospatial data layers from other government agencies (e.g., residential buildings, farms, protected areas) via **Open Geospatial Consortium (OGC)** standards like WFS or WMS.

    - ■ **Permission Enforcement:** All dynamic layers must respect the access control policies defined in the **API Access Control Module**, ensuring users can only visualize geographic data they are authorized to see.

- ● **Geospatial Query & Analysis**

  - ○ **Function:** To provide tools for crime analysis and investigation directly on the map.

  - ○ **Key Features:**

- **Heatmap & Density Analysis:** The system must be able to generate heatmaps to instantly visualize hotspots for specific incident types or calls for service over a given time period.

- **Spatial Query Tool:** Users must have the ability to draw a shape (a circle, rectangle, or custom polygon) on the map and execute a query to find all records from a selected layer (e.g., "all Profiling records" or "all Theft incidents") within that defined area.

15.2. API Access Control Attributes

- **Resource:** MapLayer

  - **Actions:** Create, Read, Update, Delete (for admin-defined layers)

- **Resource:** MapQuery

  - **Actions:** ExecuteSpatialSearch (e.g., records within a polygon)

- **Resource:** UnitLocation

  - **Actions:** Read (for live tracking, with permissions based on user's role and department)

15.3. Performance Requirements

- **Layer & Feature Capacity:** The system must support **≥ 200 distinct map layers** (static and dynamic) with up to **1 million total features** displayed concurrently.

- **Initial Load:** The initial map view, including base tiles and default layers, must load in **under 2 seconds**.

- **Map Interaction:** Panning and zooming interactions must render new map extents in **under 300ms**.

- **Query Performance:** A spatial query (e.g., "records within a drawn polygon") against a dataset of up to 100,000 records must return results in **under 3 seconds**.

15.4. Acceptance Criteria

- **Real-Time Dispatch and Status Change:** A Community Police Dispatcher must be able to view a new incident icon and a nearby officer icon with the status Available on the map. The supervisor must successfully assign the incident to the officer directly from the map interface. The officer's icon must immediately change color to

reflect their new En-Route status, and the officer must receive the corresponding task in their Task Management Module.

- **Dynamic Layer Configuration:** A non-technical MIA administrator, using the Dynamic Layer Management interface, must be able to create a new data layer called "Active Gun Stores." The administrator must be able to successfully configure this layer to display records from the PermitInstance registry where permit_type = 'firearm_retail_store' and status = 'Active', assign it a unique icon, and publish it. The new layer must then be visible and usable for all authorized users.

- **Geospatial Query (Draw and Search):** A crime analyst must be able to use the Spatial Query Tool to draw a polygon around a specific neighborhood on the map. The system must then execute a search and return a correct and complete list of all Incident records of type 'Theft' that fall within the boundaries of that drawn polygon. The query must complete and display results within the 3-second performance requirement.

- **Heatmap Generation:** A supervisor must be able to select the Heatmap & Density Analysis tool, filter for the "Domestic Violence" incident type over the last 90 days, and the system must successfully generate and overlay a heatmap where the color intensity accurately reflects the geographic clusters of those incidents.

16. Fines Integration Module

This module serves as a seamless bridge between the CPMS and the authoritative MIA Fines System, enabling officers to initiate fine creation and view existing fine statuses directly within the CPMS interface. While it does not process fines itself, it provides all necessary integration points for secure data exchange and contextual access.

16.1. Sub-modules

- **Single Sign-On (SSO) & Contextual Launch**
  - **Function:** To provide officers with seamless, one-click access to the external MIA Fines System.
  - **Key Features:**
    - A 'Create Fine' action must be available as an **Available Action within a User Task** in relevant workflows (e.g., at the conclusion of an incident) and as its own button in officers view.

■ When an officer clicks this action, the system must open the official MIA Fines System in a new browser tab.

■ The CPMS's identity server must be used to automatically and securely log the officer into the Fines System (Single Sign-On) without requiring them to enter their credentials again.

● **Fine Status & History Inquiry**

○ **Function:** To consume APIs provided by the MIA Fines System and display relevant fine information within the CPMS.

○ **Key Features:**

■ The system must integrate with the MIA-provided API to fetch a list of all fines associated with a specific person.

■ This list of fines must be displayed in a dedicated tab or widget within the **Individual Profile View** of the **Profiling Module**.

■ The display must include key information such as the fine ID, amount, date issued, and current status (e.g., Paid, Unpaid, Overdue) the list of relevant fields will be provided by the MIA officials.

16.2. API Access Control Attributes

Important note: This module does not expose new APIs for external consumption. The following attributes define read-only access for CPMS users to view data **fetched from** the external MIA Fines System.

● **Resource:** FineRecord

○ **Actions:** ReadList (to view the list of fines on a person's profile), ReadStatus (to get the latest status of a single fine).

16.3. Acceptance Criteria

● **Fine History Data Accuracy:** When an officer opens the Individual Profile View for a person with a known history of three fines (one 'Paid', one 'Unpaid') in the external system, the "Fine Status & History" widget in the CPMS **must** accurately display all three fines. The list must show the correct Fine ID, Amount, Date Issued, and Status for each record, proving the API integration is pulling and displaying the data correctly.

● **Resilient Integration (Error Handling):** If the API of the external MIA Fines System is unavailable, an officer opening any Individual Profile View must not

encounter a system-wide error. The profile page must load correctly, and the "Fine Status & History" widget must display a clear, user-friendly message (e.g., "Fine history is temporarily unavailable"), while the failure to connect is logged in the system's technical logs.

17. Personnel, Unit, & Asset Management Module

This module provides an integrated administrative subsystem within CPMS for managing the organizational hierarchy, personnel records, and asset assignments of the Community Police. It accurately reflects the structure defined by the Ministry of Internal Affairs and ensures all related data is consistent and traceable.

Its purpose is to enable authorized administrators to configure and maintain organizational units from the Community Police Headquarters (CPHQ) to individual Response Units while ensuring every officer's record, role, and issued asset is correctly managed, tracked, and fully auditable across the system.

17.1. Sub-modules

- **Organizational Hierarchy Management**
  - **Function:** To provide a flexible interface for administrators to create and manage the CP's organizational tree.
  - **Key Features:**
    - **Unit Creation:** A tool for administrators to define departments (e.g., for each district), response units within those departments, and key leadership roles (e.g., Head/Dispatcher of Department).
    - **Configurable Structure:** The hierarchical model must be flexible, allowing administrators to add, rename, or restructure units as the CP organization evolves over time.
    - **Initial Setup & Data Load:** For the initial system setup, MIA officials will provide the complete, authoritative organizational hierarchy. This data will include all ministry-level departments, regional divisions, and local Community Police departments and response units. The roles assigned within this structure will conform to those defined in the **Community Police User Roles** section of this document.
- **Personnel Management**

- ○ **Function:** To maintain complete digital profiles of all Community Police personnel.

- ○ **Key Features:**

    - ■ Store assignments, ranks, positions, training history, role-based permissions, and attribute-based permissions.

    - ■ Enable supervisors to view team composition, role allocations, and operational availability.

    - ■ Support data synchronization with MIA's official HR registry through secure APIs.

- ● **Asset & Vehicle Assignment**

    - ○ **Function:** To manage the assignment and tracking of key physical assets.

    - ○ **Key Features:**

        - ■ **Asset Linkage:** The system must allow for assets such as vehicles, body cameras, and radios to be formally assigned to either a specific **response unit** or an **individual officer**.

        - ■ **Check-In / Check-Out History:** Must maintain an auditable log of when an asset was issued and returned, creating a chain of custody for important equipment.

- ● **Integration with MIA Systems**

    - ○ **Function:** To ensure data integrity and synchronization with MIA's authoritative registries.

    - ○ **Key Features:**

        - ■ Synchronize personnel and asset identifiers with MIA's central HR, registry, and fleet management systems.

        - ■ All authoritative data for personnel, roles, and assets shall originate from MIA's official registries.

- ● **Extensible Access Control**

    - ○ **Function:** To provide granular, attribute-based control over all system functions and data.

    - ○ **Key Features:**

        - ■ Implement a dedicated **Attribute-Based Access Control (ABAC)** mechanism within CPMS.

- The ABAC system must be at least as capable as that in the existing OMS.

- Administrators must be able to create new roles and configure fine-grained permissions for all new modules or functions defined in this ToR.

- Access rules must apply consistently across all CPMS interfaces and APIs.

- **YesEm Authentication**

  - **Function:** To authenticate users through secure, centralized digital identity mechanisms.

  - **Key Features:**

    - Integrate with the **YesEm Authentication Portal** as the primary authentication method.

    - Provide **username/password** authentication as a secondary option for fallback.

17.2. API Access Control Attributes

- **Resource:** PersonnelRecord

  - **Actions:** Create, Read, Update, AssignToUnit

- **Resource:** OrganizationalUnit (e.g., a department or group)

  - **Actions:** Create, Read, Update, Delete

- **Resource:** AssetAssignment

  - **Actions:** Create (to assign an asset), Read, Delete (to unassign an asset)

17.3. Performance Requirements

- **UI Responsiveness:** The organizational chart and personnel lists for a department of up to 200 officers must load in **under 2 seconds**.

- **Search Performance:** A search for a specific officer by their name or ID must return a result in **under 1 second**.

17.4. Acceptance Criteria

- **Organizational Hierarchy Management:** An MIA administrator, using the module's UI, must be able to create a new unit (e.g., "Shengavit District CP"), correctly place it under a parent "Regional Department" in the organizational chart, and assign a specific officer as the Supervisor for the new unit. The system must immediately reflect this new structure, and the assigned supervisor must gain the appropriate permissions over their new subordinates.

- **Asset Assignment Lifecycle:** An administrator must be able to assign a specific, uniquely identified asset (e.g., a patrol vehicle with license plate "12AB345") to a specific officer. Subsequently, the administrator must be able to un-assign the vehicle and re-assign it to a different officer. The asset's record must maintain a complete, auditable history showing the timeline of all past assignments.

18. Electronic Monitoring System (EMS) Integration Module

This section defines the integration requirements between the CPMS and a dedicated third-party Electronic Monitoring System (EMS). The module enables authorized officers to enroll subjects into the external monitoring system and ensures the CPMS can automatically receive and act on real-time alerts such as proximity breaches or tampering triggering immediate police response when necessary.

Important note: While the EMS, including its physical bracelets and monitoring software, is still under procurement and legal framework development, the Vendor must design a flexible architecture capable of adapting to the final EMS technical specifications (e.g., APIs) once provided by the MIA.

18.1. Integration Requirements & Workflow

- **Subject Enrollment Workflow**
  - **Function:** To allow an authorized officer to place an individual under electronic supervision via the EMS.
  - **Key Features:**
    - **Within an User Task** in a workflow (e.g., Domestic Violence Flow), an officer can select an **Available Action** to 'Enroll in Electronic Monitoring.'
    - This action must trigger a **Service Task** that makes a secure API call to the EMS.

- The API call must transmit the required data to the EMS, including the Person ID (for both suspect and victim), the Case ID, and the specific geofenced exclusion zones and proximity rules (e.g., "Create a 500-meter radius around victim's location").

- **Automated Alert Processing**

  - **Function:** To receive, process, and act upon critical alerts generated by the external EMS.

  - **Key Features:**

    - The CPMS must provide a secure API endpoint to **receive incoming alerts** from the EMS.

    - Alerts to be handled must include, at a minimum: **Proximity Breach**, **Strap Tamper**, and **Low Battery**.

    - When a valid alert is received, the CPMS **must immediately and automatically create a new, high-priority Incident** and trigger the dispatch workflow to send the nearest available police units.

- **Status Display in Profile**

  - **Function:** To provide officers with at-a-glance information about a person's monitoring status.

  - **Key Features:**

    - Within the Profiling Module, the Individual Profile View must have a dedicated section that displays the subject's current electronic monitoring status (e.g., Active Monitoring, Non-Compliant, No Monitoring).

    - This status should be periodically updated via API calls from the CPMS to the EMS.

18.2. Acceptance Criteria

- **Automated Alert Processing (Proximity Breach):** When the external EMS sends a valid "Proximity Breach" alert to the CPMS's secure alert endpoint, the CPMS must **immediately and automatically** (without human intervention) create a new, CRITICAL priority Incident. This new incident must contain all the alert details, and the system must trigger a dispatch workflow to assign the nearest available police unit to the location of the breach.

- **Status Display in Profile:** After a subject has been successfully enrolled in the external EMS, an officer viewing that individual's record in the Profiling Module

must see a dedicated "EMS Status" widget. This widget must accurately display the subject's current monitoring status as 'Active Monitoring', based on a successful data query to the EMS.

19. Reporting & Analytics Module

This module provides the core Business Intelligence (BI) and strategic analysis capabilities for the entire CPMS. Its purpose is to consolidate operational data from all other modules into an analytical data store. This store is specifically designed to be accessed by external, open-source data analysis and BI tools, enabling MIA leadership and analysts to run complex queries, generate statistical reports, and build interactive dashboards without impacting the performance of the CPMS.

19.1. Sub-modules

Analytical Data Warehouse (ADW)

- **Function:** To provide a separate, read-optimized database that serves as the single source of truth for all system-wide reporting and analytics.

- **Key Features:**

  - The vendor **must propose an architecture** for this data warehouse. This architecture must be optimized for fast, complex analytical queries (e.g., aggregations, joins) over large datasets.

  - The ADW must store historical, aggregated, and transformed data from all other CPMS modules.

  - The ADW schema and data models **must be designed to be "AI-ready"**, providing clean, structured, and historical data suitable for future use by machine learning (ML) models (e.g., for predictive analytics, anomaly detection, or trend forecasting).

ETL (Extract, Transform, Load) Pipeline

- **Function:** To reliably and automatically populate the Analytical Data Warehouse with clean, structured data from the CPMS databases.

- **Key Features:**

  - The vendor **must propose a solution** for the ETL process.

  - The pipeline must be able to extract data from all CPMS modules.

○ **Geospatial Data Handling:** The ETL process must be able to extract and correctly transform geospatial (GIS) data (e.g., incident points, permit polygons) from the Map Module for storage in the ADW.

○ The pipeline must be configurable to run on a schedule (e.g., nightly) or via near-real-time streaming, as proposed by the vendor and approved by MIA.

Open Analytics Connectivity Layer

● **Function:** To provide a secure, standard, and open interface for third-party BI tools to connect to the Analytical Data Warehouse.

● **Key Features:**

○ The system must expose a standard, non-proprietary access point (e.g., a SQL endpoint via a Postgres, ClickHouse, or similar open-standard interface).

○ This layer must allow authenticated open-source BI and data visualization tools (such as **Apache Superset, Metabase, or similar**) to connect, browse schemas, and execute queries.

○ Access to this layer must be secured, requiring authenticated credentials managed by MIA administrators.

Geospatial Analytics Engine

● **Function:** To enable the analysis and visualization of geographic patterns and trends, integrating data from the Map Module with other operational data.

● **Key Features:**

○ The ADW must support the storage and querying of geospatial data types (e.g., points, polygons, polylines) using standard spatial functions.

○ This enables external BI tools to create advanced analytical maps, such as "Heatmaps of all 'Theft' incidents correlated with 'Substance Abuse' profile locations" or "A map of all active 'Firearm Permits' layered with 'Domestic Violence' incident locations."

Pre-built Dashboards & Report Generator

● **Function:** To provide a baseline set of reports and dashboards for common administrative and strategic oversight needs.

● **Key Features:**

○ The vendor shall deliver a set of pre-configured dashboards (e.g., in the proposed open-source BI tool) covering key metrics for:

- ■ Crime Statistics (e.g., incident trends, case clearance rates).

- ■ Officer Performance (e.g., tasks completed, response times).

- ■ Permit & Inspection Status (e.g., active permits by type, pending inspections).

  - ○ The system must provide a mechanism to export any report or dashboard view into standard formats (e.g., PDF, CSV).

AI/ML Readiness Substrate

- **Function:** To ensure the entire analytics architecture is prepared to support future Artificial Intelligence (AI) and Machine Learning (ML) initiatives.

- **Key Features:**
  - ○ The vendor **must describe in their proposal** how their chosen ADW and connectivity architecture supports integration with common data science and ML platforms (e.g., Jupyter Notebooks, Apache Spark, MLflow, or cloud-based AI services).

19.2. Performance Requirements

- **Data Freshness (ETL):** The vendor's proposed ETL solution must be capable of completing a full, nightly refresh of the ADW in **under 4 hours**.

- **Dashboard Load Time:** Any pre-built dashboard must fully load and become interactive in **under 10 seconds**.

- **Ad-Hoc Query Performance:** A moderately complex analytical query (e.g., joining 3 data tables with 1 year of data) executed from an external BI tool must return results in **under 30 seconds**.

- **Geospatial Query:** A query rendering a map with over 50,000 data points (e.g., all incidents in a year) must render in **under 15 seconds**.

- **Analyst Concurrency:** The ADW must be architected to support at least **50 concurrent analysts** running queries without significant performance degradation.

19.3. Acceptance Criteria

1. **Vendor Architecture Proposal:** The vendor's formal proposal **must** include a detailed architecture diagram for the Reporting & Analytics Module. This diagram must clearly identify the proposed technologies for the ETL pipeline, the Analytical

Data Warehouse (e.g., ClickHouse, analytical Postgres, etc.), and the recommended open-source BI tool(s).

