

Request for Bids Information Systems

Design, Supply and Installation

**Procurement of the Self-Declaration
System**

**(One-Envelope Bidding Process)
(Without Prequalification)**

Specific Procurement Notice – Request for Bids without Prequalification

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

Purchaser:	The State Revenue Committee of the Republic of Armenia and the Office of the Prime Minister of the Republic of Armenia
Project:	Fourth Public Sector Modernization Project (PSMP4)
Contract title:	Procurement of the Self-Declaration System (Design, Supply, and Installation)
Country:	Republic of Armenia
Loan No.:	9338-AM
RFB No:	PSMP4-GO-RFB-2.1.5
Issued on:	August 4, 2023

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 the **Procurement of the Self-Declaration System (Design, Supply, and Installation)**.
2. The Office of the Prime Minister of the Republic of Armenia now invites sealed Bids from eligible Bidders for supply/development, installation, customization, testing, and technical support of the Self-Declaration System. The purpose of implementing the Self Declaration System is to establish a simple and convenient method for individuals to declare their income. This system will enable users to access pre-filled information, including data from third-party sources, through the State Revenue Committee (SRC) systems. Users will be able to input their income and expense details, complete income declarations as natural persons, and submit them to the SRC.
3. Bidding will be conducted through international competitive procurement using Request for Bids (RFB) as specified in the World Bank’s “Procurement Regulations for IPF Borrowers” dated November 2020 (“Procurement Regulations”) and is open to all eligible Bidders as defined in the Procurement Regulations.
4. Interested eligible Bidders may obtain further information from the Office of the Prime Minister of RA and inspect the bidding documents at the address given below from 09.00 to 18.00 Yerevan time.

5. A complete set of bidding documents (the hard and/or the soft version) in English may be obtained by interested eligible bidders upon the submission of a written application to the address below. In addition to the hard copies, the document will be sent by e-mail upon request. The bidding documents may be downloaded (on a free-of-charge basis) also from the 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 Bidding Document. In any case, if there is a discrepancy between a hard copy and an electronic one, the hard copy will prevail.

6. Bids must be delivered to the address below on or before **September 15, 2023, at 15:00 (local time)**. Electronic Bidding **will not** be permitted. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders' designated representatives and anyone who chooses to attend at the address below on **September 15, 2023, at 15:00 (local time)**.

7. All Bids must be accompanied by a **Bid Security**. The amount of Bid Security required is **EURO 18000** or an equivalent amount in freely convertible currency or an equivalent amount in AMD.

8. **Attention is drawn to the Procurement Regulations requiring the Borrower to disclose information on the successful bidder's beneficial ownership, as part of the Contract Award Notice, using the Beneficial Ownership Disclosure Form as included in the bidding document.**

9. 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

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(Without Prequalification)

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PART 1 – BIDDING PROCEDURES

SECTION I - INSTRUCTIONS TO BIDDERS (ITB)

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Section I - Instructions to Bidders

A. GENERAL

1. Scope of Bid

- 1.1. The Purchaser, as indicated in the BDS, or its duly authorized Purchasing Agent if so specified in the BDS (interchangeably referred to as “the Purchaser” issues this bidding 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 RFB are specified in the BDS.
- 1.2. Unless otherwise stated, throughout this bidding document definitions and interpretations shall be as prescribed in the Section VIII, General Conditions of Contract.

Throughout this bidding document:

- (a) the term “in writing” means communicated in written form (e.g. by mail, e-mail, fax, including if specified in the BDS, 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 Sub-Clause 1.1; and

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

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 | <p>2.1. The Borrower or Recipient (hereinafter called "Borrower") indicated in the BDS 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 BDS toward the project named in the BDS. The Borrower intends to apply a portion of the funds to eligible payments under the contract(s) for which this bidding document is issued.</p> <p>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.</p> |
| 3. Fraud and Corruption | <p>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.</p> <p>3.2. In further pursuance of this policy, Bidders shall permit and shall cause their agents (where declared or not), subcontractors, subconsultants, service providers, suppliers, and personnel, to</p> |

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 Bidders**
- 4.1. A Bidder may be a firm that is a private entity, a state-owned enterprise or institution subject to ITB 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 Bidding process and, in the event the JV is awarded the Contract, during contract execution. Unless specified in the BDS, there is no limit on the number of members in a JV.
- 4.2. A Bidder shall not have a conflict of interest. Any Bidder found to have a conflict of interest shall be disqualified. A Bidder may be considered to have a conflict of interest for the purpose of this Bidding process, if the Bidder:
- (a) directly or indirectly controls, is controlled by or is under common control with another Bidder; or
 - (b) receives or has received any direct or indirect subsidy from another Bidder; or
 - (c) has the same legal representative as another Bidder; or
 - (d) has a relationship with another Bidder, directly or through common third parties, that puts it in a position to influence the Bid of another Bidder, or influence the decisions of the Purchaser regarding this Bidding 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 Bid; or
 - (f) or any of its affiliates has been hired (or is proposed to be hired) by the Purchaser or Borrower as Project 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 BDS ITB 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 bidding document or specifications of the Contract, and/or the Bid 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 Bidding process and execution of the Contract.