2. **Open Source BI Tool Connection:** An MIA System Administrator, using only vendor documentation, must be able to successfully connect a standard open-source BI tool (e.g., Apache Superset) to the ADW's connectivity layer using the provided credentials.

3. **Cross-Module Data Consolidation:** An MIA Leadership / Analyst user, using the connected BI tool, must be able to successfully build and run a single report that joins data from at least three different modules.

   ○ **Test Case:** The report must show a list of Case records (from the Case Management Module) that were initiated by Incident records (from the Incidents Activity Module) where the Individual Profile (from the Profiling Module) of the suspect has an active "Substance Abuse" category. The query must succeed and return accurate, consolidated data.

4. **Geospatial Analytics (GIS)**: An MIA Leadership / Analyst user must be able to use the connected BI tool to create a map dashboard.

   ○ **Test Case:** The dashboard must successfully display a map (using base layers from the Map Module) and overlay all Permit locations where the permit_type is 'firearm_retail_store'. This proves that GIS data is being correctly extracted, stored, and queried.

20. Profiling Flow

20.1. Purpose

To define the end-to-end process for identifying, monitoring, and managing individuals under specific risk or administrative categories, including both informational tracking and proactive, workflow-driven interventions.

20.2. Involved Roles

- Community Police Officer
- Community Police Supervisor/Dispatcher
- System Administrator

20.3. Initial Configuration (To be provided by MIA)

The vendor is required to pre-configure the system with the following baseline data provided by MIA officials:

- **Profiling Categories:** A list of categories will be provided. The system should be flexible enough to add more. Examples include:

  - Person Experiencing Homelessness
  - Substance Abuse - Alcohol
  - Substance Abuse - Narcotics
  - Person with Known Mental Health Condition
  - Individual on Probation/Parole
  - History of Domestic Violence

- **Form Templates:** MIA will provide the required "Interview Forms," "Risk Assessment Forms," "Category Exit Forms.", etc.

- **Workflow Template:** MIA will provide the baseline logic for the "Recurring Preventive Interview" workflow, including default scheduling intervals and deadlines.
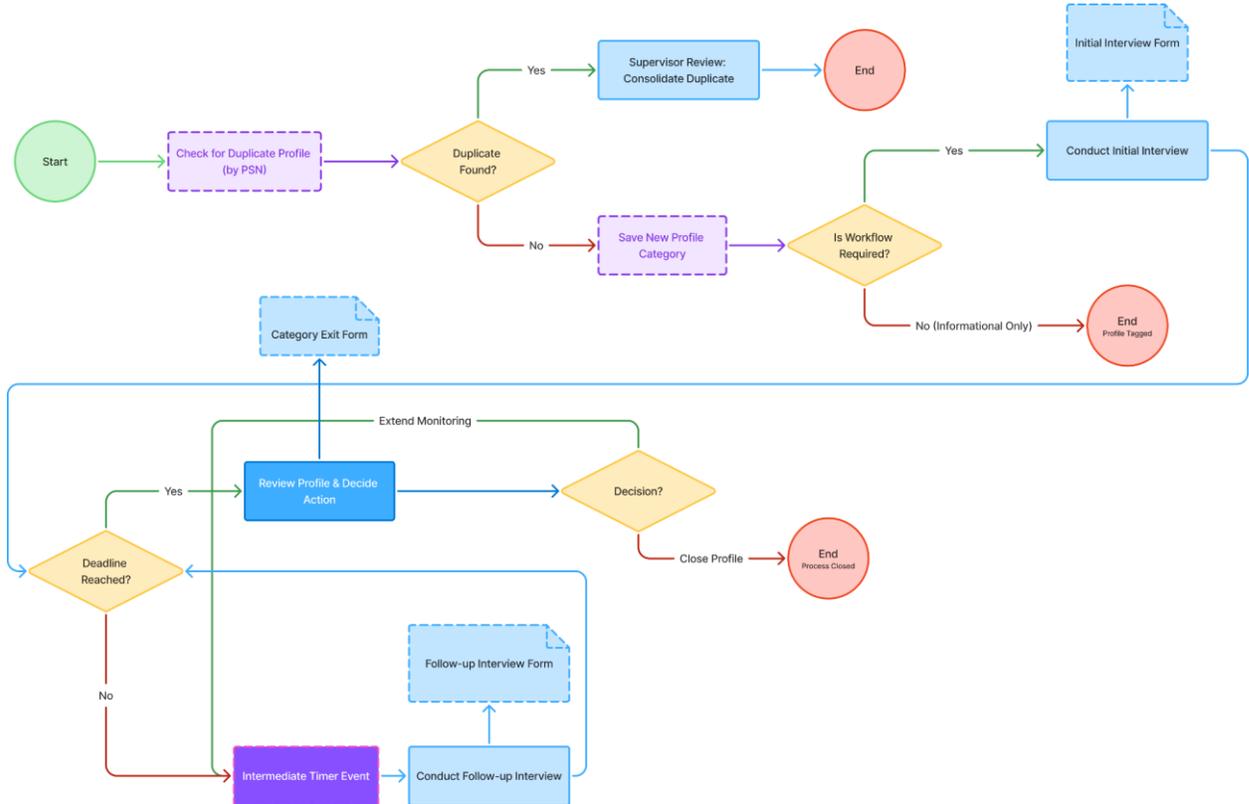
20.4. Workflow Diagram (Illustration)

Diagram 5: Profiling Workflow Diagram

20.5. Process Description

The flow begins when a person is added to a profiling category.

1. **Initiation:** A CP Officer can add a person to one or more profiling categories manually. This can also be triggered automatically when data is fetched from an external source (like ArMed) or pushed via the API.

2. **Duplicate Check:** Upon attempting to add a person, the system must first check if that individual (by PSN) is already actively profiled by another officer or department. If a duplicate exists, the system flags it and requires supervisor review to consolidate the record, preventing redundant work.

3. **Workflow Trigger:** Once a person is successfully added to a category, the system checks if that category is purely informational or if it has an associated preventative workflow.

- ○ **Informational Path:** If the category is informational (e.g., Person Experiencing Homelessness), the profile is simply tagged and no further automated action is taken.

- ○ **Intervention Path:** If the category has a workflow (e.g., Substance Abuse), the Workflows Module initiates the "Recurring Preventive Interview" process.

4. **Workflow Execution:** The workflow creates and assigns an initial User Task to the responsible officer to conduct an interview using a specific Form. After the initial interview, the workflow uses Intermediate Timer Events to schedule recurring follow-up interviews at configured intervals (e.g., every month). This continues until a predefined deadline is reached.

5. **Deadline Review:** When the deadline is hit, the workflow creates a final User Task for the officer, presenting them with an Approval Task to decide whether to extend the monitoring period or to close the preventative process.

6. **Termination:** A person can be removed from a profiling category either through the normal workflow completion, by an officer filling out a "Category Exit Form" based on a court decision, or based on new operative information.

21. Juvenile Safety Flow

21.1. Purpose

To define the official process for the preventive registration, monitoring, and management of at-risk individuals under the age of 18, ensuring all actions comply with the laws of the Republic of Armenia and prioritize the juvenile's welfare.

21.2. Involved Roles

- Community Police Officer

- Community Police Supervisor/Dispatcher

- System Administrator

- Juvenile Affairs Specialist

21.3. Initial Configuration (To be provided by MIA)

The vendor is required to pre-configure the system with the following baseline data provided by MIA officials:

- **Juvenile Profiling Categories:** A list of categories will be provided based on RA law. The system must be flexible enough to add more. Examples include:
    - Repeat Administrative Offenses (e.g., fined two or more times within a year)
    - Chronic School Truancy (e.g., absent 120+ hours without valid reason)
    - Status Offenses (e.g., begging, vagrancy, running away from home)
    - Minor Substance Abuse (alcohol or narcotics)
    - Post-Conviction Monitoring
    - Negative Guardian Influence
- **Form Templates:** MIA will provide the required "Juvenile Initial Assessment Form," "Guardian Interview Form," "Home/School Visit Report," and the "Juvenile Profile Exit Report."
- **Workflow Template:** MIA will provide the baseline logic for the preventative monitoring workflow, including default scheduling intervals for interviews and visits.
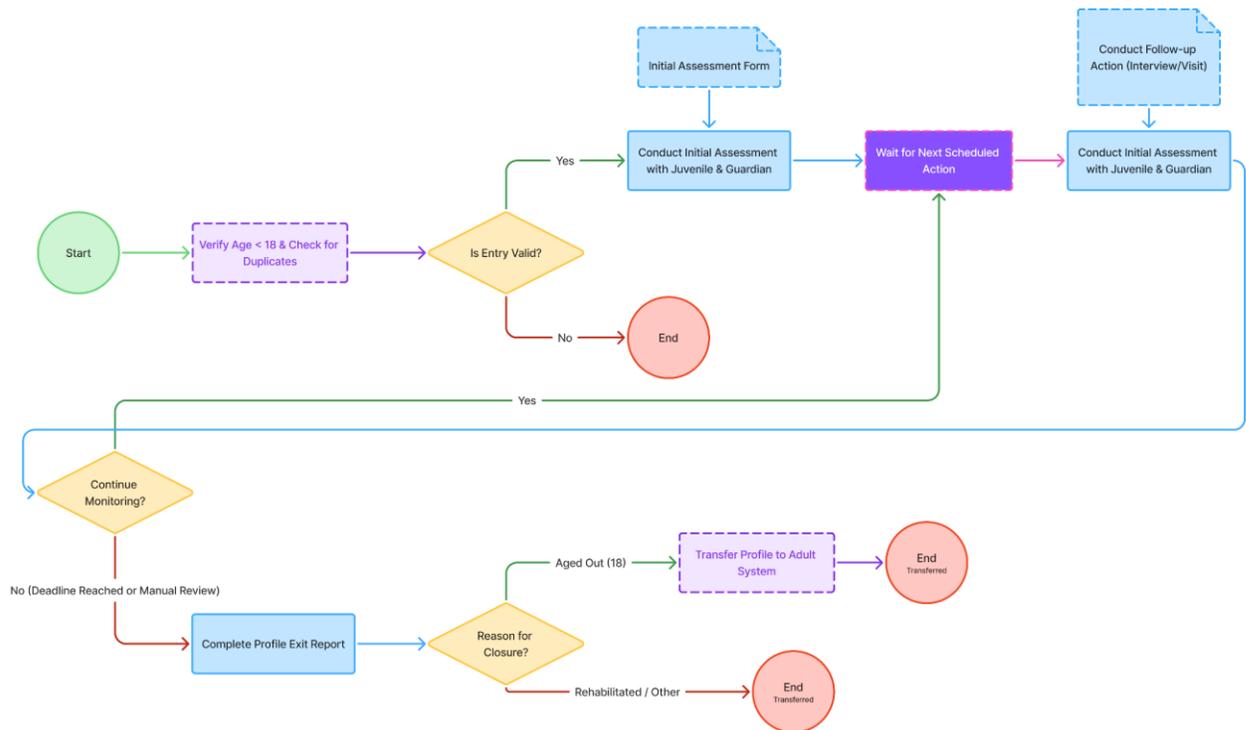
21.4. Workflow Diagram (Illustration)

Diagram 6: Juvenile Safety Workflow Diagram

21.5. Process Description

This flow is initiated when a person under 18 is identified as needing preventive monitoring.

1. **Initiation & Validation:** A profile can be created manually by an officer or automatically based on data from an external system (e.g., an incident report, a court order). The system must first validate that the individual's age is under 18. The system must also check for and prevent duplicate registrations across different departments.

2. **Workflow Trigger:** Once a juvenile is assigned to a category, the Workflows Module initiates the "Juvenile Preventative Monitoring" workflow. This workflow is distinct from the adult profiling flow.

3. **Initial Assessment:** The workflow immediately creates a User Task for the responsible officer to conduct an initial assessment. This involves completing the "Juvenile Initial Assessment Form," which requires participation from the **juvenile and their parents or legal guardians**.

4. **Recurring Monitoring Loop:** After the initial assessment, the workflow enters a recurring loop managed by Intermediate Timer Events. This loop can generate different types of User Tasks (e.g., Follow-up Interview, Home Visit, School Visit), **each with its own configurable schedule.** For example, an interview might be scheduled every month, while a home visit is scheduled every 2 months.

5. **Referral to Social Services:** At any point during the workflow, the **User Task** must provide the officer with an **Available Action** to "Refer to Social Services". This action will trigger a Call Activity (sub-workflow) designed to package the necessary information and send a formal notification or integration call to the relevant social services agency.

6. **Termination:** The monitoring workflow for a specific category can be terminated for several reasons. The officer must select the reason and complete a formal "Juvenile Profile Exit Report." The termination reasons include:

   ○ **Reaching the Age of Majority (18):** The workflow ends, and a Service Task is triggered to automatically transfer the profile's non-sensitive historical data to the standard adult Profiling Module. A supervisor is notified of this transfer.

   ○ **Rehabilitation:** The officer determines, upon a deadline review, that the individual is no longer at risk.

   ○ **Other Formal Reasons:** Death, long-term illness, leaving the country for more than 6 months, or being convicted and incarcerated.

22. Domestic Violence Flow

22.1. Purpose

To define the standardized, end-to-end process for responding to, managing, and monitoring domestic violence incidents, with the primary goals of ensuring victim safety, managing offender accountability, and complying with the laws of the Republic of Armenia.

22.2. Involved Roles

- OMC Call Operator
- Community Police Officer
- Community Police Supervisor/Dispatcher

22.3. Initial Configuration (To be provided by MIA)

The vendor is required to pre-configure the system with the following baseline data provided by MIA officials:

- **Incident Type:** A dedicated "Domestic Violence" type in the Incidents Activity Module.

- **Form Templates:** Official, legally-compliant forms for:
    - "DV Initial Interview" (for Victim, Witness, and Suspect).
    - "DV Risk Assessment"
    - "Warning and Immediate Intervention Decision"
    - "Firearm Storage Inspection"

- **Profiling Categories:** Special categories such as DV Victim (Active Monitoring) and DV Offender (Active Monitoring).

- **Workflow Template:** A pre-configured workflow that orchestrates the entire process, including risk assessment logic, task generation, and decision points.

22.4. Workflow Diagram (Illustration)
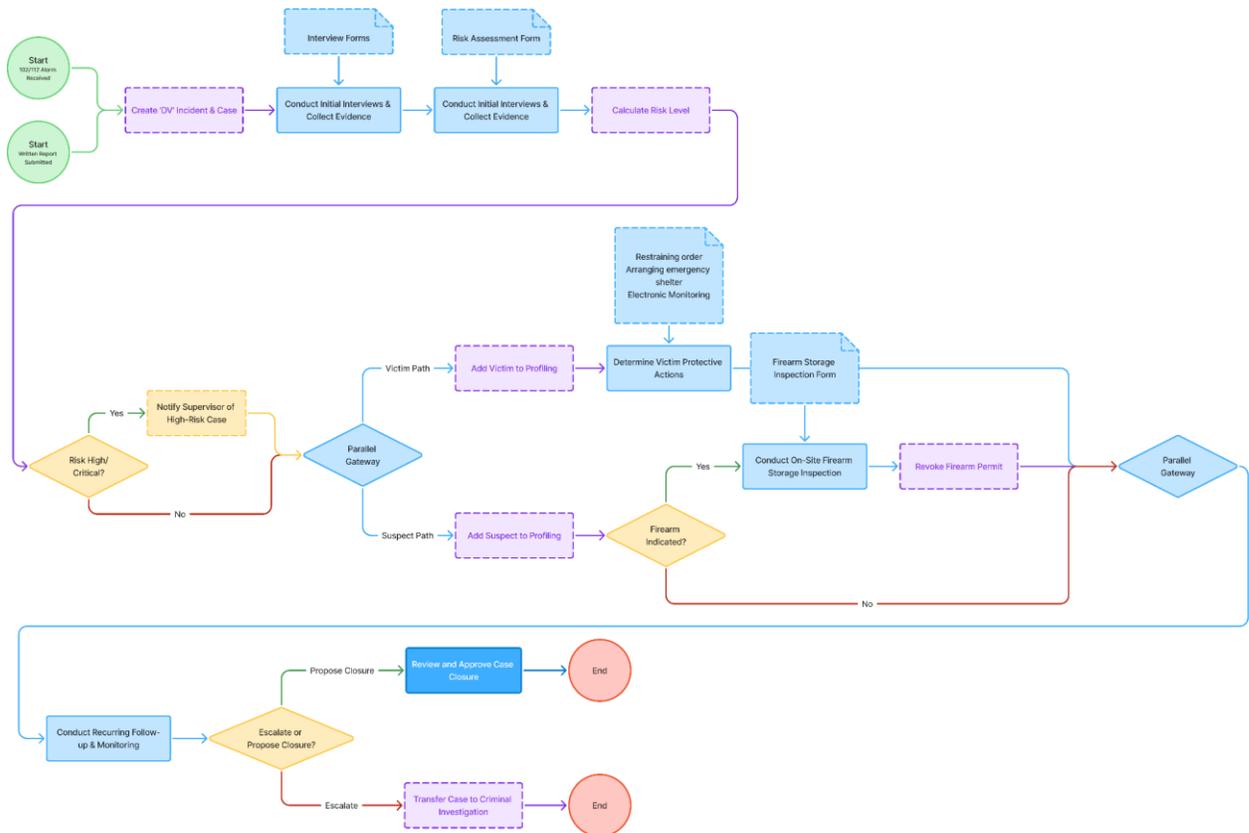
Diagram 7: Domestic Violence Workflow Diagram

22.5. Process Description

This workflow manages a domestic violence case from the initial alert to its final resolution.

1. **Initiation:** The flow is triggered when an Incident is created in the CPMS and marked with the type "Domestic Violence." This can be initiated from the OMS 102/112(in the future) emergency call or a written report. A case is immediately created and assigned to a Community Police Officer.

2. **Initial Response & Data Collection:** The assigned officer receives a Task to respond to the incident. On-scene, the officer uses specific forms from the **Form Builder** to conduct and document interviews with the victim, suspect, and any witnesses. All information and evidence collected are logged against the incident.

3. **Risk Assessment:** The officer completes the official "DV Risk Assessment" form. The system, using data from the form and potentially from automated checks of existing databases (e.g., for prior offenses), calculates a risk level (e.g., Low,

Medium, High, Critical). High or Critical risk cases must automatically trigger a Notification to a supervisor.

4. **Victim & Suspect Profiling:** Based on the risk assessment, the workflow proceeds:

   ○ **Victim:** The victim can be added to the Profiling Module under the "DV Victim" category, initiating a separate monitoring and support workflow. The workflow creates a User Task for the officer to **'Determine Protective Actions,'** where the UI presents choices such as issuing a restraining order or arranging emergency shelter.

   ○ **Suspect:** The suspect is added to the Profiling Module under the "DV Offender" category. The system automatically links their profile to any prior incidents or convictions.

5. **Firearm-Specific Sub-Workflow:** If the risk assessment indicates the suspect has access to a firearm, a specific sub-workflow is triggered:

   ○ A Task is created for the officer to conduct an on-site **"Firearm Storage Inspection"** using the designated form.

   ○ If the suspect is placed under a preventative profiling category, a Service Task is triggered to automatically notify the relevant authorities and update the system to reflect that the suspect's **firearm carrying permit is revoked**.

6. **Monitoring Phase:** The workflow schedules and assigns recurring Tasks for the officer to conduct follow-up interviews with both the victim and the offender over a defined period.

7. **Escalation and Closure:** The case can be closed by the officer once safety is confirmed and all procedures are completed, but this action requires a formal Approval Task to be completed by a supervisor. If the situation escalates, the workflow presents the officer with a User Task that includes an action to **'Transfer Case to Criminal Investigation,'** which triggers the transfer to the **Criminal Investigation** department.

8. **Data & Analysis:** Throughout the process, all addresses are visible on the **Map Module**, and the system must be capable of generating heatmaps of DV incidents to support trend analysis.

23. Firearm Permits and Management Flow

23.1. Purpose

To define the complete, end-to-end digital ecosystem for managing all processes related to firearm licensing, inspection, and registration, involving collaboration between MIA departments, the Investigative Committee, private sector partners, and citizens. This flow has citizen-facing services and must adhere to the **Henaket Design System** and **user satisfaction measurement** standards.

23.2. Involved Roles

- Citizen
- Community Police Officer
- Community Police Supervisor/Dispatcher
- MIA Licensing Official
- Investigative Committee Expertise Center Officer
- Certified Firing Exam Provider
- Firearm Retail Store Seller

23.3. Initial Configuration (To be provided by MIA)

- **Permit Types:** MIA will provide all required forms, including but not limited to: Firearm Import Inspection, Firearm Retail Store Inspection, Citizen Firearm Purchase Permit, Firearm Possession and Carry Permit.

- **Form Templates:** MIA will provide all required forms, including but not limited to: "Import/Retail Storage Inspection Form," "Rifled Barrel Expertise Test Results," "Citizen Purchase Permit Application," and "On-site Storage Inspection Form."

- **Workflow Templates:** MIA will provide the baseline logic for all six sub-flows described below.

23.4. Process Descriptions and Diagrams

This flow consists of six interconnected sub-processes.

23.4.1. Sub-Flow 1: Firearm Import License Inspection

- **Process Description:** This process is triggered when a company applying for a firearm import license requires a mandatory inspection of its storage facility. An official from the MIA's central licensing department initiates a task in the CPMS for the Community Police. A CP Officer in the relevant jurisdiction conducts the on-site inspection using a standard form and submits a pass/fail result, which automatically notifies the initiating MIA official.

- **Workflow Diagram (Illustration)**
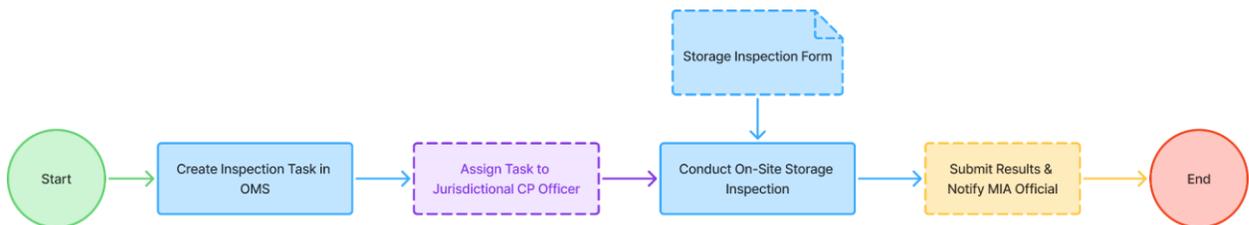
Diagram 8: Firearm Import License Inspection Workflow Diagram

23.4.2. Sub-Flow 2: Firearm Retail Store Inspection

- **Process Description:** This flow is nearly identical to the import license inspection but is initiated for local firearm retail stores. The successful completion of this inspection is a prerequisite for the store being listed in the registry of approved firearm sellers.

- **Workflow Diagram (Illustration)**
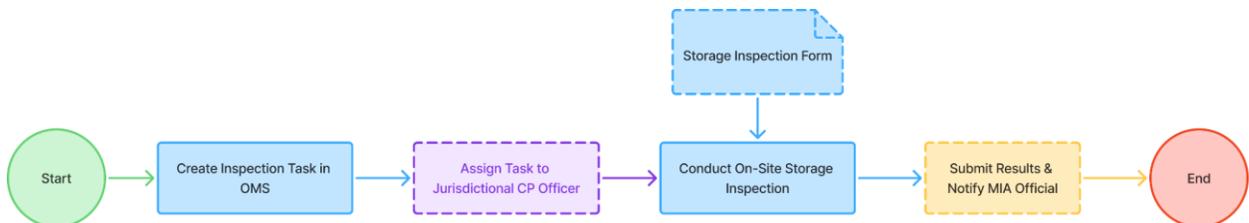
Diagram 9: Firearm Retail Store Inspection Workflow Diagram

23.4.3. Sub-Flow 3: Rifled Barrel Expertise Testing

- **Process Description:** This is a simple data-entry flow for specialists at the Investigative Committee Expertise Center. Using their CPMS accounts, these officers perform ballistic and safety tests on firearms with rifled barrels and log the pass/fail results against the firearm's unique ID. This data is referenced in other flows.

- **Workflow Diagram (Illustration)**
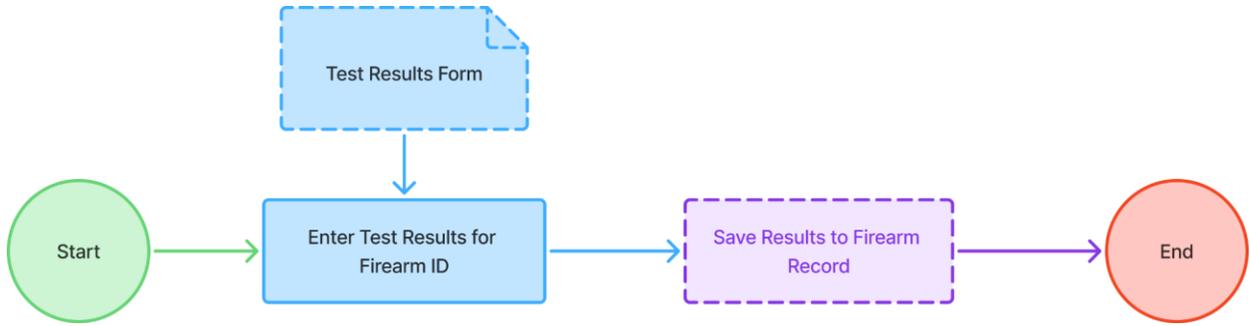
Diagram 10: Rifled Barrel Expertise Testing Workflow Diagram

23.4.4. Sub-Flow 4: Citizen Firearm Purchase Permit (Citizen-facing)

- **Process Description:** A citizen must first pass a firing exam (results logged in CPMS by a licensed private company) and a medical check (results in ArMed). The citizen then logs into the public portal using **YesEm Authentication Portal**. The CPMS is responsible for making individual API calls to all necessary external registries (Population State Registry, ArMed, Investigative Committee, etc.) and aggregating the results to determine a final clearance status. If cleared, the citizen selects the firearm type(s) they wish to purchase, pays the corresponding state duty, and uses a calendar to schedule their on-site storage inspection. A CP Officer conducts the inspection at the scheduled time and grants or denies the purchase permit. The permit is valid for **6 months**.

- **Workflow Diagram (Illustration)**
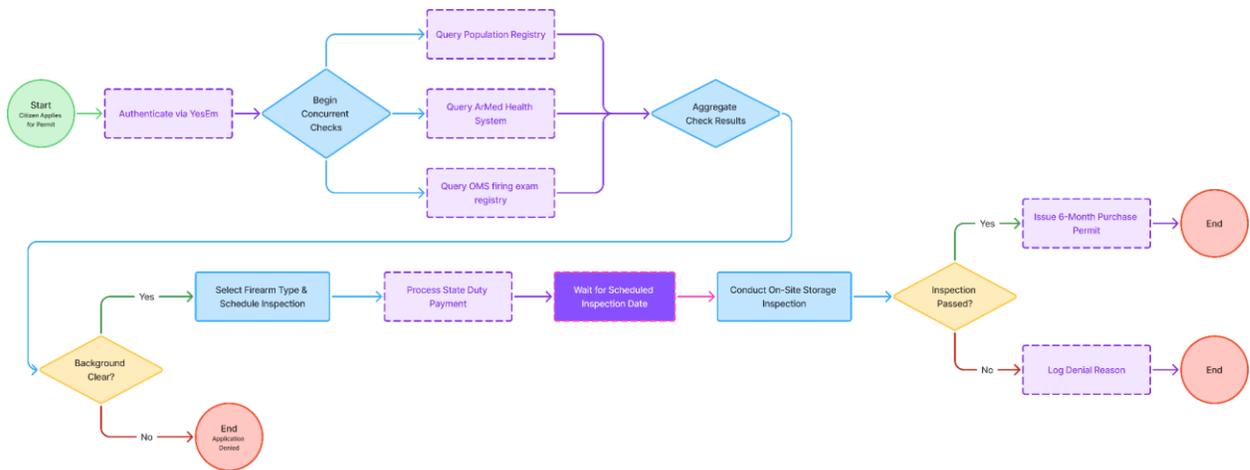
Diagram 11: Citizen Firearm Purchase Permit Workflow Diagram

23.4.5. Sub-Flow 5: Firearm Possession and Carry Permit

- **Process Description:** This flow occurs at a licensed retail store. The citizen selects the firearm they want to purchase. The seller asks for a valid ID and uses their CPMS account to verify if the citizen has a firearm purchase permit, its validity, and the type. The seller then attaches the specific firearm to the citizen's profile. If the firearm is rifled, the system should automatically fetch the Investigative Committee expertise test results and attach them; if the results aren't available, the seller has to enter test result details manually. Upon completion, the system automatically generates the final Firearm Possession and Carry Permit. The permit is valid for 10 years for rifled or smoothbore firearms and has no expiration for gas pistols.

- **Workflow Diagram (Illustration)**
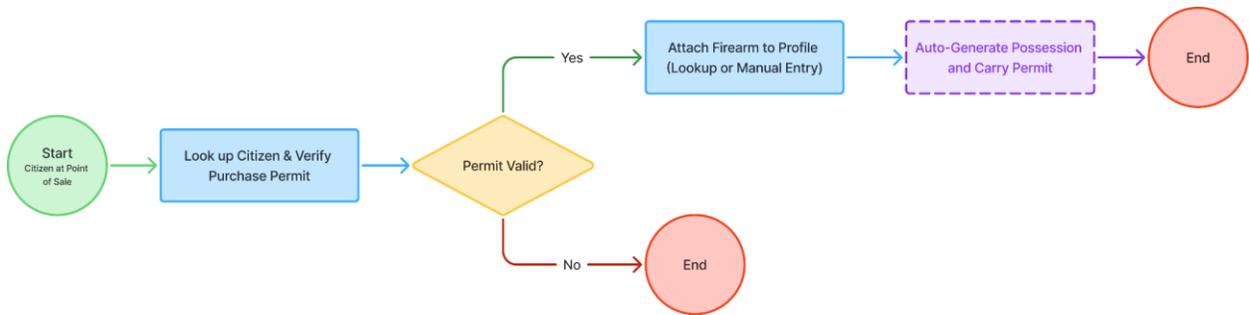
Diagram 12: Firearm Possession and Carry Permit Workflow Diagram

23.4.6. Sub-Flow 6: Firearm Possession and Carry Permit Renewal (Citizen-facing)

- **Process Description:** This is a citizen-facing service that allows for the seamless extension of an existing permit. Proactive notifications are sent to citizens before their permit expires. The citizen logs into the service using **YesEm Authentication Portal**, where they can view their firearms and the status of each license. They select the license(s) to renew, pay the required state duty, and upon successful payment, the license is automatically extended for another 10 years.

- **Workflow Diagram (Illustration)**
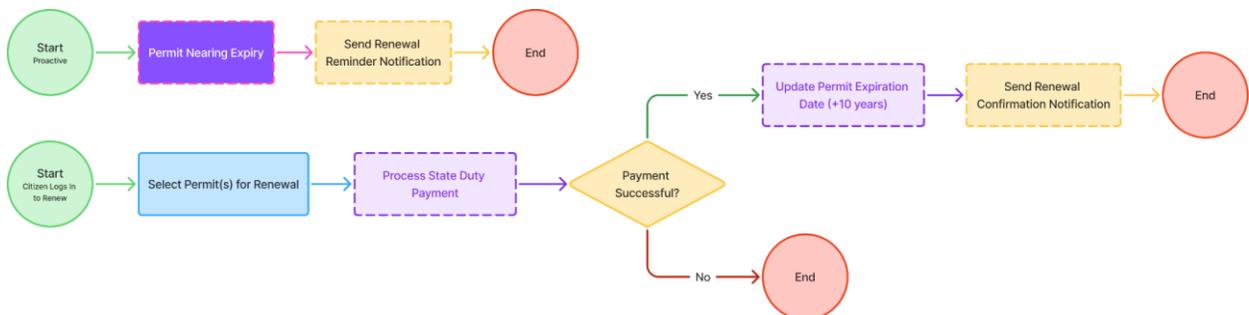
Diagram 13: Firearm Possession and Carry Permit Renewal Workflow Diagram

24. Detention & Arrest Flow

24.1. Purpose

To define the standardized processes for the arrest, booking, and temporary detention of an individual by Community Police, ensuring all actions are legally compliant, auditable, and seamlessly integrated with case management and evidence collection.

24.2. Involved Roles

- Community Police Officer

- Community Police Supervisor/Dispatcher

- Criminal Police Officer

- Detention Facility Staff

- Specialist (e.g., Interpreter)

- Medical Staff

24.3. Initial Configuration (To be provided by MIA)

- **Form Templates:** MIA will provide the official forms for: "Arrest Report," "Notification of Rights & Responsibilities," "Specialist Request Form," "Personal Property Log," "Medical Checkup Report," and "Cell Search Report."

- **Workflow Templates:** MIA will provide the baseline logic for both the "Arrest Processing" and "Detention Management" sub-flows.

24.4. Process Descriptions and Diagrams

This flow is divided into two distinct sub-processes.

24.4.1. Sub-Flow 1: Arrest Processing at a Community Police Department

- **Process Description:** This flow governs the initial processing of an arrested person at a CP department. The process begins when an officer initiates the arrest workflow. They must complete an "Arrest Report" form, linking the report to the individual's profile and creating a new Case. The workflow then guides the officer through a series of mandatory tasks: notifying the individual of their rights (requiring a digital signature), requesting specialists (e.g., an interpreter) if needed, taking mugshots and capturing fingerprints using the integrated **RealScan-G10 scanner,** and conducting a personal search. The system must automatically validate the quality of the captured prints against minimum ISO/NIST standards before allowing the officer to proceed to the next workflow step. Any items found are logged directly into the Property & Evidence Module and linked to the case. Upon completion, the case is automatically forwarded to the Criminal Police/Prosecutor for review. The system must enforce the 72-hour maximum holding period with an automated timer that creates a critical alert for a supervisor upon expiration.