- 4.3. A firm that is a Bidder (either individually or as a JV member) shall not participate as a Bidder or as JV member in more than one Bid except for permitted alternative Bids. Such participation shall result in the disqualification of all Bids in which the firm is involved. However, this does not limit the participation of a Bidder as subcontractor in another Bid or of a firm as a subcontractor in more than one Bid.
- 4.4. A Bidder may have the nationality of any country, subject to the restrictions pursuant to ITB 4.8. A Bidder shall be deemed to have the nationality of a country if the Bidder 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 Bidder 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 BDS.
- 4.6. Bidders 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 Bidder shall not be under suspension from bidding 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 Bidding is open for all eligible Bidders, unless otherwise specified in ITB 15.2.
- 4.10. A Bidder 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 bidding 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 Bidder and as specified in the Contract.
- 5.3. For purposes of ITB 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 BIDDING DOCUMENT

6. Sections of Bidding Document

- 6.1 The bidding 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 ITB 8:

PART 1 - Bidding Procedures

Section I - Instructions to Bidders (ITB)

Section II - Bid Data Sheet (BDS)

Section III - Evaluation and Qualification Criteria

Section IV - Bidding 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

- 6.1. The Specific Procurement Notice – Request for Bids (RFB) issued by the Purchaser is not part of this bidding 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-Bid meeting (if any), or Addenda to the bidding document in accordance with ITB 8. In case of any contradiction, documents obtained directly from the Purchaser shall prevail.
- 6.4 The Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding document and to furnish with its Bid all information or documentation as is required by the bidding document.

7. Clarification of Bidding Document, Site Visit, Pre-bid Meeting

- 7.1. A Bidder requiring any clarification of the bidding document shall contact the Purchaser in writing at the Purchaser's address specified in the BDS or raise its enquiries during the pre-Bid meeting if provided for in accordance with ITB 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 Bids within a period specified in the BDS. The Purchaser's shall forward copies of its response to all Bidders who have acquired the bidding document in accordance with ITB 6.3, including a description of the inquiry but without identifying its source. If so specified in the BDS, the Purchaser shall also promptly publish its response at the web page identified in the BDS. Should the Purchaser deem it necessary to amend the bidding document as a result of a request for clarification, it shall do so following the procedure under ITB 8 and ITB 23.2.
- 7.2. The Bidder 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 Bid and entering into a contract. The costs of visiting the site shall be at the Bidder's own expense.
- 7.3. The Bidder 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 Bidder, 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 Bidder's designated representative is invited to attend a pre-Bid meeting and/or a site visit, if provided for in the BDS. 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 Bidder 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-Bid 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 Bidders who have acquired the bidding document in accordance with ITB 6.3. Any modification to the bidding document that may become necessary as a result of the pre-Bid meeting shall be made by the Purchaser exclusively through

the issue of an Addendum pursuant to ITB 8 and not through the minutes of the pre-Bid meeting.

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

8. Amendment of Bidding Document

- 8.1. At any time prior to the deadline for submission of Bids, the Purchaser may amend the bidding document by issuing addenda.
- 8.2. Any addendum issued shall be part of the bidding document and shall be communicated in writing to all who have obtained the bidding document from the Purchaser in accordance with ITB 6.3. The Purchaser shall also promptly publish the addendum on the Purchaser's web page in accordance with ITB 7.1.
- 8.3. To give prospective Bidders reasonable time in which to take an addendum into account in preparing their Bids, the Purchaser may, at its discretion, extend the deadline for the submission of Bids, pursuant to ITB 23.2

C. PREPARATION OF BIDS

9. Cost of Bidding

- 9.1. The Bidder shall bear all costs associated with the preparation and submission of its Bid, and the Purchaser shall not be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

10. Language of Bid

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

11. Documents Comprising the Bid

- 11.1. The Bid submitted by the Bidder shall comprise the following:
- (a) **Letter of Bid** prepared in accordance with ITB 12;
 - (b) **Price Schedules** completed in accordance with ITB 12 and ITB 17;
 - (c) **Bid Security or Bid-Securing Declaration** in accordance with ITB 20;

- (d) **Alternative Bid:** if permissible, in accordance with ITB 13;
- (e) **Authorization:** written confirmation authorizing the signatory of the Bid to commit the Bidder, in accordance with ITB 21.3;
- (f) **Eligibility of Information System:** documentary evidence established in accordance with ITB 14.1 that the Information System offered by the Bidder in its Bid or in any alternative Bid, if permitted, are eligible;
- (g) **Bidder's Eligibility:** documentary evidence in accordance with ITB 15 establishing the Bidder's eligibility and qualifications to perform the contract if its Bid is accepted;
- (h) **Conformity:** documentary evidence established in accordance with ITB 16 that the Information System offered by the Bidder conform to the bidding document;
- (i) **Subcontractors:** list of subcontractors, in accordance with ITB 16.4;
- (j) **Intellectual Property:** a list of: Intellectual Property as defined in GCC Clause 15;
 - (i) all Software included in the Bid, 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 Bid;

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

Re-assignments among the Software and Materials categories, if necessary, will be made during the implementation of the Contract according to GCC Clause 39 (Changes to the Information System); and
- (k) any other document required **in the BDS**.

- 11.2. In addition to the requirements under ITB 11.1, Bids submitted by a JV shall include 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 Bid shall be signed by all members and submitted with the Bid, together with a copy of the proposed Agreement indicating at least the parts of the Information System to be executed by the respective members.

- 11.3. The Bidder shall furnish in the Letter of Bid information on commissions and gratuities, if any, paid or to be paid to agents or any other party relating to this Bid.

**12. Letter of Bid
and Price
Schedules**

- 12.1. The Bidder shall complete the Letter of Bid, including the appropriate Price Schedules, using the relevant forms furnished in Section IV, Bidding Forms. The forms must be completed without any alterations to the text, and no substitutes shall be accepted except as provided under ITB 21.3. All blank spaces shall be filled in with the information requested.