- **Workflow Diagram (Illustration)**
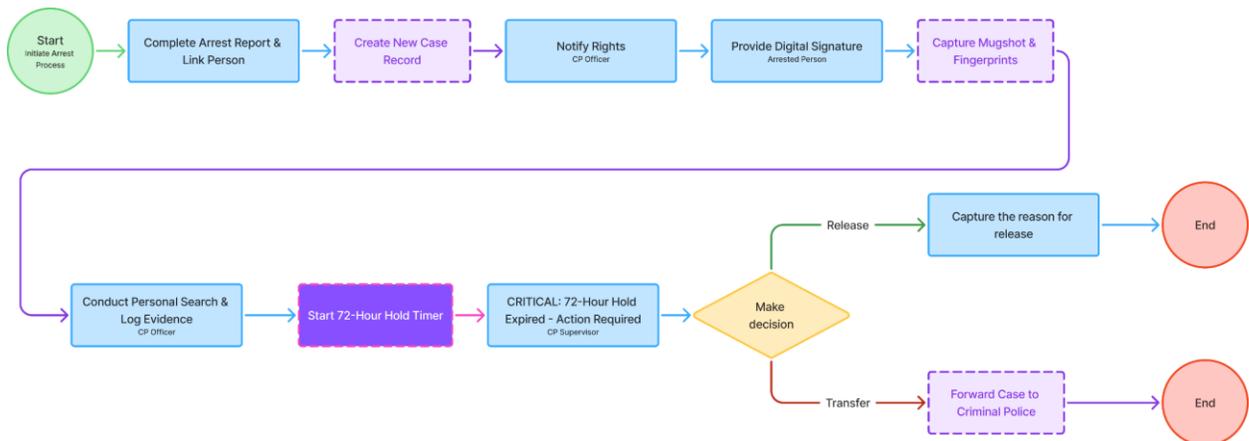
Diagram 14: Arrest Processing at a Community Police Department Workflow Diagram

24.4.2. Sub-Flow 2: Management in a CP Detention Facility

- **Process Description:** This flow manages an individual while they are held in a temporary, CP-managed detention facility. The intake process includes all steps from Sub-Flow 1 but adds a mandatory **Medical Checkup**. All detention-related activities are logged in a dedicated **"Detention Log"** section within the Digital Case File of the Investigation Case Management Module. While the main workflow is in a "Detained" state, officers with the Detention Facility Staff role can initiate several ad-hoc actions:

1. **Communication & Visitation:** Log all outgoing contact requests from the detainee and all incoming visits from authorized persons.

2. **Property & Packages:** Log all incoming packages. If an item is deemed non-evidentiary (based on manual authorization from an investigator, e.g., a phone call), the officer can use a "Release Property" form to log its release to an authorized recipient, capturing their signature.

3. **Cell Searches:** Conduct and log spontaneous cell searches, with any new items seized and added to the evidence log.

4. **Movement:** Log any temporary movement outside the facility (to court, hospital, etc.) as a check-out/check-in event, with the officer's commute route being recorded by the Map Module. The flow concludes when a final disposition is made (e.g., release, transfer to a long-term jail).

- **Workflow Diagram (Illustration)**
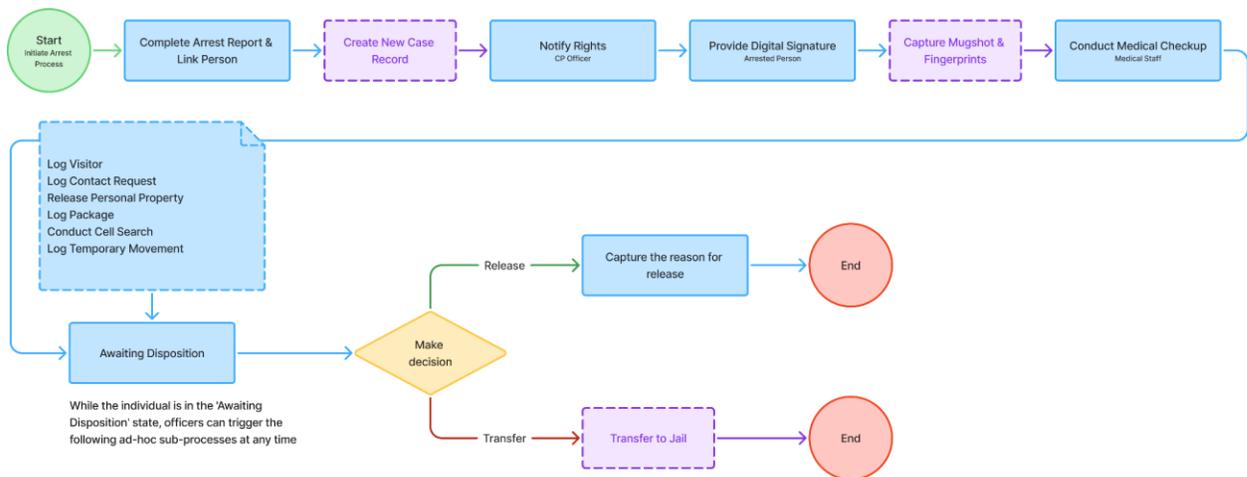
Diagram 15: Management in a CP Detention Facility Workflow Diagram

25. Community Police User Roles

The Vendor is required to preconfigure the system with the following user roles:

- **System Administrator:** Manages system-wide configurations, user permissions, forms, and workflows.

- **Community Police Officer:** Primary frontline user for responding to incidents, managing community-level cases, and completing assigned tasks.

- **Community Police Supervisor/Dispatcher:** Manages CP Officers; responsible for approvals, task assignment, and monitoring team activity.

- **Criminal Police Investigator:** Manages escalated cases and handles sensitive investigative files and evidence.

- **MIA Leadership / Analyst:** Views system-wide reports, dashboards, and analytics for strategic oversight.

- **MIA Licensing Department Specialist:** Processes firearm permit applications and manages administrative inspection workflows with ability to schedule inspections.

- **Citizen / Public User:** External user who applies for services (e.g., permits) and tracks their status via the public portal.

- **Certified Firearm Examiner:** External user who administers firearm exams and submits pass/fail results into the system.

- **Firearm Retail Store Seller:** External user who verifies a buyer's purchase permit and logs the firearm sale.

- **Investigative Committee Ballistics Specialist:** External specialist who enters firearm expertise and ballistics test results.

Important note: This list represents the **initial configuration** of user roles for the CPMS. The **final and authoritative list**, including detailed role descriptions, privileges, and access levels, shall be **provided by the Ministry of Internal Affairs (MIA)** and validated in coordination with the Community Police Headquarters (CPHQ) during system design and implementation. The Vendor shall update all configuration and access-control logic accordingly.

26. Integrations

26.1. Population State Registry & Cadastre Geoportal

Two key integrations, the Population State Registry and Cadastre Geoportal are being modernized under a separate tender. Their final APIs may change during this project.

The vendor's solution must remain adaptable and include this dependency in its budget and project plan; MIA officials will provide updated specifications as they become available.

26.2. Required Integrations

- Population State Registry

- State Register of Legal Entities

- Cadastre Geoportal (GIS)

- Civil Acts Registration Database

- MIA HR System ("Kadrer")

- MIA Vehicle Registry (TM-s)

- MIA Driver's license Registry

- MIA Penalties and Fines Registry

- MIA Information Center (IC): Integration must support the transmission of biometric packages (NIST-ITL or WSQ format) captured via CPMS for cross-referencing with national criminal databases.

   - Conviction database

   - Investigation database

   - Firearms database

- ArMed Health System

- CES database

- Ministry of Justice API (court-case status)

- National Security Service API (watchlist status)

- YesEm Authentication Portal

- Integrated Social Service Electronic Management System (ISSEMS)

- Database of Social Service

- Database of State Revenue Committee

- Database of administrative offenses

- DataLex (if API is available)

- Information system "Manouk" for registering children in hardship (if API is

- available)

- E-Payment Gateway

- Notification Service (email/SMS gateway)

27. References

The development of the CPMS shall be guided by the Armenian Government's digital service principles and by relevant international standards for law enforcement systems, process modeling, and geospatial interoperability.

The following references define the normative and illustrative frameworks that ensure consistency, usability, and compliance across all system components.

27.1. Armenian Service principles

- **14 Armenian digitization principles**

  - **Description:** The Digital Service Standard provides the principles of building a good service. The service design kit explains what teams can do to create services that meet the service standard.

  - **Link:** https://standards.hightech.gov.am/

- **Henaket Design System**

  - **Description:** The design system for government services in the Republic of Armenia. The citizen-facing components of this project must adhere to these standards.

  - **Link:** https://www.figma.com/community/file/125765463842570529

27.2. International Standards & Best Practices

- **IACP/IJIS RMS Functional Specifications**

  - **Description:** The source document detailing best practices for modern law enforcement Records Management Systems, published by the International Association of Chiefs of Police (IACP) and the IJIS Institute.

  - **Link:** https://www.theiacp.org/resources/standard-functional-specifications-for-record-management-systems

- **Business Process Model and Notation (BPMN) 2.0**

  - **Description:** The global standard for business process modeling, maintained by the Object Management Group (OMG). The Workflows Module must be conceptually aligned with this standard.

  - **Link:** https://www.omg.org/spec/BPMN/2.0/

- **Open Geospatial Consortium (OGC)**

    - **Description:** The international standards body for geospatial services. The Map Module must support OGC standards like WMS (Web Map Service) and WFS (Web Feature Service) for interoperability.

    - **Link:** https://www.ogc.org/

27.3. Illustrative Technology Platforms

*Note: The following products are provided as references to illustrate the expected standard of maturity and capability. This is **not** a mandate to use, or integrate with, any specific technology.*

- **Workflow & BPMN Engines:**

    - Camunda: https://camunda.com/

    - Flowable: https://flowable.com/

    - n8n.io: https://n8n.io/

- **Low-Code Application & Form Platforms:**

    - Microsoft Power Apps: https://powerapps.microsoft.com/

    - OutSystems: https://www.outsystems.com/

    - Formstack: https://www.formstack.com/

2.7   Legal Terms/Property Rights

2.7.1 Custom-Developed Software

All the software that is not qualified as third-party software shall be considered Custom-Developed Software under the present agreement.

For the purposes of this Agreement third party Software shall mean software Intellectual Property Rights to which are existing at the time of entry into this Agreement and are not owned by the Supplier and are to have an assisting function in the operation of the final product without limiting Purchaser's ability to further customize the product for other public service use cases.

Within the scope of the project (during the provision of services), any material (document, software code, software package, or other) created and delivered by the Supplier according to the requirements will be considered "Works Made for Hire" and all exclusive economic rights to the Intellectual Property created shall be vested (transferred) to the Purchaser , irrespective of whether the final product comprises pre-existing software developed by the Supplier. The term "all exclusive economic rights of Intellectual Property" shall have the meaning attributed to it under Armenian legislation. All rights, titles, and interests in such materials, except for those that may not be transferred according to the applicable law will be reserved for the Purchaser, as the sole and exclusive owner thereof.

All results of the project are the property of the Purchaser.

The Purchaser has the right to use, publish, transfer, relocate, and modify the materials specified in this TR at its discretion and without any limitations. All originals of the project results should be transferred to the Purchaser and placed in its server infrastructure.

The Purchaser may modify, expand, transfer, copy, and develop derivative software, as well as configure individual workstations for using the system without any limitations.

For the acceptance of the system, the Supplier must provide the Purchaser with all materials and documents related to the software.

The Supplier guarantees and certifies to the Purchaser that:

-        The software code and documentation provided to the Purchaser are complete, properly prepared, and accurate copies of the version of the software in use at the time of final acceptance.

-        After any update, the Supplier will provide the modified software code and corresponding documentation to the Purchaser within 15 days. These materials must also be complete, properly prepared, and correspond to the current version of the updated software.

-        Any software update must be implemented through automated deployment tools, eliminating the Supplier's access to the production environment and databases.

The software code must contain all necessary information in a readable format, without being encrypted, obfuscated, or hidden in any way, and must be provided to the Purchaser in a manner that allows another programmer or analyst to maintain, update, and improve the software.

The software code and corresponding documentation must include all developer comments, information and process models, logic manuals, as well as process flow diagrams.

The source code of any software packages (plugins) used in the system must be provided to the Purchaser via a GIT system, and the build of the software packages must be conducted in the Purchaser's appropriate environment.

The Supplier must provide a detailed guide describing the process of building software packages from the source code.

The Supplier must provide the following:

-        The libraries used (open),

-        Application servers,

-        Scripts,

-        Other files, packages, and software necessary for the system's proper functioning, as well as for deployment, configuration, and operation on new hardware,

-        A deployment document that details the required software, application servers, and the step-by-step deployment process for the system, written in a way that can be easily understood by the relevant specialists,

-        Technical documentation describing the systems.

2.7.2 Third-Party Software

The Supplier may use only such third-party software that is to have an assisting function in the operation of the final product without limiting Purchaser's ability to further customize the product for other public service use cases.

Third party licenses that are necessary to be used for the final product to operate must meet the following conditions as well:

-        For additional off-the-shelf software solutions used within the system, the Purchaser must be granted time-unlimited licenses without additional costs or future payments. The only exception is standard software (such as libraries, developer tools, SDKs, etc.) necessary for integrating with system. Such software may be licensed for a period covering full functionality of at least 5 years starting from the System's Operational Acceptance, only if the Supplier demonstrates that the software vendor does not offer longer-term or perpetual license options.

-        The applied solutions must allow the software to be:

o   Used and copied, including on backup/server computers of similar or equivalent capacity

o   Used, copied, and transferred to replacement computers, or used on both primary and replacement computers simultaneously

o   Accessed from other computers to use or copy the software on primary or replacement computers as needed to ensure the required access

o   Reproduced for secure storage and replacement purposes

o   Adapted, customized, and integrated with other software by the Purchaser to the extent that derivative software includes any significant portion of the provided software

o   In the event the primary computers are decommissioned, the software must be transferable from the primary computer to a backup computer within a reasonable transition period.

Implementation Schedule

Table of Contents: Implementation Schedule

A. IMPLEMENTATION SCHEDULE TABLE

Line Item No.	Subsystem / Item	Start/Commencement date (weeks from Effectiveness)	Delivery (Proposer to specify in the Preliminary Project Plan)	Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone
0	Project Plan		*[insert quoted Delivery estimation]*	W2	W3	No
1	**Phase 1: Inception & Scope Refinement**		***[insert quoted Delivery estimation]***	**W4**	**W5**	**No**
1.1	Project Plan, System Architecture Design Document, Scoping discussion, Requirement Analysis, workflow prioritization and iteration plans		*[insert quoted Delivery estimation]*	W4	W5	No
1.2	UI/UX Design Prototypes (based on Henaket Design System and Material Design System)		*[insert quoted Delivery estimation]*	W4	W5	Yes
	Acceptance of Phase 1		*[insert quoted Delivery estimation]*		W5	
2	**Phase 2: Development Sprints[16]**		*[insert quoted Delivery estimation]*			
2.1	Iteration Cycle 1. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery		*[insert quoted Delivery estimation]*	W6	W6	No

[16] In the Development Sprint, there are 18 iterations. This means that the development process is divided into 18 cycles, each focusing on a specific set of tasks. During the master planning phase, the implementing party will decide the order in which these tasks will be performed and will assign names to the User Stories based on the Technical Specification. User Stories are short descriptions of features or functionalities from the end-user's perspective that need to be developed.

	report (inc. user testing and improvement reports)					
2.2	Iteration Cycle 2. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W8	W8	No
2.3	Iteration Cycle 3. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W10	W10	No
2.4	Iteration Cycle 4. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W12	W12	Yes
2.5	Iteration Cycle 5. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W14	W14	No
2.6	Iteration Cycle 6. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W16	W16	No
2.7	Iteration Cycle 7. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W18	W18	No

2.8	Iteration Cycle 8. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W20	W20	Yes
2.9	Iteration Cycle 9. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W22	W22	No
2.10	Iteration Cycle 10. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W24	W24	No
2.11	Iteration Cycle 11. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W26	W26	No
2.12	Iteration Cycle 12. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W28	W28	Yes
2.13	Iteration Cycle 13. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W30	W30	No

2.14	Iteration Cycle 14. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W32	W32	No
2.15	Iteration Cycle 15. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W34	W34	No
2.16	Iteration Cycle 16. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W36	W36	Yes
2.17	Iteration Cycle 17. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W38	W38	No
2.18	Iteration Cycle 18. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		*[insert quoted Delivery estimation]*	W40	W40	Yes
	Acceptance of Phase 2		*[insert quoted Delivery estimation]*		W40	
3	**Phase 3: Pilot & Final Launch**		*[insert quoted Delivery estimation]*			
3.1	Training of Trainers & User Manuals		*[insert quoted Delivery estimation]*	W42	W44	Yes

3.2	Final System Handover & Go-Live		*[insert quoted Delivery estimation]*	W44	W46	Yes
	Acceptance of Phase 3		*[insert quoted Delivery estimation]*		W46	
4	**Operational Acceptance of the System as an integrated whole (Deliverables: Project Completion Report)**		*[insert quoted Delivery estimation]*		**W48**	**Yes**
5	**Warranty, Technical support(TS) of the System (Deliverables: Bi-weekly TS report, completion report)**					
5.1	Warranty Period (Defect Liability)	**W48**		**W100**	**W100**	
5.2	Post-Warranty Support (Technical Support)	**W48**		**W152**	**W152**	

B. SITE TABLE(S)

Site Code	Site	City / Town / Country	Primary Street Address
HQ	Ministry of Internal Affairs (MIA)	Yerevan, Republic of Armenia	130 Nalbandyan str.,

C. TABLE OF HOLIDAYS AND OTHER NON-WORKING DAYS

Month	2026-2028
1	1-3,28 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

System Inventory Tables

SYSTEM INVENTORY TABLE (SUPPLY AND INSTALLATION COST ITEMS)

SCHEDULE TABLE

Component No..	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
0	**Project Plan**		**HQ**	**- -**
1	**Phase 1: Inception & Scope Refinement**		**HQ**	**- -**
1.1	Project Plan, System Architecture Design Document, Scoping discussion, Requirement Analysis, workflow prioritization and iteration plans		HQ	- -
1.2	UI/UX Design Prototypes (based on Henaket Design System and Material Design System)		HQ	- -
	Acceptance of PHASE 1			
2	**Phase 2: Development Sprints**		**HQ**	**- -**
2.1	Iteration Cycle 1. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.2	Iteration Cycle 2. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.3	Iteration Cycle 3. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.4	Iteration Cycle 4. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.5	Iteration Cycle 5. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -

Component No..	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
2.6	Iteration Cycle 6. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.7	Iteration Cycle 7. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.8	Iteration Cycle 8. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.9	Iteration Cycle 9. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.10	Iteration Cycle 10. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.11	Iteration Cycle 11. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.12	Iteration Cycle 12. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.13	Iteration Cycle 13. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.14	Iteration Cycle 14. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.15	Iteration Cycle 15. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -

Component No..	Component	Relevant Technical Specifications No.	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
2.16	Iteration Cycle 16. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.17	Iteration Cycle 17. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
2.18	Iteration Cycle 18. (inc. Plan, Design, Development, Test, Deploy, Review, Release. Each sprint should include a system documentation, user guide, business process description, as well as training sessions) (Deliverables: Delivery report (inc. user testing and improvement reports)		HQ	- -
	Acceptance of PHASE 2			
3	**Phase 3: Pilot & Final Launch**		**HQ**	**- -**
3.1	Training of Trainers & User Manuals		HQ	- -
3.2	Final System Handover & Go-Live		HQ	- -
	Acceptance of PHASE 3			
4	Operational Acceptance of the System as an integrated whole (Deliverables: Project Completion Report)		HQ	- -
5	Warranty, Technical support(TS) of the System (Deliverables: Bi-weekly TS report, completion report)		HQ	- -

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VIII - GENERAL CONDITIONS OF CONTRACT

Table of Clauses

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 Contractual Forms Section of the request for proposals 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 in Section VII of the request for proposals documents.

(vii) **"Implementation Schedule"** means the Implementation Schedule in Section VII of the request for proposals documents.

(viii) **"Contract Price"** means the price or prices defined in Article 2 (Contract Price and Terms of Payment) of the Contract Agreement.

(ix) **"Procurement Regulations"** refers to the edition **specified in the SCC** of the World

Bank "Procurement Regulations for IPF Borrowers".

(x) "request for proposals **document**" refers to the document issued by the Purchaser on the subject procurement process.

(xi) "**Sexual Exploitation and Abuse**" "**(SEA)**" means the following:

Sexual Exploitation is defined as any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual Abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.

(xii) "**Sexual Harassment**" "**(SH)**" is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature by the Supplier's Personnel with other Supplier's or Purchaser's personnel.

(b) entities

(i) "**Purchaser**" means the entity purchasing the Information System, as **specified in the SCC.**

(ii) "**Purchaser's Personnel**" means all staff, labor and other employees of the Contract Manager and of the Purchaser engaged in fulfilling the Purchaser's obligations under the Contract; and any other personnel identified as Purchaser's Personnel, by a notice from the Purchaser to the Supplier;

(iii) "**Contract 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 (Contract Manager) to perform the duties delegated by the Purchaser.

(iv) "**Supplier**" means the firm or Joint Venture whose proposal to **perform** the **Contract** has

been accepted by the Purchaser and is named as such in the Contract Agreement.

(v)   **"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.

(vi)   **"Supplier's Personnel"** means all personnel whom the Supplier utilizes in the execution of the Contract, including the staff, labor and other employees of the Supplier and each Subcontractor; and any other personnel assisting the Supplier in the execution of the Contract;

(vii)   **"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.

(viii) **"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 43.1 (Adjudication).

(ix)   **"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 proposal. The "Agreed 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 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 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) **Unless otherwise specified in the SCC** "Project Site(s)" means the place(s) in the Site Table in the Technical Requirements Section 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 Regulations.

(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 **unless otherwise specified in the SCC,** 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.

(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 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.

(xiii) 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).

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 **Unless otherwise specified in the SCC**, all Contract Documents and related correspondence exchanged between Purchaser and Supplier shall be written in the language of the request for proposals document (English)**,** 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 Incoterms

Incoterms means international rules for interpreting trade terms published by the International Chamber of Commerce (latest edition), 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, facsimile, electronic mail, or other electronic means, with the following provisions.

4.1.1 Any notice sent by 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 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, 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 Contract 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 Contract 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 Contract 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**.

5.2 Throughout the execution of the Contract, the Supplier shall comply with the import of goods and services prohibitions in the Purchaser's Country when

(a) as a matter of law or official regulations, the Borrower's country prohibits commercial relations with that country; or

(b) 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 any country, person, or entity in that country.

6. Fraud and Corruption	6.1	The Bank requires compliance with the Bank's Anti-Corruption Guidelines and its prevailing sanctions policies and procedures as set forth in the WBG's Sanctions Framework, as set forth in the Appendix 1 to the GCC.

6.2 The Purchaser requires the Suppliers to disclose any commissions or fees that may have been paid or are to be paid to agents or any other party with respect to the procurement process or execution of the Contract. The information disclosed must include at least the name and address of the agent or other party, the amount and currency, and the purpose of the commission, gratuity or fee.

B. SUBJECT MATTER OF CONTRACT

7. Scope of the System	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 Project Plan.

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.

7.3   The Supplier's obligations (if any) to provide Goods and Services as implied by the Recurrent Cost tables of the Supplier's proposal, 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.

8. Time for Commencement and Operational Acceptance

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 and any refinements made in the Agreed Project Plan.

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) in accordance with the time schedule specified in the Implementation Schedule and any refinements made in the Agreed 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. The Supplier shall ensure that its Subcontractors carryout the work on the Information System in accordance with the Contract, including complying with relevant environmental and social requirements and the obligations set out in GCC Clause 9.9.

The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of the Contract at the Project Site/s in the Purchaser's country where the Contract is executed.

If **required in the SCC**, the Supplier shall submit to the Purchaser for its approval a health and safety manual which has been specifically prepared for the Contract.

The health and safety manual shall be in addition to any other similar document required under applicable health and safety regulations and laws.

The health and safety manual shall set out any applicable health and safety requirement under the Contract,

(a)   which may include:

  (i)   the procedures to establish and maintain a safe working environment;

  (ii)   the procedures for prevention, preparedness and response activities to be implemented in the case of an emergency event (i.e. an unanticipated incident, arising from natural or man-made hazards);

  (iii)   the measures to be taken to avoid or minimize the potential for community exposure to water-borne, water-based, water-related, and vector-borne diseases,

  (iv)   the measures to be implemented to avoid or minimize the spread of communicable diseases; and

(b) any other requirements stated in the Purchaser's Requirements.

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 proposal 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 Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. 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 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   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).

9.7   Pursuant to paragraph 2.2 e. of the Appendix 1 to the General Conditions of Contract, the Supplier shall permit and shall cause its agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to permit, the Bank and/or persons appointed by the Bank to inspect the site and/or the accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have such accounts, records and other documents audited by auditors appointed by the Bank. The Supplier's and its Subcontractors' and subconsultants' attention is drawn to GCC Clause 6.1 (Fraud and Corruption) which provides, inter alia, that acts intended to materially impede the exercise of the Bank's inspection and audit rights constitute a prohibited practice subject to contract termination (as well as to a determination of ineligibility pursuant to the Bank's prevailing sanctions procedures).

9.8   The Supplier shall conform to the sustainable procurement contractual provisions, if and as **specified in the SCC.**

9.9   **Code of Conduct**

The Supplier shall have a Code of Conduct for the Supplier's Personnel employed for the execution of the Contract at the Project Site/s.

The Supplier shall take all necessary measures to ensure that each such personnel is made aware of the Code of Conduct including specific behaviors that are prohibited, and understands the consequences of engaging in such prohibited behaviors.

These measures include providing instructions and documentation that can be understood by such personnel, and seeking to obtain that person's signature acknowledging receipt of such instructions and/or documentation, as appropriate.

The Supplier shall also ensure that the Code of Conduct is visibly displayed in the Project Site/s as well as, as applicable, in areas outside the Project Site/s accessible to

the local community and any project affected people. The posted Code of Conduct shall be provided in languages comprehensible to the Supplier's Personnel, Purchaser's Personnel and the local community.

The Supplier's Management Strategy and Implementation Plans, if applicable, shall include appropriate processes for the Supplier to verify compliance with these obligations.

9.10 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.

9.11 The Supplier, including its Subcontractors, shall comply with all applicable safety obligations. The Supplier shall at all times take all reasonable precautions to maintain the health and safety of the Supplier's Personnel employed for the execution of Contract at the Project Site/s.

9.12 Training of Supplier's Personnel

The Supplier shall provide appropriate training to relevant Supplier's Personnel on any applicable environmental and social aspect of the Contract, including appropriate sensitization on prohibition of SEA, health and safety.

As stated in the Purchaser's Requirements or as instructed by the Contract Manager, the Supplier shall also allow appropriate opportunities for the relevant personnel to be trained on any applicable environmental and social aspects of the Contract by the Purchaser's Personnel and/or other personnel assigned by the Purchaser.

The Supplier shall provide training on SEA and SH, including its prevention, to any of its personnel who has a role to supervise other Supplier's Personnel.

9.13 Stakeholder engagements

The Supplier shall provide relevant contract- related information, as the Purchaser and/or Contract Manager may reasonably request to conduct contract stakeholder engagement. "Stakeholder" refers to individuals or groups who:

(a) are affected or likely to be affected by the Contract; and

(b) may have an interest in the Contract.

The Supplier may also directly participate in contract stakeholder engagements, as the Purchaser and/or Contract Manager may reasonably request.

9.14   Forced Labor

The Supplier, including its Subcontractors, shall not employ or engage forced labour. Forced labour consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty, and includes any kind of involuntary or compulsory labour, such as indentured labour, bonded labour or similar labour-contracting arrangements.

No persons shall be employed or engaged who have been subject to trafficking. Trafficking in persons is defined as the recruitment, transportation, transfer, harbouring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation.

9.15   Child Labor

The Supplier, including its Subcontractors, shall not employ or engage a child under the age of 14 unless the national law specifies a higher age (the minimum age).

The Supplier, including its Subcontractors, shall not employ or engage a child between the minimum age and the age of 18 in a manner that is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development.

The Supplier, including its Subcontractors, shall only employ or engage children between the minimum age and the age of 18 after an appropriate risk assessment has been conducted by the Supplier with the Contract Manager's consent. The Supplier shall be subject to regular monitoring by the Contract Manager that includes monitoring of health, working conditions and hours of work.

Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Such work activities prohibited for children include work:

(a)   with exposure to physical, psychological or sexual abuse;

(b)   underground, underwater, working at heights or in confined spaces;

(c)   with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads;

(d)   in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or

(e)   under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

9.16   Non-Discrimination and Equal Opportunity

The Supplier shall not make decisions relating to the employment or treatment of personnel for the execution of the Contract on the basis of personal characteristics unrelated to inherent job requirements. The Supplier shall base the employment of personnel for the execution of the Contract on the principle of equal opportunity and fair treatment, and shall not discriminate with respect to any aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices.

Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination. The Supplier shall provide protection and assistance as necessary to ensure non-discrimination and equal opportunity, including for specific groups such as women, people with disabilities, migrant workers and children (of working age in accordance with GCC Clause 9.15).

9.17   Personnel Grievance Mechanism

The Supplier shall have a grievance mechanism for personnel employed in the execution of the Contract to raise workplace concerns. The grievance mechanism shall be proportionate to the nature, scale, risks and impacts of the Contract. The grievance mechanism may utilize existing grievance mechanisms, provided that they are properly

designed and implemented, address concerns promptly, and are readily accessible to such personnel.

9.18 Security of the Project Site

If stated in the SCC, the Supplier shall be responsible for the security at the Project Site/s including providing and maintaining at its own expense all lighting, fencing, and watching when and where necessary for the proper execution and the protection of the locations, or for the safety of the owners and occupiers of adjacent property and for the safety of the public.

In making security arrangements, the Supplier shall be guided by applicable laws and any other requirements that may be stated in the Purchaser's Requirements.

The Supplier shall (i) conduct appropriate background checks on any personnel retained to provide security; (ii) train the security personnel adequately (or determine that they are properly trained) in the use of force (and where applicable, firearms), and appropriate conduct towards the Supplier's Personnel, Purchaser's Personnel and affected communities; and (iii) require the security personnel to act within the applicable Laws and any requirements set out in the Purchaser's Requirements.

The Supplier shall not permit any use of force by security personnel in providing security except when used for preventive and defensive purposes in proportion to the nature and extent of the threat.

9.19 Recruitment of Persons

The Supplier shall not recruit, or attempt to recruit, either on limited time or `permanent basis or through any other contractual agreement, staff and labor from amongst the Purchaser's Personnel.

9.20 **Unless otherwise specified in the SCC** the Supplier shall have no other Supplier responsibilities.

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 Project Plan (pursuant to GCC Clause 19.2) within the time schedule specified in the Implementation Schedule. 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 Supplier's Personnel, 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 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 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 Implementation Schedule and the Agreed 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 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 **Unless otherwise specified in the SCC** the Purchaser shall have no other Purchaser responsibilities.

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 Unless an adjustment clause is **provided for in the SCC,** the Contract Price shall be a firm lump sum not subject to any alteration, except in the event of a Change in the System pursuant to GCC Clause 39 or to other clauses in the Contract;

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 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 **as 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.

12.6 **As specified in the SCC**, if the Supplier fails to perform its cyber security obligations under the Contract, an assessed amount, as determined by the Contract Manager, may be withheld until the obligation has been performed.

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 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 and valid until the System is Operationally Accepted.

13.2.2 The security shall be in the form provided in the request for proposal document 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. **Unless otherwise specified in the SCC,** the reduction in value and expiration of the Advance Payment Security are calculated as follows:

$P*a/(100-a)$, 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 the SCC for GCC Clause 12.1.

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 Contractual Forms Section of the request for proposal document, 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 the 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 proposal 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 **unless otherwise specified in the SCC** to a legally constituted successor organization (e.g., a reorganization of a public entity formally authorized by the government or through a merger or acquisition of a private entity)**.**

15.4 **Unless otherwise specified in 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 (as legally sufficient) 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   **Unless otherwise specified in the SCC**, escrow arrangements shall NOT be required.

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)   **unless otherwise specified in the SCC** valid throughout the territory of the Purchaser's Country;

(iv)   **unless otherwise specified in the SCC** subject to NO additional restrictions.

(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 proposal), 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)   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 proposal specifies a class of computer to which the license is restricted, 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)   **unless otherwise specified in the SCC,** disclosed to, and reproduced for use by, support service suppliers and their subcontractors, 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)   **unless otherwise specified in the SCC** disclosed to, and reproduced for use by, NO other parties.

16.2   The Supplier has the right to audit the Standard Software to verify compliance with the above license agreements. **Unless otherwise specified in the SCC**, the Purchaser will make available to the Supplier, within seven (7) days of a written request, accurate and up-to-date records of the number and location of copies, the number of authorized users, or any other relevant data required to demonstrate use of the Standard Software as per the license agreement. If and only if, expressly agreed in writing between the Purchaser and the Supplier, Purchaser will allow, under a pre-specified agreed procedure, the execution of embedded software functions under Supplier's control, and unencumbered transmission of resulting information on software usage.

17. Confidential Information   17.1   **Unless 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;

(d)   is being provided to the Bank.

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   **Unless otherwise specified in the SCC**, the provisions of this GCC Clause 17 shall survive the termination, for whatever reason, of the Contract for three (3) years.

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

18. Representatives   18.1   Contract Manager

If the Contract 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 Contract Manager. The Purchaser may from time to time appoint some other person as the Contract 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. **Unless otherwise specified in the SCC** (if any), the Contract 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 **Unless otherwise 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 Contract 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 the Supplier's 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   Removal of Supplier's Personnel

18.3.1 The Contract Manager may require the Supplier to remove (or cause to be removed) the Supplier's Representative or any other person employed by the Supplier in the execution of the Contract, who:

(a) persists in any misconduct or lack of care;

(b) carries out duties incompetently or negligently;

(c) fails to comply with any provision of the Contract;

(d) persists in any conduct which is prejudicial to safety, health, or the protection of the environment;

(e) based on reasonable evidence, is determined to have engaged in Fraud and Corruption during the execution of the Contract;

(f) has been recruited from the Purchaser's Personnel;

(g) engages in any other behaviour which breaches the Code of Conduct, as applicable;

If appropriate, the Supplier shall then promptly appoint (or cause to be appointed) a suitable replacement with equivalent skills and experience.

Notwithstanding any requirement from the Contract Manager to remove or cause to remove any person, the Supplier shall take immediate action as appropriate in response to any violation of (a) through (g) above. Such immediate action shall include removing (or causing to be removed) from work on the System, any person Employed by the Supplier in the execution of the Contract who engages in (a), (b), (c), (d), (e) or (g) above or has been recruited as stated in (f) above.

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 suitable replacement with equivalent skills and experience.