**13. Alternative
Bids**

- 13.1. The BDS indicates whether alternative Bids are allowed. If they are allowed, the BDS will also indicate whether they are permitted in accordance with ITB 13.3, or invited in accordance with ITB 13.2 and/or ITB 13.4.
- 13.2. When alternatives to the Time Schedule are explicitly invited, a statement to that effect will be included in the BDS, and the method of evaluating different time schedules will be described in Section III, Evaluation and Qualification Criteria.
- 13.3. Except as provided under ITB 13.4 below, Bidders wishing to offer technical alternatives to the Purchaser's requirements as described in the bidding 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 Bidder with the Most Advantageous Bid conforming to the basic technical requirements shall be considered by the Purchaser.
- 13.4. When Bidders are invited in the BDS 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 ITB 35.

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| 14. Documents Establishing the Eligibility of the Information System | 14.1. To establish the eligibility of the Information System in accordance with ITB 5, Bidders shall complete the country of origin declarations in the Price Schedule Forms, included in Section IV, Bidding Forms. |
| 15. Documents Establishing the Eligibility and Qualifications of the Bidder | <p>15.1. To establish its eligibility and qualifications to perform the Contract in accordance with Section III, Evaluation and Qualification Criteria, the Bidder shall provide the information requested in the corresponding information sheets included in Section IV, Bidding Forms.</p> <p>15.2. In the event that prequalification of potential Bidders has been undertaken as stated in the BDS, only Bids from prequalified Bidders shall be considered for award of Contract. These qualified Bidders should submit with their Bids any information updating their original prequalification applications or, alternatively, confirm in their Bids that the originally submitted prequalification information remains essentially correct as of the date of Bid submission.</p> |
| 16. Documents Establishing Conformity of the Information System | <p>16.1. Pursuant to ITB 11.1 (h), the Bidder shall furnish, as part of its Bid, documents establishing the conformity to the bidding documents of the Information System that the Bidder proposes to design, supply and install under the Contract.</p> <p>16.2. The documentary evidence of conformity of the Information System to the bidding documents including:</p> <ul style="list-style-type: none">(a) Preliminary Project Plan describing, among other things, the methods by which the Bidder will carry out its overall management and coordination responsibilities if awarded the Contract, and the human and other resources the Bidder proposes to use. The Preliminary Project Plan must also address any other topics specified in the BDS. In addition, the Preliminary Project Plan should state the Bidder's assessment of what it expects the Purchaser and any other party involved in the implementation of the Information System to provide during implementation and how the Bidder proposes to coordinate the activities of all involved parties;(b) written confirmation that the Bidder accepts responsibility for the successful integration and inter-operability of all components of the Information System as required by the bidding 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 Bidder should use the Technical Responsiveness Checklist (or Checklist Format) in the Sample Bidding Forms (Section IV). The commentary shall include explicit cross-references to the relevant pages in the supporting materials included in the bid. Whenever a discrepancy arises between the item-by-item commentary and any catalogs, technical specifications, or other preprinted materials submitted with the bid, the item-by-item commentary shall prevail;

- (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 BDS ITB 17.2 requires Bidders to bid.

16.3. References to brand names or model numbers or national or proprietary standards designated by the Purchaser in the bidding documents are intended to be descriptive and not restrictive. Except as specified in the BDS for specific items or standards, the Bidder may substitute alternative brand/model names or standards in its bid, provided that it demonstrates to the Purchaser's satisfaction that the use of the substitute(s) will result in the Information System being able to perform substantially equivalent to or better than that specified in the Technical Requirements.

16.4. For major items of the Information System as listed by the Purchaser in Section III, Evaluation and Qualification Criteria, which the Bidder intends to purchase or subcontract, the Bidder shall give details of the name and nationality of the proposed subcontractors, including manufacturers, for each of those items. In addition, the Bidder shall include in its Bid 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 Bidder shall be responsible for ensuring that any subcontractor proposed complies with the requirements of ITB 4, and that any goods or services to be provided by the subcontractor comply with the requirements of ITB 5 and ITB 16.1.

17. Bid 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 Bidder to fulfill the requirements of the Information System, must be priced separately and summarized in the corresponding cost tables in the Sample

Bidding 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 BDS, the Bidder must also bid 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 Bidding Forms (Section IV), in accordance with the instructions provided in the tables and in the manner specified below:
- (a) if specified **in the BDS**, the Bidder must also bid 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 Bidder'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. Bidders 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 Bidder has left blank in the cost tables provided in the Sample Bid 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 bid and, provided that the bid is substantially responsive, an adjustment to the bid price will be made during bid evaluation in accordance with ITB 31.3.
- 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 BDS, as follows:

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

Unless otherwise specified **in the BDS**, the prices shall be quoted on a CIP (named place of destination) basis, exclusive of all taxes, stamps, duties, levies, and fees imposed in the Purchaser's country. The named place of destination and special instructions for the contract of carriage are as specified in the SCC for GCC 1.1 (e) (iii). In quoting the price, the Bidder shall be free to use transportation through carriers registered in any eligible countries. Similarly, the Bidder may obtain insurance services from any eligible source country;

- (b) Locally supplied Goods:

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

- (c) Inland transportation.

- 17.6. Unless otherwise stated in the BDS, inland transportation, insurance and related local costs incidental to the delivery of the Goods to the designated Project Sites must be quoted separately as a Service item in accordance with ITB 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 ITB 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 BDS, the prices must include all costs incidental to the performance of the Services, as incurred by the Supplier, such as travel, subsistence, office support, communications, translation, printing of materials, etc. Costs incidental to the delivery of the Services but incurred by the Purchaser or its staff, or by third parties, must be included in the price only to the extent such obligations are made explicit in these

bidding documents (as, e.g., a requirement for the Bidder to include the travel and subsistence costs of trainees).

- 17.9. Unless otherwise specified in the BDS, prices quoted by the Bidder shall be fixed during the Bidder's performance of the Contract and not subject to increases on any account. Bids submitted that are subject to price adjustment will be rejected.

18. Currencies of Bid and Payment

- 18.1. The currency(ies) of the Bid and currencies of payment shall be the same. The Bidder shall quote in the currency of the Purchaser's Country the portion of the Bid price that corresponds to expenditures incurred in the currency of the Purchaser's Country, unless otherwise specified in the BDS.
- 18.2. The Bidder may express the Bid price in any currency. If the Bidder 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 Bids

- 19.1. Bids shall remain valid until the date specified in the BDS or any extended date if amended by the Purchaser in accordance with ITB 8. A Bid that is not valid until the date specified in the BDS, or any extended date if amended by the Purchaser in accordance with ITB 8, shall be rejected by the Purchaser as nonresponsive.
- 19.2. In exceptional circumstances, prior to the date of expiry of the Bid validity, the Purchaser may request Bidders to extend the date of validity until a specified date. The request and the responses shall be made in writing. If a Bid Security is requested in accordance with ITB 20, it shall also be extended for twenty-eight days (28) beyond the deadline of the extended validity period. A Bidder may refuse the request without forfeiting its Bid Security. A Bidder granting the request shall not be required or permitted to modify its Bid, except as provided in ITB 19.3.
- 19.3. If the award is delayed by a period exceeding fifty-six (56) days beyond the expiry of the initial Bid validity specified in accordance with ITB 19.1, the Contract price shall be determined as follows:
- (a) in case of fixed price contracts, the contract price shall be the Bid price adjusted by a factor or factors specified **in the BDS**;
 - (b) in the case of an adjustable price contracts, no adjustments shall be made;

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

20. Bid Security

- 20.1. The Bidder shall furnish as part of its Bid, either a Bid-Securing Declaration or a Bid Security as specified in the BDS, in original form and, in the case of a Bid Security, in the amount and currency specified in the BDS.
- 20.2. A Bid-Securing Declaration shall use the form included in Section IV, Bidding Forms.
- 20.3. If a Bid Security is specified pursuant to ITB 20.1, the bid security shall be a demand guarantee in any of the following forms at the Bidder'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 BDS**,

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 Bid submission, that a correspondent financial institution is not required. In the case of a bank guarantee, the Bid Security shall be submitted either using the Bid Security Form included in Section IV, Bidding Forms or in another substantially similar format approved by the Purchaser prior to Bid submission. In either case, the form must include the complete name of the Bidder. The Bid Security shall be valid for twenty-eight (28) days beyond the original date of expiry of the Bid validity, or beyond any extended date if requested under ITB 19.2.

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

- 20.5. If a Bid Security is specified pursuant to ITB 20.1, the Bid Security of unsuccessful Bidders shall be returned as promptly as possible upon the successful Bidder's furnishing of the Performance Security pursuant to ITB 48.
- 20.6. The Bid Security of the successful Bidder shall be returned as promptly as possible once the successful Bidder has signed the Contract and furnished the required Performance Security.
- 20.7. The Bid Security may be forfeited:
- (a) if a Bidder withdraws its Bid prior to the expiry date of Bid validity specified by the Bidder on the Letter of Bid or any extended date provided by the Bidder; or
 - (b) if the successful Bidder fails to:
 - (i) sign the Contract in accordance with ITB 47; or
 - (ii) furnish a performance security in accordance with ITB 48.
- 20.8. The Bid Security or the Bid-Securing Declaration of a JV shall be in the name of the JV that submits the bid. If the JV has not been legally constituted into a legally enforceable JV at the time of Bidding, the Bid Security or the Bid-Securing Declaration shall be in the names of all future members as named in the letter of intent referred to in ITB 4.1 and ITB 11.2.
- 20.9. If a Bid Security is not required in the BDS, and;
- (a) if a Bidder withdraws its Bid prior to the expiry date of the Bid validity specified by the Bidder on the Letter of Bid, or any extended date provided by the Bidder; or
 - (b) if the successful Bidder fails to: sign the Contract in accordance with ITB 47; or furnish a Performance Security in accordance with ITB 48;
- the Purchaser may, if provided for **in the BDS**, declare the Bidder disqualified to be awarded a contract by the Purchaser for a period of time as stated **in the BDS**.

**21. Format and
Signing of Bid**

- 21.1. The Bidder shall prepare one original of the documents comprising the Bid as described in ITB 11 and clearly mark it “Original.” Alternative Bids, if permitted in accordance with ITB 13, shall be clearly marked “Alternative”. In addition, the Bidder shall submit copies of the Bid, in the number specified in the BDS and clearly mark them “Copy.” In the event of any discrepancy between the original and the copies, the original shall prevail.
- 21.2. Bidders shall mark as “CONFIDENTIAL” information in their Bids 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 Bid shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation as specified in the BDS and shall be attached to the Bid. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the Bid where entries or amendments have been made shall be signed or initialed by the person signing the Bid.
- 21.4. In case the Bidder is a JV, the Bid 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 Bid.