19. Project Plan 19.1 In close cooperation with the Purchaser and based on the Preliminary Project Plan included in the Supplier's proposal, 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 **Unless otherwise specified in the SCC**, within thirty (30) days from the Effective Date of the Contract, the Supplier shall present a Project Plan to the Purchaser. Such submission to the Purchaser shall include any applicable environmental and social management plan to manage environmental and social risks and impacts. The Purchaser shall, within fourteen (14) 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 five (5) days of receipt of such notification, correct the Project Plan and resubmit to the Purchaser. The Purchaser shall, within five (5) 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 Project Plan") shall be contractually binding on the Purchaser and the Supplier.

19.3 If required, the impact on the Implementation Schedule of modifications agreed during finalization of the Agreed 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 Project Plan and the Contract.

19.5 **Unless otherwise specified in the SCC**, the Supplier shall submit to the Purchaser Monthly Progress Reports summarizing:

(i) results accomplished during the prior period;

(ii)   cumulative deviations to date from schedule of progress milestones as specified in the Agreed Project Plan;

(iii) corrective actions to be taken to return to planned schedule of progress; proposed revisions to planned schedule;

(iv)   other issues and outstanding problems; proposed actions to be taken;

(v)   resources that the Supplier expects to be provided by the Purchaser and/or actions to be taken by the Purchaser in the next reporting period;

(vi)   status of compliance to environmental and social requirements, as applicable;

(vii) other issues or potential problems the Supplier foresees that could impact on project progress and/or effectiveness.

19.6   The Supplier shall submit to the Purchaser other (periodic) reports as specified in the SCC.

19.7   Immediate Reporting requirement

The Supplier shall inform the Contract Manager immediately of any allegation, incident or accident in Project Site/s, which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or Supplier's Personnel. This includes, but is not limited to, any incident or accident causing fatality or serious injury; significant adverse effects or damage to private property; any cyber security incidents as **specified in the SCC**; or any allegation of SEA and/or SH. In case of SEA and/or SH, while maintaining confidentiality as appropriate, the type of allegation (sexual exploitation, sexual abuse or sexual harassment), gender and age of the person who experienced the alleged incident should be included in the information.

The Supplier, upon becoming aware of the allegation, incident or accident, shall also immediately inform the Purchaser of any such incident or accident on the Subcontractors' or suppliers' premises relating to the Contract which has or is likely to have a significant adverse effect on the environment, the affected communities, the public, Purchaser's Personnel or

Supplier's Personnel. The notification shall provide sufficient detail regarding such incidents or accidents.

The Supplier shall provide full details of such incidents or accidents to the Contract Manager within the timeframe agreed with the Purchaser.

The Purchaser shall require its Subcontractors to immediately notify it of any incidents or accidents referred to in this Sub- Clause.

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. Submision by the Supplier, for addition of any Subcontractor not named in the Contract, shall also include the Subcontractor's declaration in accordance with Appendix 2 to the GCC-Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration. 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, including by providing the Subcontractor's declaration in accordance with Appendix 2 to the GCC- Sexual exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration; 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, or in Appendix 3 of the Contract Agreement.

20.4   The Supplier shall ensure that its Subcontractors comply with the relevant ES requirements and the obligations set out in GCC Clause 9.9.

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 Contract 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 Contract 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 proposal submission shall apply. 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 Controlling Technical Documents by the Contract Manager

21.3.1 **Unless otherwise specified in the SCC**, there will NO Controlling Technical Documents required. However, **if the SCC specifies** Controlling Technical Documents, the Supplier shall prepare and furnish such documents for the Contract Manager's approval or review.

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

GCC Clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Contract Manager's approval, but not to those furnished to the Contract Manager for its review only.

21.3.2 Within fourteen (14) days after receipt by the Contract Manager of any document requiring the Contract Manager's approval in accordance with GCC Clause 21.3.1, the Contract 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 Contract Manager proposes. If the Contract Manager fails to take such action within the fourteen (14) days, then the document shall be deemed to have been approved by the Contract Manager.

21.3.3 The Contract 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 Contract Manager disapproves the document, the Supplier shall modify the document and resubmit it for the Contract Manager's approval in accordance with GCC Clause 21.3.2. If the Contract 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 Contract 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 Contract 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 43.1 (Adjudication). If such dispute is referred to an Adjudicator, the Contract 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 Contract 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 43.1.2, 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 Contract 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 Contract 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 Contract Manager an amended document and obtained the Contract Manager's approval of the document, pursuant to the provisions of this GCC

Clause 21.3. If the Contract 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 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 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 proposal 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 proposal.

23.4   **Unless otherwise specified in the SCC,** during the Warranty Period, 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 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 proposal) 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 Contract 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 43 (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 Project Plan, the Supplier shall so notify the Purchaser in writing.

26.2   The Contract 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 Contractual Forms Section in the request for proposals document, 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 Contract 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 Contract 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 Contract Manager, pursuant to GCC Clause 26.2; or

(b)   as otherwise specified in the Technical Requirement or the Agreed 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]), 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 proposal, including, but not restricted to, the functional and technical performance requirements. **Unless otherwise specified in the SCC**, the Operational Acceptance Tests during Commissioning will be conducted as specified in the Technical Requirements and/or the Agreed 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 ninety (90) days 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 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 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 Contract 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 Contract 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 Contract 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 Contract Manager fails to issue the Operational Acceptance Certificate or fails to inform the Supplier in writing of the justifiable reasons why the Contract 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 Contract 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 and/or the Agreed 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 **Unless otherwise specified in the SCC**, 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 or the Agreed 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 of one half of one percent per week as a percentage of the Contract Price (exclusive of Recurrent Costs if any), 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 of ten (10) percent of the Contract Price (exclusive of Recurrent Costs if any). 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 and/or Agreed 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. **Unless otherwise specified in the SCC**, there will be NO exceptions and/or limitations to this warranty with respect to Software (or categories of Software). 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 **Unless otherwise specified in the SCC,** 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, and (ii) they have been previously released to the market.

29.4 **Unless otherwise specified in the SCC**, 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 thirty-six (36) months.

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   **Unless otherwise specified in the SCC**, the response times and repair/replacement times for Warranty Defect Repair are specified in the Technical Requirements. Nevertheless, if the Supplier fails to commence the work necessary to remedy such defect or any damage to the System caused by such defect within two weeks 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. For reasons of information security, the Purchaser may choose to retain physical possession of any replaced defective information storage devices.

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 Proposal; 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) Clause 16 (Software License Agreements), 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 Supplier 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 affected 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 Contract 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 Contract 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 Contractual Forms Section in the request for proposals document.

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 Contract

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; and

(f) any additional documents as **specified in the SCC**.

39.2.2 Prior to preparing and submitting the "Change Proposal," the Supplier shall submit to the Contract Manager a "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 Contract 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.

39.4   Value engineering. The Supplier may prepare, at its own cost, a value engineering proposal at any time during the performance of the Contract. The value engineering proposal shall, at a minimum, include the following;

(a)   the proposed change(s), and a description of the difference to the existing Contract requirements;

(b)   a full cost/benefit analysis of the proposed change(s) including a description and estimate of costs (including life cycle costs) the Purchaser may incur in implementing the value engineering proposal; and

(c)   a description of any effect(s) of the change on performance/functionality.

The Purchaser may accept the value engineering proposal if the proposal demonstrates benefits that:

(a)   accelerates the delivery period; or

(b)   reduces the Contract Price or the life cycle costs to the Purchaser; or

(c)   improves the quality, efficiency, safety or sustainability of the systems; or

(d)   yields any other benefits to the Purchaser,

without compromising the necessary functions of the systems.

If the value engineering proposal is approved by the Purchaser and results in:

(a) a reduction of the Contract Price; the amount to be paid to the Supplier shall be the percentage specified in the SCC of the reduction in the Contract Price; or

(b) an increase in the Contract Price; but results in a reduction in life cycle costs due to any benefit described in (a) to (d) above,

the amount to be paid to the Supplier shall be the full increase in the Contract Price.

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 Contract 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 43.

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 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 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 Fraud and Corruption, as defined in paragraph 2.2 a. of the Appendix 1 to the GCC, 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.

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 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 thirty (30) 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 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.

I. SETTLEMENT OF DISPUTES

43. Settlement of Disputes 43.1 Adjudication

43.1.1 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 43.2.1.

43.1.2 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.

43.1.3 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.

43.1.4 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.

43.2   Arbitration

43.2.1 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 43.1.2, or

(b)   the Adjudicator fails to give a decision within the allotted time from referral of the dispute pursuant to GCC Clause 43.1.2, 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 43.1.1 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.

43.2.2 Any dispute in respect of which a notice of intention to commence arbitration has been given, in accordance with GCC Clause 43.2.1, shall be finally settled by arbitration. Arbitration may be commenced prior to or after Installation of the Information System.

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

43.3   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.

J. CYBER SECURITY

44. Cyber Security   44.1   **Pursuant to the SCC**, the Supplier, including its Subcontractors/ suppliers/ manufacturers shall take all technical and organizational measures necessary to protect the information technology systems and data used in connection with the Contract. Without limiting the foregoing, the Supplier, including its Subcontractors/ suppliers/ manufacturers, shall use all reasonable efforts to establish, maintain, implement and comply with, reasonable information technology, information security, cyber security and data protection controls, policies and procedures, including oversight, access controls, encryption, technological and physical safeguards and business continuity/disaster recovery and security plans that are designed to protect against and prevent breach, destruction, loss, unauthorized distribution, use, access, disablement, misappropriation or modification, or other compromise or misuse of or relating to any information

technology system or data used in connection with the Contract.

APPENDIX 1

Fraud and Corruption
(Text in this Appendix shall not be modified)

1. Purpose

1.1 The Bank's Anti-Corruption Guidelines and this annex apply with respect to procurement under Bank Investment Project Financing operations.

2. Requirements

2.1 The Bank requires that Borrowers (including beneficiaries of Bank financing); bidders (applicants/proposers), consultants, contractors and suppliers; any sub-contractors, sub-consultants, service providers or suppliers; any agents (whether declared or not); and any of their personnel, observe the highest standard of ethics during the procurement process, selection and contract execution of Bank-financed contracts, and refrain from Fraud and Corruption.

2.2 To this end, the Bank:

   a. Defines, for the purposes of this provision, the terms set forth below as follows:

   i. "corrupt practice" 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" is any act or omission, including misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain financial or other benefit or to avoid an obligation;

   iii. "collusive practice" 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" 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:

   (a) deliberately destroying, falsifying, altering, or concealing of evidence 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

   (b) acts intended to materially impede the exercise of the Bank's inspection and audit rights provided for under paragraph 2.2 e. below.

   b. Rejects a proposal for award if the Bank determines that the firm or individual recommended for award, any of its personnel, or its agents, or its sub-consultants, sub-contractors, service providers, suppliers and/ or their employees, has, directly or indirectly, engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices in competing for the contract in question;

    c. In addition to the legal remedies set out in the relevant Legal Agreement, may take other appropriate actions, including declaring misprocurement, if the Bank determines at any time that representatives of the Borrower or of a recipient of any part of the proceeds of the loan engaged in corrupt, fraudulent, collusive, coercive, or obstructive practices during the procurement process, selection and/or execution of the contract in question, without the Borrower having taken timely and appropriate action satisfactory to the Bank to address such practices when they occur, including by failing to inform the Bank in a timely manner at the time they knew of the practices;

    d. Pursuant to the Bank's Anti-Corruption Guidelines, and in accordance with the Bank's prevailing sanctions policies and procedures, may sanction a firm or individual, either indefinitely or for a stated period of time, including by publicly declaring such firm or individual ineligible (i) to be awarded or otherwise benefit from a Bank-financed contract, financially or in any other manner;[17] (ii) to be a nominated[18] sub-contractor, consultant, manufacturer or supplier, or service provider of an otherwise eligible firm being awarded a Bank-financed contract; and (iii) to receive the proceeds of any loan made by the Bank or otherwise to participate further in the preparation or implementation of any Bank-financed project;

    e. Requires that a clause be included in bidding/request for proposals documents and in contracts financed by a Bank loan, requiring (i) bidders (applicants/proposers), consultants, contractors, and suppliers, and their sub-contractors, sub-consultants, service providers, suppliers, agents, personnel, permit the Bank to inspect[19] all accounts, records and other documents relating to the procurement process, selection and/or contract execution, and to have them audited by auditors appointed by the Bank.

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[17]   For the avoidance of doubt, a sanctioned party's ineligibility to be awarded a contract shall include, without limitation, (i) applying for pre-qualification, expressing interest in a consultancy, and bidding, either directly or as a nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider, in respect of such contract, and (ii) entering into an addendum or amendment introducing a material modification to any existing contract.

[18]   A nominated sub-contractor, nominated consultant, nominated manufacturer or supplier, or nominated service provider (different names are used depending on the particular bidding document) is one which has been: (i) included by the bidder in its pre-qualification application or bid because it brings specific and critical experience and know-how that allow the bidder to meet the qualification requirements for the particular bid; or (ii) appointed by the Borrower.

[19]   Inspections in this context usually are investigative (i.e., forensic) in nature. They involve fact-finding activities undertaken by the Bank or persons appointed by the Bank to address specific matters related to investigations/audits, such as evaluating the veracity of an allegation of possible Fraud and Corruption, through the appropriate mechanisms. Such activity includes but is not limited to: accessing and examining a firm's or individual's financial records and information, and making copies thereof as relevant; accessing and examining any other documents, data and information (whether in hard copy or electronic format) deemed relevant for the investigation/audit, and making copies thereof as relevant; interviewing staff and other relevant individuals; performing physical inspections and site visits; and obtaining third party verification of information.

APPENDIX 2
Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration for Subcontractors

[The following table shall be filled in by each subcontractor proposed by the Supplier, that was not named in the Contract]

Subcontractor's Name: *[insert full name]*

Date: *[insert day, month, year]*
Contract reference *[insert contract reference]*
Page *[insert page number]* of *[insert total number]* pages

SEA and/or SH Declaration
We:
☐ (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.
☐ (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.
☐ (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations, and were removed from the disqualification list. An arbitral award on the disqualification case has been made in our favor.
[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]
Period of disqualification: From: _____ To: _____

Name of the Subcontractor_____

Name of the person duly authorized to sign on behalf of the Subcontractor_____

Title of the person signing on behalf of the Subcontractor_____

Signature of the person named above_____

Date signed _____ day of _____, _____

Countersignature of authorized representative of the Supplier:
Signature: _____

Date signed _____ day of _____, _____

SECTION IX - SPECIAL CONDITIONS OF CONTRACT
Table of Clauses

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

Definitions (GCC Clause 1)

GCC 1.1 (a) (ix)	The applicable edition of the Procurement Regulation is dated: **Procurement Regulations for IPF Borrowers" dated November 2020** **("Procurement Regulations")**
GCC 1.1 (b) (i)	The Purchaser is: **Ministry of Internal Affairs of the Republic of Armenia and the Office of the Prime Minister of the Republic of Armenia**
GCC 1.1 (b) (ii)	The Contract Manager is: **Armen Ghazaryan, Deputy Minister of Internal Affairs of RA (MIA)** *The MIA shall be responsible for the substantive aspects of the Contract, including, but not limited to, receiving and accepting all deliverables related to the System or arising from the Contract, as delivered by the Supplier, as well as signing and approving the Acceptance Acts.* *The PMO shall be responsible for processing and executing payments to the Supplier based on the Acceptance Act issued and approved by the MIA, specifically by the Contract Manager identified under GCC 1.1(b)(ii).*
GCC 1.1 (e) (i)	The Purchaser's Country is: **Republic of Armenia**
GCC 1.1 (e) (x)	**There are no Special Conditions associated with GCC 1.1 (e) (x).**
GCC 1.1 (e) (xiii)	Not applicable

Interpretation(GCC Clause 3)

GCC 3.1.1	All Contract Documents and related correspondence exchanged between Purchaser and Supplier shall be written in English unless otherwise

	required in the Technical Requirements of this Contract and other Clauses of SCC.

Notices (GCC Clause 4)

GCC 4.3	Address of the Contract Manager: **Ministry of Internal Affairs of RA,** **130 Nalbandyan St., Yerevan, 0025, Armenia**

Governing Law (GCC Clause 5)

GCC 5	The Contract shall be interpreted in accordance with the laws of: **Republic of Armenia**

B. SUBJECT MATTER OF CONTRACT

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 Proposal: *not applicable*

Time for Commencement and Operational Acceptance (GCC Clause 8)

GCC 8.1	The Supplier shall commence work on the System from the Effective Date of the Contract.

Supplier's Responsibilities (GCC Clause 9)

GCC 9.1	Health and safety manual is not required.
GCC 9.8	The following sustainable procurement contractual provisions, apply: *none.*
GCC 9.18	The Supplier **is not required** to make security arrangements for the Project Site/s.