D. SUBMISSION AND OPENING OF BIDS**22. Submission,
Sealing and
Marking of Bids**

- 22.1. The Bidder shall deliver the Bid in a single, sealed envelope (one (1) envelope process). Within the single envelope the Bidder shall place the following separate, sealed envelopes:
- (a) in an envelope marked “ORIGINAL”, all documents comprising the Bid, as described in ITB 11; and
 - (b) in an envelope marked “COPIES”, all required copies of the Bid; and,
 - (c) if alternative Bids are permitted in accordance with ITB 13, and if relevant:
 - (i) in an envelope marked “ORIGINAL – ALTERNATIVE BID”, the alternative Bid; and

- (ii) in the envelope marked “COPIES – ALTERNATIVE BID” all required copies of the alternative Bid.

22.2. The inner and outer envelopes shall:

- (a) bear the name and address of the Bidder;
- (b) be addressed to the Purchaser in accordance with ITB 23.1;
- (c) bear the specific identification of this Bidding process indicated in accordance with ITB 1.1; and
- (d) bear a warning not to open before the time and date for Bid opening.

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

23. Deadline for Submission of Bids

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

23.2. The Purchaser may, at its discretion, extend this deadline for submission of Bids by amending the bidding documents in accordance with ITB 8, in which case all rights and obligations of the Purchaser and Bidders will thereafter be subject to the deadline as extended.

24. Late Bids

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

25. Withdrawal, Substitution, and Modification of Bids

- 25.1. A Bidder may withdraw, substitute, or modify its Bid 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 ITB 21.3, (except that withdrawal notices do not require copies). The corresponding substitution or modification of the Bid must accompany the respective written notice. All notices must be:
- (a) prepared and submitted in accordance with ITB 21 and ITB 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 Bids, in accordance with ITB 23.
- 25.2. Bids requested to be withdrawn in accordance with ITB 25.1 shall be returned unopened to the Bidders.
- 25.3. No Bid may be withdrawn, substituted, or modified in the interval between the deadline for submission of Bids and the date of expiry of the Bid validity specified by the Bidder on the Letter of Bid or any extended date thereof.

26. Bid Opening

- 26.1. Except as in the cases specified in ITB 24 and ITB 25.2, the Purchaser shall conduct the Bid opening in public, in the presence of Bidders` designated representatives and anyone who chooses to attend, and at the address, date and time specified in the BDS. Any specific electronic Bid opening procedures required if electronic bidding is permitted in accordance with ITB 23.1, shall be as specified in the BDS.
- 26.2. First, envelopes marked “Withdrawal” shall be opened and read out and the envelope with the corresponding Bid shall not be opened, but returned to the Bidder. No Bid withdrawal shall be permitted unless the corresponding withdrawal notice contains a valid authorization to request the withdrawal and is read out at Bid opening.
- 26.3. Next, envelopes marked “Substitution” shall be opened and read out and exchanged with the corresponding Bid being substituted, and the substituted Bid shall not be opened, but returned to the Bidder. No Bid substitution shall be permitted unless the corresponding substitution notice contains a valid authorization to request the substitution and is read out at Bid opening.

- 26.4. Envelopes marked “Modification” shall be opened and read out with the corresponding Bid. No Bid modification shall be permitted unless the corresponding modification notice contains a valid authorization to request the modification and is read out at Bid opening. Only Bids that are opened and read out at Bid opening shall be considered further.
- 26.5. Next, all remaining envelopes shall be opened one at a time, reading out: the name of the Bidder and the Bid Price(s), including any discounts and alternative Bids, and indicating whether there is a modification; the presence or absence of a Bid Security or Bid-Securing Declaration; and any other details as the Purchaser may consider appropriate.
- 26.6. Only Bids, alternative Bids and discounts that are opened and read out at Bid opening shall be considered further in the evaluation. The Letter of Bid and the Price Schedules are to be initialed by representatives of the Purchaser attending Bid opening in the manner specified in the BDS.
- 26.7. The Purchaser shall neither discuss the merits of any Bid nor reject any Bid (except for late Bids, in accordance with ITB 24.1).
- 26.8. The Purchaser shall prepare a record of the Bid opening that shall include, as a minimum:
 - (a) the name of the Bidder and whether there is a withdrawal, substitution, or modification;
 - (b) the Bid Price, per lot if applicable, including any discounts;
 - (c) any alternative Bids; and
 - (d) the presence or absence of a Bid Security or a Bid-Securing Declaration.
- 26.9. The Bidders’ representatives who are present shall be requested to sign the record. The omission of a Bidder’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 Bidders.

E. EVALUATION AND COMPARISON OF BIDS

- 27. Confidentiality**
 - 27.1. Information relating to the evaluation of Bids and recommendation of contract award, shall not be disclosed to Bidders or any other persons not officially concerned with the Bidding process until the Notification of Intention to Award the Contract is transmitted to all Bidders in accordance with ITB 42.