C. PAYMENT

Contract Price (GCC Clause 11)

GCC 11.2	Adjustments to the Contract Price shall be as follows: **not applicable.**

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 Price" means the total cost of goods or services under the specific payment category.
	ADVANCE PAYMENT
	Twenty percent (20%) of the entire Contract Price shall be paid against receipt of a claim accompanied by the Advance Payment Security specified in GCC Clause 13.2. The Advance Payment Security amount shall be reduced as per terms specified under GCC Clause 13.2.2.
	The Contract Price shall be paid in installments, based on the following payments schedule:
	PHASE 1: INCEPTION & SCOPE REFINEMENT
	A payment of twenty percent (20%) of the total Contract Price shall be made against acceptance of Phase 1, upon submission of claim supported by the Act of Acceptance issued by the Purchaser.
	PHASE 2: DEVELOPMENT SPRINTS A payment of thirty percent (30%) of the total Contract Price shall be made against acceptance of Phase 2, upon submission of claim supported by the Act of Acceptance issued by the Purchaser. **PHASE 3: PILOT & FINAL LAUNCH**
	A payment of thirty percent (30%) of the total Contract Price shall be made against acceptance of Phase 3, upon submission of claim supported by the Act of Acceptance issued by the Purchaser.
	COMPLETE SYSTEM INTEGRATION: A payment of twenty percent (20%) of the total Contract Price shall be made as the final payment upon Operational Acceptance of the System

	as an integrated whole, upon submission of claim supported by the Act of Acceptance issued by the Purchaser. The payment of the Contract price, excluding local taxes, shall be made using the funds from the Fourth Public Sector Modernization Project (LOAN NUMBER 9338-AM). Local taxes shall be paid using the funds from the RA State Budget. The Office of the Prime-Minister of the Republic of Armenia will be responsible for processing payments for delivered goods and/or implemented services. The payments shall be made based on the Act of Acceptance, which should contain a description of the delivered Goods (with part numbers (if applicable)) and/or implemented services, issued by the Contract Manager of the RA MIA identified under GCC 1.1 (b) (ii).
GCC 12.3	The Purchaser shall pay to the Supplier interest on the delayed payments at a rate of: *6 %* per annum.
GCC 12.4	The Supplier will invoice the Purchaser in the currency used in the Contract Agreement and the Price Schedules it refers to.
GCC 12.6	GCC Clause 12.6 applies.

Securities (GCC Clause 13)

GCC 13.3.1	The Performance Security shall be denominated in 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.

D. INTELLECTUAL PROPERTY

Copyright (GCC Clause 15)

GCC 15.3	***There are no Special Conditions of Contract applicable to GCC Clause 15.3***
GCC 15.4	The rights and obligations of the Purchaser and the Supplier regarding Custom Software or its elements are outlined as follows: All the software that is not qualified as third-party software shall be considered Custom Software under the present agreement. For the purposes of this Agreement third party Software shall mean software Intellectual Property Rights to which are existing at the time of entry into this Agreement and are not owned by the Supplier and are to have an assisting function in the operation of the final product without

limiting Purchaser's ability to further customize the product for other public service use cases.

Within the scope of the project (during the provision of services), any material (document, software code, software package, or other) created and delivered by the Supplier according to the requirements will be considered "Works Made for Hire" and all exclusive economic rights to the Intellectual Property created shall be vested (transferred) to the Client, irrespective of whether the final product comprises pre-existing software developed by the Supplier. The term "all exclusive economic rights of Intellectual Property" shall have the meaning attributed to it under Armenian legislation. All rights, titles, and interests in such materials, except for those that may not be transferred according to the applicable law will be reserved for the Purchaser, as the sole and exclusive owner thereof.

All results of the project are the property of the Purchaser.

The Purchaser has the right to use, publish, transfer, relocate, and modify the materials specified in this TR at its discretion and without any limitations. All originals of the project results should be transferred to the Purchaser and placed in its server infrastructure.

The Purchaser may modify, expand, transfer, copy, and develop derivative software, as well as configure individual workstations for using the system without any limitations.

For the acceptance of the system, the Supplier must provide the Purchaser with all materials and documents related to the software.

The Supplier guarantees and certifies to the Purchaser that:

-   The software code and documentation provided to the Purchaser are complete, properly prepared, and accurate copies of the version of the software in use at the time of final acceptance.
-   After any update, the Supplier will provide the modified software code and corresponding documentation to the Purchaser within 15 days. These materials must also be complete, properly prepared, and correspond to the current version of the updated software.
-   Any software update must be implemented through automated deployment tools, eliminating the Supplier's access to the production environment and databases.

The software code must contain all necessary information in a readable format, without being encrypted, obfuscated, or hidden in any way, and must be provided to the Purchaser in a manner that allows another programmer or analyst to maintain, update, and improve the software.

	The software code and corresponding documentation must include all Supplier comments, information and process models, logic manuals, as well as process flow diagrams. The source code of any software packages (plugins) used in the system must be provided to the Purchaser via a GIT system, and the build of the software packages must be conducted in the Purchaser's appropriate environment. The Supplier must provide a detailed guide describing the process of building software packages from the source code. The Supplier must provide the following: - The libraries used (open), - Application servers, - Scripts, - Other files, packages, and software necessary for the system's proper functioning, as well as for deployment, configuration, and operation on new hardware, - A deployment document that details the required software, application servers, and the step-by-step deployment process for the system, written in a way that can be easily understood by the relevant specialists, - Technical documentation describing the systems.
GCC 15.5	***There are no Special Conditions of Contract applicable to GCC Clause 15.5***

Software License Agreements (GCC Clause 16)

GCC 16.1	The provisions of Section 16 of the GCC shall apply to Contract Agreement only to the extent they relate to third-party licenses that are required for the use or operation of the final product. As this is a Custom Software Solution, Section 16 of the GCC shall not apply to the Custom Software developed under Contract Agreement. All exclusive rights, including but not limited to intellectual property rights, in and to the Custom Software are hereby fully and irrevocably transferred to the Purchaser. The Supplier may use only such third-party software that is to have an assisting function in the operation of the final product without limiting Purchasers ability to further customize the product for other public service use cases.
GCC 16.1 (a) (iv)	***There are no Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv)***

GCC 16.1 (b) (vi)	Third party licenses that are necessary to be used for the final product to operate must meet the following conditions as well:
	- For additional off-the-shelf software solutions used within the system, the Purchaser must be granted time-unlimited licenses without additional costs or future payments. The only exception is standard software (such as libraries, developer tools, SDKs, etc.) necessary for integrating with system. Such software may be licensed for a period covering full functionality of at least 5 years starting from the System's Operational Acceptance, only if the Supplier demonstrates that the software vendor does not offer longer-term or perpetual license options. - The applied solutions must allow the software to be: - Used and copied, including on backup/server computers of similar or equivalent capacity - Used, copied, and transferred to replacement computers, or used on both primary and replacement computers simultaneously - Accessed from other computers to use or copy the software on primary or replacement computers as needed to ensure the required access - Reproduced for secure storage and replacement purposes - Adapted, customized, and integrated with other software by the Purchaser to the extent that derivative software includes any significant portion of the provided software - In the event the primary computers are decommissioned, the software must be transferable from the primary computer to a backup computer within a reasonable transition period.
GCC 16.1 (b) (vii)	Third party licenses that are necessary to be used for the final product to operate must meet the following conditions as well:
	- For additional off-the-shelf software solutions used within the system, the Purchaser must be granted time-unlimited licenses without additional costs or future payments. The only exception is standard software (such as libraries, developer tools, SDKs, etc.) necessary for integrating with system. Such software may be licensed for a period covering full functionality of at least 5 years starting from the System's Operational Acceptance, only if the Supplier demonstrates that the software vendor does not offer longer-term or perpetual license options. - The applied solutions must allow the software to be: - Used and copied, including on backup/server computers of similar or equivalent capacity - Used, copied, and transferred to replacement computers, or used on both primary and replacement computers simultaneously

	- Accessed from other computers to use or copy the software on primary or replacement computers as needed to ensure the required access - Reproduced for secure storage and replacement purposes - Adapted, customized, and integrated with other software by the Purchaser to the extent that derivative software includes any significant portion of the provided software In the event the primary computers are decommissioned, the software must be transferable from the primary computer to a backup computer within a reasonable transition period.
GCC 16.2	***There are no Special Conditions of Contract applicable to GCC Clause 16.2***

Confidential Information (GCC Clause 17)

GCC 17.1	**There are no Special Conditions of Contract applicable to GCC Clause 17.1**

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

Representatives (GCC Clause 18)

GCC 18.1	***There are no Special Conditions of Contract applicable to GCC Clause 18.1***
GCC 18.2.2	***There are no Special Conditions of Contract applicable to GCC Clause 18.2.2***

Project Plan (GCC Clause 19)

GCC 19.1	Chapters in the Project Plan shall address the following subject**:** *(a) Project Organization and Management Plan, including quality assurance, configuration management, problem escalation and resolution, etc.* *(b) Systems Development Methodology Plan* *(c) Delivery and Installation Plan* *(d) Integration and Data Migration Plan* *(e) Training Plan*

	(f) **Documentation Plan**
	(g) **Verification, Validation and Testing Plan**
	(h) **Technical Support Plan, including Warranty Services**
GCC 19.2	The timeline for the Project Plan review and correction process is as follows:
	The Supplier shall present the Project Plan to the Purchaser according to the timeframe specified in the Implementation Schedule.
	The Purchaser shall notify the Supplier of any non-conformities within five (5) days of receiving the Project Plan if it fails to adequately ensure that the proposed program of work, methods, and/or Information Technologies meet the Technical Requirements and/or the SCC. Upon receiving such notification, the Supplier shall correct the Project Plan within five (5) days and resubmit it to the Purchaser. The Purchaser, within five (5) days of receiving the revised Project Plan, shall notify the Supplier of any remaining non-conformities. This procedure will continue until the Project Plan is free from non-conformities. Once the Project Plan is free from non-conformities, the Purchaser shall provide written confirmation to the Supplier. The approved Project Plan, known as the "Agreed and Finalized Project Plan," will be binding on both the Purchaser and the Supplier as per the contract.
GCC 19.6	The Supplier MUST prepare and provide the documentation, including end-user documents and technical documents.
	This includes but is not limited to the following:
	- System specifications, which must be updated regularly if changes are made to the system during the implementation and the warranty service, - maintenance documentation, describing limitations and known problems within the system and implementing solutions, inc. dependencies between system components, - user manuals in English, with Armenian Translation, with detailed descriptions of the menus and submenus of the system, steps for entering and quitting the system, with screenshots, including end user manual, system installation and administration guide, etc), - operations manual, - source codes documentation. - Deployment Documentation: Detailed Instructions for build, deployment, and rollback procedures with screenshots. - Setup and Installation Guides: Step-by-step guidance for installation and configuration of the application with screenshots. - Configuration Files: Descriptions for all configuration files/files and their default values.

	• Environment Variables: Clear definition of each variable, including purpose and defaults. • Resource Requirements: Hardware, software, network, and other system prerequisites. The Supplier shall submit to the Purchaser in English, with Armenian Translation: • Narrative Phase reports on progress achieved, issues identified and solutions proposed accompanied by the relevant documentation(s); • Interim reports on phase deliverables. The Supplier shall submit a final report to the Purchaser. The reports must be provided electronically.
GCC 19.7	**There are no Special Conditions of Contract applicable to GCC Clause 19.7**

Design and Engineering (GCC Clause 21)

GCC 21.3.1	**There are no Special Conditions of Contract applicable to GCC Clause 21.3.1.**

Product Upgrades (GCC Clause 23)

GCC 23.4	**There are no Special Conditions of Contract applicable to GCC Clause 21.3.1.**

Inspections and Tests (GCC Clause 25)

GCC 25	**There are no Special Conditions of Contract applicable to GCC Clause 25.**

Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	**There are no Special Conditions of Contract applicable to GCC Clause 27.2.1.**

F. GUARANTEES AND LIABILITIES

Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	**There are no Special Conditions of Contract applicable to GCC Clause 28.2.**
GCC 28.3	***Liquidated damages payable under GCC Clause 28.2 shall be applied to the failure in Delivery or Installation of the relevant Subsystem / Component/ Item as indicated in the Implementation Schedule.***

Defect Liability (GCC Clause 29)

GCC 29.1	**There are no Special Conditions of Contract applicable to GCC Clause 29.1.**
GCC 29.4	**The Warranty Period for the Information System (Software) shall commence from the date of Operational Acceptance of the System and shall extend for 52 weeks.**
GCC 29.10	**There are no Special Conditions of Contract applicable to GCC Clause 29.10**.

Functional Guarantees (GCC Clause 30)

GCC 30	**There are no Special Conditions of Contract applicable to GCC Clause 30.**
GCC 32	**There are no Special Conditions of Contract applicable to GCC Clause 32.**

G. RISK DISTRIBUTION

Insurances (GCC Clause 37)

GCC 37.1 (c)	The Supplier shall obtain Third-Party Liability Insurance (i) covering bodily injury or death suffered by third parties (including the Purchaser's personnel), occurring in connection with the supply and installation of the Information System, in the amount of EURO1,000/person without deductible; (ii) covering 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, in

	amount of EURO100,000/occurrence without limit of a number of occurrences.
	The Insurance shall cover the period from relative to the Effective Date of the Contract until its completion.
GCC 37.1 (e)	**There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).**

H. CHANGE IN CONTRACT ELEMENTS

Changes to the System (GCC Clause 39)

GCC 39.1.1	**Add the following at the end of GCC 39.1.1:**
	Notwithstanding any other provisions in the Contract, the governance of scope and changes during the system development and implementation phases (prior to Operational Acceptance) shall be strictly managed by an Agile Working Group.
	The Agile Working Group shall be composed of the Supplier's representatives and the Purchaser's designated representatives (which may include project managers, ministry advisors, advisory bodies, or other technical experts appointed at the sole discretion of the Purchaser). The Purchaser reserves the right to modify its representation in the Working Group at any time.
	The Supplier shall designate its representatives subject to the Purchaser's approval. The Purchaser reserves the right to mandate the removal and replacement of any Supplier representative in the Working Group if they are deemed uncooperative or ineffective.
	The Working Group will run sprints and prioritize the backlog. The Purchaser's designated representative(s) hold the strict authority and responsibility to approve sprint content and feature launches.
	The Vendor does not have the right to unilaterally declare a request as 'New Scope'. The Burden of Proof lies with the Vendor to demonstrate in writing that a request is a material deviation from the original requirements.
GCC 39.2.1	**There are no Special Conditions of Contract applicable to GCC Clause 39.2.1.**

GCC 39.2.7	**Replace the first sentence of GCC 39.2.7 with the following:** If the Purchaser and the Supplier cannot reach consensus within the Agile Working Group on whether a requested task during development constitutes a Change or Original Scope, the dispute shall not result in the abandonment of the task. Instead, the matter shall be escalated to an Independent Technical Expert appointed by the Purchaser. The decision of the Expert regarding scope classification shall be final and binding for the execution of the task.
GCC 39.4	**Value Engineering** The Purchaser will not consider a Value Engineering Proposal.

I. SETTLEMENT OF DISPUTES

Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	The Appointing Authority for the Adjudicator is: ***not applicable.***
GCC 43.2.3	If the Supplier is from outside the Purchaser's Country arbitration proceedings shall be conducted in accordance with the rules of arbitration of **UNCITRAL**. These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract. If the Supplier is a national of the Purchaser's Country, 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.

J. CYBER SECURITY

Cyber Security (GCC Clause 44)

GCC 44.1	Cyber Security applies.

SECTION X - CONTRACT FORMS

Notes to Proposers on working with the Sample Contractual Forms

The following forms are to be completed and submitted by the successful Proposer following receipt of the Letter of Acceptance from the Purchaser: (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 Proposer's Proposal Price Schedules are attached to the Agreement. These contain corrections and adjustments to the Supplier's Proposal prices to correct errors, adjust the Contract Price to reflect – if applicable - any extensions to Proposal validity beyond the last day of original Proposal validity plus 56 days, etc.
- Performance Security: Pursuant to GCC Clause 13.3, the successful Proposer is required to provide the Performance Security in the form contained in this section of this request for proposals document and in the amount specified in accordance with the SCC.
- Advance Payment Security: Pursuant to GCC Clause 13.2, the successful Proposer 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 Clause 12.1 - in the form contained in this section of this request for proposals document or another form acceptable to the Purchaser. If a Proposer 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 proposal 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 request for proposals document for the information of Proposers.

Table of Contract Forms

NOTIFICATION OF INTENTION TO AWARD

[This Notification of Intention to Award shall be sent to each Proposer that submitted a Proposal, unless the Proposer has previously received notice of exclusion from the process Proposer.]

[Send this Notification to the Proposer's Authorized Representative named in the Proposer Information Form]

For the attention of Proposer's Authorized Representative

Name: *[insert **Authorized Representative's name**]*

Address: *[insert **Authorized Representative's Address**]*

Telephone/Fax numbers: *[insert **Authorized Representative's telephone/fax numbers**]*

Email Address: *[insert **Authorized Representative's email address**]*

[IMPORTANT: insert the date that this Notification is transmitted to all participating Proposers. The Notification must be sent to all Proposers simultaneously. This means on the same date and as close to the same time as possible.]

DATE OF TRANSMISSION: This Notification is sent by: *[specify **email / fax**]* on *[specify **date**]* (local time)

Notification of Intention to Award

Purchaser: *[insert **the name of the Purchaser**]*
Project: *[insert **name of project**]*
Contract title: *[insert the **name of the contract**]*
Country: *[insert **country where RFP is issued**]*
Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*
RFP No: *[insert RFP **reference number from Procurement Plan**]*

This Notification of Intention to Award (Notification) notifies you of our decision to award the above contract. The transmission of this Notification begins the Standstill Period. During the Standstill Period you may:

a) request a debriefing in relation to the evaluation of your Proposal, and/or

b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Proposer

Name: [*insert name of successful Proposer*]

Address:	[*insert address of the successful Proposer*]
Contract price:	[*insert contract price of the successful Proposer*]
Total combined score:	[*insert the total combined score of the successful Proposer*]

2. **Other Proposers** [*INSTRUCTIONS: insert names of all Proposers that submitted a Proposal, Proposal prices as read out and evaluated, technical scores and combined scores.*]

Name of Proposer	Technical Score (If applicable)	Proposal price	Evaluated Proposal Cost	Combined Score
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]
[*insert name*]	[*insert Technical score*]	[*insert Proposal price*]	[*insert evaluated cost*]	[*insert combined score*]

3. **Reason/s why your Proposal was unsuccessful** [*Delete if the combined score already reveals the reason*]

[*INSTRUCTIONS; State the reason/s why <u>this</u> Proposer's Proposal was unsuccessful. Do NOT include: (a) a point by point comparison with another Proposer's Proposal or (b) information that is marked confidential by the Proposer in its Proposal.*]

4. **How to request a debriefing**

DEADLINE: The deadline to request a debriefing expires at midnight on [*insert date*] (local time).

You may request a debriefing in relation to the results of the evaluation of your Proposal. If you decide to request a debriefing your written request must be made within three (3) Business Days of receipt of this Notification of Intention to Award.

Provide the contract name, reference number, name of the Proposer, contact details; and address the request for debriefing as follows:

Attention: [*insert full name of person, if applicable*]

Title/position: [*insert title/position*]

Agency: [*insert name of Purchaser*]

Email address: [*insert email address*]

Fax number: [*insert fax number or state "not applicable"*]

If your request for a debriefing is received within the 3 Business Days deadline, we will provide the debriefing within five (5) Business Days of receipt of your request. If we are unable to provide the debriefing within this period, the Standstill Period shall be extended by five (5) Business Days after the date that the debriefing is provided. If this happens, we will notify you and confirm the date that the extended Standstill Period will end.

The debriefing may be in writing, by phone, video conference call or in person. We shall promptly advise you in writing how the debriefing will take place and confirm the date and time.

If the deadline to request a debriefing has expired, you may still request a debriefing. In this case, we will provide the debriefing as soon as practicable, and normally no later than fifteen (15) Business Days from the date of publication of the Contract Award Notice.

5. How to make a complaint

DEADLINE: The deadline for submitting a Procurement-related Complaint challenging the decision to award the contract expires on midnight, *[insert date]* (local time).

Provide the contract name, reference number, name of the Proposer, contact details; and address the Procurement-related Complaint as follows:

Attention: [*insert full name of person, if applicable*]

Title/position: [*insert title/position*]

Agency: [*insert name of Purchaser*]

Email address: [*insert email address*]

Fax number: [*insert fax number or state "not applicable"*]

At this point in the procurement process, you may submit a Procurement-related Complaint challenging the decision to award the contract. You do not need to have requested, or received, a debriefing before making this complaint. Your complaint must be submitted within the Standstill Period and received by us before the Standstill Period ends.

For more information see the "Procurement Regulations for IPF Borrowers (Procurement Regulations) (Annex III)." You should read these provisions before preparing and submitting your complaint. In addition, the World Bank's Guidance "How to make a Procurement-related Complaint" provides a useful explanation of the process, as well as a sample letter of complaint.

In summary, there are four essential requirements:

1.   You must be an 'interested party'. In this case, that means a Proposer who submitted a Proposal in this procurement, and is the recipient of a Notification of Intention to Award.

2.   The complaint can only challenge the decision to award the contract.

3.   You must submit the complaint within the deadline stated above.

4. You must include, in your complaint, all of the information required by the Procurement Regulations (as described in Annex III).

6. Standstill Period

DEADLINE: The Standstill Period is due to end at midnight on *[insert date]* (local time).

The Standstill Period lasts ten (10) Business Days after the date of transmission of this Notification of Intention to Award.

The Standstill Period may be extended. This may happen where we are unable to provide a debriefing within the five (5) Business Day deadline. If this happens we will notify you of the extension.

If you have any questions regarding this Notification please do not hesitate to contact us.

On behalf of the Purchaser:

Signature: _____

Title/position: [*insert **title/position***]

Agency: [*insert **name of Purchaser***]

Email address: [*insert **email address***]

Telephone number: [insert ***telephone number]***

BENEFICIAL OWNERSHIP DISCLOSURE FORM

INSTRUCTIONS TO PROPOSERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the successful Proposer. In case of joint venture, the Proposer must submit a separate Form for each member. The beneficial ownership information to be submitted in this Form shall be current as of the date of its submission.

For the purposes of this Form, a Beneficial Owner of a Proposer is any natural person who ultimately owns or controls the Proposer by meeting one or more of the following conditions:

> directly or indirectly holding 25% or more of the shares
> directly or indirectly holding 25% or more of the voting rights
> directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer

---

RFP No.: *[insert number of RFP process]*
Request for Proposals No.: *[insert **identification**]*

To: **[**insert **complete name of Purchaser]**

In response to your request in the Letter of Acceptance *dated [insert date of letter of Acceptance]* to furnish additional information on beneficial ownership: *[select one option as applicable and delete the options that are not applicable]*

(i) we hereby provide the following beneficial ownership information.

Details of beneficial ownership

Identity of Beneficial Owner	Directly or indirectly holding 25% or more of the shares (Yes / No)	Directly or indirectly holding 25 % or more of the Voting Rights (Yes / No)	Directly or indirectly having the right to appoint a majority of the board of the directors or an equivalent governing body of the Proposer (Yes / No)

[include full name (last, middle, first), nationality, country of residence]			

OR

(ii) *We declare that there is no Beneficial Owner meeting one or more of the following conditions:*

- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer

OR

(iii) *We declare that we are unable to identify any Beneficial Owner meeting one or more of the following conditions. [If this option is selected, the Proposer shall provide explanation on why it is unable to identify any Beneficial Owner]*
- directly or indirectly holding 25% or more of the shares
- directly or indirectly holding 25% or more of the voting rights
- directly or indirectly having the right to appoint a majority of the board of directors or equivalent governing body of the Proposer]"

Name of the Proposer: *[insert **complete name of the Proposer**]

Name of the person duly authorized to sign the Proposal on behalf of the Proposer: **[insert **complete name of person duly authorized to sign the Proposal**]

Title of the person signing the Proposal: [insert **complete title of the person signing the Proposal**]

Signature of the person named above: _____

Date signed [insert **ordinal number**] day of [insert **month**], [insert **year**]

---

* In the case of the Proposal submitted by a Joint Venture specify the name of the Joint Venture as Proposer. In the event that the Proposer is a joint venture, each reference to "Proposer" in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.
** Person signing the Proposal shall have the power of attorney given by the Proposer. The power of attorney shall be attached with the Proposal Schedules.

LETTER OF ACCEPTANCE

Purchaser: *[insert **the name of the Purchaser**]*
Project: *[insert **name of project**]*
Contract title: *[insert the **name of the contract**]*
Country: *[insert **country where RFP is issued**]*
Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*
RFP No: *[insert RFP **reference number from Procurement Plan**]*

Date: *[insert **Date**]*

To: *[insert **Name of Proposer**]*

This is to notify you that your Proposal dated *[insert **Date**]* for execution of the *[insert **brief description of the Information System**]* for the Contract Price in the aggregate of *[insert **amount in figures**]* (*[insert **amount in words**]*), as corrected and modified in accordance with the Instructions to Proposers is hereby accepted by our Agency.

You are requested to furnish (i) the Performance Security within 28 days in accordance with the Conditions of Contract, using for that purpose one of the Performance Security Form*s* and (ii) the additional information on beneficial ownership in accordance with ITP 47.1 within eight (8) Business days using the Beneficial Ownership Disclosure Form, included in Section X, - Contract Forms, of the request for proposals document.

Authorized Signature: _____
Name and Title of Signatory: *[insert **Name and Title**]*
Name of Agency: *[insert **Purchaser Name**]*

Attachment: Contract Agreement

1. CONTRACT AGREEMENT

THIS CONTRACT AGREEMENT is made
the *[insert: **ordinal number**]* 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. Contract Documents	1.1 Contract Documents (Reference GCC Clause 1.1 (a) (ii)) 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 proposal and original Price Schedules (f) Code of Conduct for Supplier's Personnel (g) *[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;
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.

Appendixes

4.1   The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

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, facsimile, electronic mail, and/or EDI addresses.** *]*

Fallback address of the Supplier: *[as appropriate, insert:* **personal delivery, postal, cable, 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 43.1.3, the agreed-upon fees and reimbursable expenses are:

      Hourly Fees: *[insert: **hourly fees**]*
      Reimbursable Expenses: *[list: **reimbursables**]*

Pursuant to GCC Clause 43.1.4, 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 3. List of Approved Subcontractors

The Purchaser has approved use of the following Subcontractors nominated by the Supplier for carrying out the item or component of the System indicated. Where more than one Subcontractor is listed, the Supplier is free to choose between them, but it must notify the Purchaser of its choice sufficiently in advance of the time when the subcontracted work needs to commence to give the Purchaser reasonable time for review. In accordance with GCC Clause 20.1, the Supplier is free to submit proposals for Subcontractors for additional items from time to time. No subcontracts shall be placed with any such Subcontractors for additional items until the Subcontractors have been approved in writing by the Purchaser and their names have been added to this list of Approved Subcontractors, subject to GCC Clause 20.3.

*[specify: **item, approved Subcontractors, and their place of registration that the Supplier proposed in the corresponding attachment to its proposal and that the Purchaser approves that the Supplier engage during the performance of the Contract. Add additional pages as necessary.**]*

Item	Approved Subcontractors	Place of Registration

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 and to one of the two categories: (i) Proprietary or (ii) Open Source.

Title	(select one per title)			(select one per title)		(select one per title)	
	System	General-Purpose	Application	Standard	Custom	Proprietary	Open Source
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							
[insert Title]							

The Parties hereby agree that only third party Software shall be eligible to qualify as Standard Software.

For the purposes of this Appendix and Agreement third party Software shall mean software Intellectual Property Rights to which are existing at the time of entry into this Agreement and are not owned by the Supplier and are to have an assisting function in the operation of the final product without limiting Purchasers ability to further customize the product for other public service use cases.

Only Material pertaining to the Standard Software shall qualify as Standard Material.

Appendix 5. Custom Materials

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

Custom Materials
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*
*[insert **Title and description**]*

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 Proposal. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's proposal price, pursuant to the ITP Clauses 30.3 and 38.2.

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).

2. PERFORMANCE AND ADVANCE PAYMENT SECURITY FORMS

2.1   Performance Security Form (Bank Guarantee)

[The bank, as requested by the successful Proposer, shall fill in this form in accordance with the instructions indicated]

[Guarantor letterhead or SWIFT identifier code]

*[insert: **Bank's Name, and Address of Issuing Branch or Office**]*

Beneficiary: *Office of the Prime-Minister of the Republic of Armenia (Republic Square, Government House 1, Yerevan, 0010, Armenia) and Ministry of Internal Affairs of the Republic of Armenia (130 Nalbandyan str., Yerevan, 0025, Armenia)*

Date: *[insert: **date**]*

PERFORMANCE GUARANTEE No.: *[insert: **Performance Guarantee Number**]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

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 which in the case of a joint venture shall be in the name of the joint venture**]* (hereinafter called "the Applicant"). Furthermore, we understand that, according to the conditions of the Contract, a performance guarantee is required. At the request of the Applicant, we as Guarantor hereby irrevocably undertake to pay you any sum(s) not exceeding *[insert: **amount(s)**[20] **in figures and words**]* such sum being payable in the types and proportions of currencies which the Contract Price is payable upon receipt by us of the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating that the Applicant is in breach of its obligation(s) under the contract without the Beneficiary needing to prove or to show grounds or reasons for their 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,[21] 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, (URDG) 2010 Revision, ICC Publication No. 758, except that the supporting statement under 15 (a) is hereby excluded.

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[20]   *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.*

[21]   *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.*

_____

[Signature(s)]

*[**Note**:   All italicized text (including footnotes) is for use in preparing this form and shall be
deleted from the final product.]*

2.2   Advance Payment Security
Bank Guarantee

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: *Office of the Prime-Minister of the Republic of Armenia (Republic Square, Government House 1, Yerevan, 0010, Armenia) and Ministry of Internal Affairs of the Republic of Armenia (130 Nalbandyan str., Yerevan, 0025, Armenia)*

Date: *[**insert date of issue**]*

ADVANCE PAYMENT GUARANTEE No.: *[insert: **Advance Payment Guarantee Number**]*

Guarantor: *[Insert name and address of place of issue, unless indicated in the letterhead]*

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, which in the case of a joint venture shall be the name of the joint venture**]* (hereinafter called "the Applicant").
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 Applicant, we as Guarantor, hereby irrevocably undertake to pay the Beneficiary any sum or sums not exceeding in total an amount of *[insert **amount in figures**] ([insert **amount in words**])*[221] upon receipt by us of the Beneficiary's complying demand supported by the Beneficiary's statement, whether in the demand itself or in a separate signed document accompanying or identifying the demand, stating either that the Applicant:

(a)   has used the advance payment for purposes other than toward delivery of Goods; or

(b)   has failed to repay the advance payment in accordance with the Contract conditions, specifying the amount which the Applicant has failed to repay.

A demand under this guarantee may be presented as from the presentation to the Guarantor of a certificate from the Beneficiary's bank stating that the advance payment referred to above has been credited to the Applicant on its account number *[insert **number**]* at *[insert **name and address of Applicant's bank**]*.

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[221]   *The Guarantor shall insert an amount representing the amount of the advance payment and denominated either in the currency(ies) of the advance payment as specified in the Contract, or in a freely convertible currency acceptable to the Purchaser.*

The maximum amount of this guarantee shall be progressively reduced by the amount of the advance payment repaid by the Applicant as specified in copies of interim statements or payment certificates which shall be presented to us. This guarantee shall expire, at the latest, upon our receipt of a copy of the interim payment certificate indicating that one hundred (100) percent of the Accepted Contract Amount, has been certified for payment, or on the *[insert day]* day of *[insert month]*, *[insert year]*, whichever is earlier. Consequently, any demand for payment under this guarantee must be received by us at this office on or before that date.

This guarantee is subject to the Uniform Rules for Demand Guarantees (URDG) 2010 Revision, ICC Publication No.758, except that the supporting statement under Article 15(a) is hereby excluded.

_____
[signature(s)]

*[**Note**: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]*

3. INSTALLATION AND ACCEPTANCE CERTIFICATES

3. Installation and Acceptance Certificates

3.1   Installation Certificate

Date: *[insert: **date**]*
Loan/Credit Number: *[insert: **loan or credit number from RFP**]*
RFP: *[insert: **title and number of RFP**]*
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: **"Contract Manager"** or specify a higher level authority in the Purchaser's organization]*

3.2   Operational Acceptance Certificate

Date: *[insert: **date**]*
Loan/Credit Number: *[insert: **loan or credit number from RFP**]*
RFP: *[insert: **title and number of RFP**]*
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: *[insert: **date**]*

in the capacity of: *[state: **"Contract Manager"** or specify a higher level authority in the Purchaser's organization]*

4. CHANGE ORDER PROCEDURES AND FORMS

Date: *[insert: **date**]*
Loan/Credit Number: *[insert: **loan or credit number from RFP**]*
RFP: *[insert: **title and number of RFP**]*
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

4.1   Request for Change Proposal Form
4.2   Change Estimate Proposal Form
4.3   Estimate Acceptance Form
4.4   Change Proposal Form
4.5   Change Order Form
4.6   Application for Change Proposal Form

4.1   Request for Change Proposal Form

(Purchaser's Letterhead)

Date: *[insert: **date**]*
Loan/Credit Number: *[insert: **loan or credit number from RFP**]*
RFP: *[insert: **title and number of RFP**]*
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:* **"Contract Manager"** *or specify a higher level authority in the Purchaser's organization]*

4.2   Change Estimate Proposal Form
(Supplier's Letterhead)

Date: *[insert: **date**]*
Loan/Credit Number: *[insert: **loan or credit number from RFP**]*
RFP: *[insert: **title and number of RFP**]*
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 specify a other higher level authority in the Supplier's organization]*

4.3   Estimate Acceptance Form
(Purchaser's Letterhead)

Date: *[insert: **date**]*
Loan/Credit Number: *[insert: **loan or credit number from RFP**]*
RFP: *[insert: **title and number of RFP**]*
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: *[insert: **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: **"Contract Manager"** or specify a higher level authority in the Purchaser's organization]*

4.4   Change Proposal Form

(Supplier's Letterhead)

Date: *[insert: **date**]*

Loan/Credit Number: *[insert: **loan or credit number from RFP**]*

RFP: *[insert: **title and number of RFP**]*

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 specify a other higher level authority in the Supplier's organization]*

4.5 Change Order Form

(Purchaser's Letterhead)

Date: *[insert: **date**]*

Loan/Credit Number: *[insert: **loan or credit number from RFP**]*

RFP: *[insert: **title and number of RFP**]*

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*: [insert **date**]*

in the capacity of: *[state: **"Contract Manager"** or higher level authority in the Purchaser's organization]*

For and on behalf of the Supplier

Signed:_____

Date: *[insert **date**]*

in the capacity of: *[state **"Supplier's Representative"** or specify a higher level authority in the Supplier's organization]*

4.6   Application for Change Proposal Form

(Supplier's Letterhead)

Date: *[insert: **date**]*

Loan/Credit Number: *[insert: **loan or credit number from RFP**]*

RFP: *[insert: **title and number of RFP**]*

Contract: *[insert: **name of System or Subsystem and number of Contrac**t]*

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 specify a higher level authority in the Supplier's organization]*