- 27.2. Any effort by a Bidder to influence the Purchaser in the evaluation of the Bids or Contract award decisions may result in the rejection of its Bid.
- 27.3. Notwithstanding ITB 27.2, from the time of Bid opening to the time of Contract award, if any Bidder wishes to contact the Purchaser on any matter related to the Bidding process, it should do so in writing.
- 28. Clarification of Bids**
- 28.1. To assist in the examination, evaluation, and comparison of the Bids, and qualification of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder 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 Bid shall be sought, offered, or permitted, except to confirm the correction of arithmetic errors discovered by the Purchaser in the evaluation of the Bids, in accordance with ITB 32.
- 28.2. If a Bidder does not provide clarifications of its Bid by the date and time set in the Purchaser's request for clarification, its Bid may be rejected.
- 29. Deviations, Reservations, and Omissions**
- 29.1. During the evaluation of Bids, the following definitions apply:
- (a) "Deviation" is a departure from the requirements specified in the bidding document;
 - (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 - (c) "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- 30. Determination of Responsiveness**
- 30.1. The Purchaser's determination of a Bid's responsiveness is to be based on the contents of the Bid itself, as defined in ITB 11.

- 30.2. A substantially responsive Bid is one that meets the requirements of the bidding 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 Information System specified in the Contract; or
 - (ii) limit in any substantial way, inconsistent with the bidding document, the Purchaser's rights or the Bidder's obligations under the proposed Contract; or
 - (b) if rectified, would unfairly affect the competitive position of other Bidders presenting substantially responsive Bids.
- 30.3. The Purchaser shall examine the technical aspects of the Bid in particular, to confirm that all requirements of Section VII, Purchaser's Requirements have been met without any material deviation, reservation, or omission.
- 30.4. To be considered for Contract award, Bidders must have submitted Bids:
- (a) for which detailed Bid evaluation using the same standards for compliance determination as listed in ITB 29 and ITB 30.3 confirms that the Bids are commercially and technically responsive, and include the hardware, Software, related equipment, products, Materials, and other Goods and Services components of the Information System in substantially the full required quantities for the entire Information System or, if allowed in the BDS ITB 35.8, the individual Subsystem, lot or slice Bid on; and are deemed by the Purchaser as commercially and technically responsive; and
 - (b) that offer Information Technologies that are proven to perform up to the standards promised in the bid by having successfully passed the performance, benchmark, and/or functionality tests the Purchaser may require, pursuant to ITB 39.3.
- 31. Nonmaterial Nonconformities**
- 31.1. Provided that a Bid is substantially responsive, the Purchaser may waive any nonconformity in the Bid that does not constitute a material deviation, reservation or omission.

- 31.2. Provided that a Bid is substantially responsive, the Purchaser may request that the Bidder submit the necessary information or documentation, within a reasonable period of time, to rectify nonmaterial nonconformities in the Bid related to documentation requirements. Requesting information or documentation on such nonconformities shall not be related to any aspect of the price of the Bid. Failure of the Bidder to comply with the request may result in the rejection of its Bid.
- 31.3. Provided that a Bid is substantially responsive, the Purchaser shall rectify quantifiable nonmaterial nonconformities related to the Bid Price. To this effect, the Bid 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 Bidders. If the price of the item or component cannot be derived from the price of other substantially responsive Bids, the Purchaser shall use its best estimate.

**32. Correction of
Arithmetical
Errors**

- 32.1. Provided that the Bid is substantially responsive, 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.
- 32.2. A Bidder shall be requested to accept the correction of arithmetical errors. Failure to accept the correction in accordance with ITB 32.1 shall result in the rejection of the Bid.

**33. Conversion to
Single Currency**

- 33.1. For evaluation and comparison purposes, the currency(ies) of the Bid shall be converted into a single currency as specified in the BDS.

34. Margin of Preference

- 34.1. No margin of domestic preference shall apply.

35. Evaluation of Bids

- 35.1. The Purchaser shall use the criteria and methodologies listed in this ITB and Section III, Evaluation and Qualification criteria. No other evaluation criteria or methodologies shall be permitted. By applying the criteria and methodologies the Purchaser shall determine the Most Advantageous Bid.

Preliminary Examination

- 35.2. The Purchaser will examine the bids, to determine whether they have been properly signed, whether required sureties have been furnished, whether any computational errors have been made, whether required sureties have been furnished and are substantially complete (e.g., not missing key parts of the bid or silent on excessively large portions of the Technical Requirements). In the case where a pre-qualification process was undertaken for the Contract(s) for which these bidding documents have been issued, the Purchaser will ensure that each bid is from a pre-qualified bidder and, in the case of a Joint Venture, that partners and structure of the Joint Venture are unchanged from those in the pre-qualification

Technical Evaluation

- 35.3. The Purchaser will examine the information supplied by the Bidders Pursuant to ITB 11 and ITB 16, and in response to other requirements in the Bidding document, taking into account the following factors:
- (a) overall completeness and compliance with the Technical Requirements; and deviations from the Technical Requirements;
 - (b) suitability of the Information System offered in relation to the conditions prevailing at the site; and the suitability of the implementation and other services proposed, as described in the Preliminary Project Plan included in the bid;
 - (c) achievement of specified performance criteria by the Information System;
 - (d) compliance with the time schedule called for by the Implementation Schedule and any alternative time schedules offered by Bidders, as evidenced by a milestone schedule provided in the Preliminary Project Plan included in the bid;

- (e) type, quantity, quality, and long-term availability of maintenance services and of any critical consumable items necessary for the operation of the Information System;
 - (f) any other relevant technical factors that the Purchaser deems necessary or prudent to take into consideration;
 - (g) any proposed deviations in the bid to the contractual and technical provisions stipulated in the bidding documents.
- 35.4. If specified in the BDS, the Purchaser's evaluation of responsive Bids will take into account technical factors, in addition to cost factors. The scores to be given to technical factors and sub factors, and the weights to be assigned for the technical factors and cost are specified in the BDS. An Evaluated Bid Score (B) will be calculated for each responsive Bid using the formula, specified in Section III, Evaluation and Qualification Criteria, which permits a comprehensive assessment of the Bid cost and the technical merits of each Bid.
- 35.5. Where alternative technical solutions have been allowed in accordance with ITB 13, and offered by the Bidder, the Purchaser will make a similar evaluation of the alternatives. Where alternatives have not been allowed but have been offered, they shall be ignored.

Economic Evaluation

- 35.6. To evaluate a Bid, the Purchaser shall consider the following:
- (a) the Bid 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 ITB 32.1;
 - (c) price adjustment due to discounts offered in accordance with ITB 26.8;
 - (d) converting the amount resulting from applying (a) to (c) above, if relevant, to a single currency in accordance with ITB 33; and
 - (e) price adjustment due to quantifiable nonmaterial nonconformities in accordance with ITB 31.3;
 - (f) the evaluation factors indicated in Section III, Evaluation and Qualification Criteria.
- 35.7. If price adjustment is allowed in accordance with ITB 17.9, 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 Bid evaluation.

35.8. The Purchaser will evaluate and compare the Bids that have been determined to be substantially responsive, pursuant to ITB 30. The evaluation will be performed assuming either that:

- (a) the Contract will be awarded to the Most Advantageous Bid for the entire Information System; or
- (b) if specified **in the BDS**, Contracts will be awarded to the Bidders for each individual Subsystem, lot, or slice defined in the Technical Requirements whose Bids result in the Most Advantageous Bid/Bids for the entire System.

In the latter case, discounts that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Bids. Such discounts will be considered in the evaluation of bids as specified **in the BDS**.

36. Comparison of Bids

36.1. The Purchaser shall compare all substantially responsive Bids in accordance with ITB 35.6 to determine the lowest evaluated cost.

37. Abnormally Low Bids

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

37.2. In the event of identification of a potentially Abnormally Low Bid, the Purchaser shall seek written clarifications from the Bidder, including detailed price analyses of its Bid 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 bidding document.

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

38. Unbalanced or Front Loaded Bids

38.1. If the Bid that is evaluated as the lowest evaluated cost is, in the Purchaser's opinion, seriously unbalanced or front loaded the Purchaser may require the Bidder to provide written clarifications. Clarifications may include detailed price analyses to demonstrate the consistency of the Bid prices with the scope of information systems, installations, proposed

methodology, schedule and any other requirements of the bidding document.

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

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

**39. Eligibility and
Qualification of
the Bidder**

39.1. The Purchaser shall determine to its satisfaction whether the Bidder that is selected as having submitted the lowest evaluated and substantially responsive Bid is eligible and meets the qualifying criteria specified in Section III, Evaluation and Qualification Criteria.

39.2. The determination shall be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, pursuant to ITB 15, as well as other information the Purchaser deems necessary and appropriate. This determination may include visits or interviews with the Bidder's clients referenced in its bid and site inspections.

39.3. Prior to Contract award, the Purchaser will verify that the successful Bidder (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 Bidder. If any proposed subcontractor does not meet the requirement, the Purchaser will require the Bidder to propose a replacement subcontractor.

39.4. Unless otherwise specified in the BDS, the Purchaser will NOT carry out tests at the time of post-qualification, 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 BDS the Purchaser may carry out such tests as detailed in the BDS.

39.5. An affirmative determination shall be a prerequisite for award of the Contract to the Bidder. A negative determination shall result in disqualification of the Bid, in which event the Purchaser shall proceed to the next lowest evaluated cost or best evaluated Bid, as the case may be, to make a similar

determination of that Bidder's qualifications to perform satisfactorily.

- 39.6. The capabilities of the manufacturers and subcontractors proposed by the Bidder that is determined to have offered the Most Advantageous Bid 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 Bid will not be rejected, but the Bidder will be required to substitute an acceptable manufacturer or subcontractor without any change to the Bid 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 Bid, and to
Reject Any or All
Bids**

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

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 ITB 46. The Standstill Period commences the day after the date the Purchaser has transmitted to each Bidder the Notification of Intention to Award the Contract. Where only one Bid 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 Bidder the Notification of Intention to Award the Contract to the successful Bidder. The Notification of Intention to Award shall contain, at a minimum, the following information:
- (a) the name and address of the Bidder submitting the successful Bid;
 - (b) the Contract price of the successful Bid;
 - (c) the total combined score of the successful Bid;

- (d) the names of all Bidders who submitted Bids, and their Bid prices as readout and as evaluated prices and technical scores (if applicable);
- (e) a statement of the reason(s) the Bid (of the unsuccessful Bidder 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;

F. AWARD OF CONTRACT

- 43. Award Criteria** 43.1. Subject to ITB 40, the Purchaser shall award the Contract to the successful Bidder. This is the Bidder whose Bid has been determined to be the Most Advantageous Bid. The determination of the Most Advantageous Bid will be made in accordance to one of the two options as defined in the BDS. The methodology options are:
- (a) when **rated criteria are used**: The Bidder that meets the qualification criteria and whose Bid:
 - (i) is substantially responsive; and
 - (ii) is the best evaluated Bid (i.e. the Bid with the highest combined technical/quality/price score); or
 - (b) when **rated criteria are not used**: The Bidder that meets the qualification criteria and whose Bid has been determined to be:
 - (i) substantially responsive to the bidding document; and
 - (ii) the lowest evaluated cost.
- 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 BDS.

45. Notification of Award

- 45.1. Prior to the date of expiry of the Bid validity and upon expiry of the Standstill Period, specified in ITB 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 Bidder, in writing, that its Bid 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 Bidders that submitted Bids, and their Bid prices as read out at Bid opening, and as evaluated;
 - (d) name of Bidders whose Bids were rejected and the reasons for their rejection;
 - (e) the name of the successful Bidder, the final total contract price, the contract duration and a summary of its scope; and
 - (f) successful Bidder’s Beneficial Ownership Disclosure Form, if specified in BDS ITB 47.1.
- 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. The Purchaser shall also publish the Contract Award Notice in UNDB online.
- 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 ITB 42, an unsuccessful Bidder 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 Bidders 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 Bidders 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 Bidders may be done in writing or verbally. The Bidder shall bear their own costs of attending such a debriefing meeting.

47. Signing of Contract

- 47.1. The Purchaser shall send to the successful Bidder the Letter of Acceptance including the Contract Agreement, and, if specified in the BDS, a request to submit the Beneficial Ownership Disclosure Form providing additional information on its beneficial ownership. The Beneficial Ownership Disclosure Form, if so requested, shall be submitted within eight (8) Business Days of receiving this request.
- 47.2. The successful Bidder shall sign, date and return to the Purchaser, the Contract Agreement within twenty-eight (28) days of its receipt.
- 47.3. Notwithstanding ITB 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 Bidder shall not be bound by its Bid, always provided, however, that the Bidder 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 Bidder 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 Bidder shall furnish the performance security in accordance with the General Conditions, subject to ITB 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 Bidder is in the form of a bond, it shall be issued by a bonding or insurance company that has been determined by the successful Bidder 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 Bidder 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 Bid Security. In that event the Purchaser may award the Contract to the Bidder offering the next Most Advantageous Bid.

49. Adjudicator

- 49.1. Unless the BDS states otherwise, the Purchaser proposes that the person named in the BDS be appointed as Adjudicator under the Contract to assume the role of informal Contract dispute mediator, as described in GCC Clause 43.1. In this case, a résumé of the named person is attached to the BDS. The proposed hourly fee for the Adjudicator is specified in the BDS. The expenses that would be considered reimbursable to the Adjudicator are also specified in the BDS. If a Bidder does not accept the Adjudicator proposed by the Purchaser, it should state its non-acceptance in its Bid Form and make a counterproposal of an Adjudicator and an hourly fee, attaching a résumé of the alternative. If the successful Bidder and the Adjudicator nominated in the BDS happen to be from the same country, and this is not the country of the Purchaser too, the Purchaser reserves the right to cancel the Adjudicator nominated in the BDS and propose a new one. If by the day the Contract is signed, the Purchaser and the successful Bidder have not agreed on the appointment of the Adjudicator, the Adjudicator shall be appointed, at the request of either party, by the Appointing Authority specified in the SCC clause relating to GCC Clause 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 BDS.

SECTION II - BID DATA SHEET (BDS)

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

ITB Reference	A. General
ITB 1.1	<p>The reference number of the Request for Bids is: PSMP4-GO-RFB-2.1.5</p> <p>The Purchaser is: The State Revenue Committee of the Republic of Armenia and the Office of the Prime-Minister of the Republic of Armenia</p> <p>The name of the RFB is: Procurement of the Self-Declaration System</p> <p>The Purchaser shall not accept bid for multiple lots under this bidding document.</p> <p>The lots are: Not applicable</p>
ITB 1.3 (a)	<p>Electronic Procurement <i>shall not</i> be applicable to this procurement.</p> <p>The Purchaser shall use the following electronic-procurement system to manage this procurement process: <i>not applicable</i></p> <p>The electronic-procurement system shall be used to manage the following aspects of the Procurement process: <i>not applicable</i></p>
ITB 2.1	<p>The Borrower is: Republic of Armenia</p> <p>Loan or Financing Agreement amount: EUR 26.5 million</p> <p>The name of the Project is: Fourth Public Sector Modernization Project (PSMP4)</p>
ITB 4.1	Maximum number of members in the JV shall be: 3
ITB 4.5	A list of debarred firms and individuals is available on the Bank's external website: http://www.worldbank.org/debarr .
B. Bidding Document	
ITB 7.1	<p>For <u>Clarification of Bid purposes</u> only, the Purchaser's address is:</p> <p>Office of the Prime Minister of RA</p> <p>Address: Government House 1, Republic Square (1-st Floor, Room 115, 117)</p>

	<p>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</p> <p>Requests for clarification should be received by the Purchaser no later than: 14 of days prior to the deadline for submission of Bids in accordance with ITB 23.</p>
ITB 7.1	Web page: www.gnumner.am website
ITB 7.4	<p>A Pre-Bid meeting shall take place.</p> <p>A Pre-Bid meeting shall take place at the following date, time and place: Date: August 26, 2023 Time: 12:00 (local time) Venue: State Revenue Committee of the Republic of Armenia, IT Department Address: Aharonyan St., 12/3 Building City: Yerevan, 0069 Country: Armenia</p> <p>The Pre-Bid meeting will also be conducted online, and attendance and attendance is optional. If you wish to attend the online meeting, please request the meeting link by contacting info@psmp.am .</p> <p>As per ITB 7.5, the Bidder is requested, as far as possible, to submit written questions to the Purchaser within one week prior to the meeting.</p> <p>A site visit conducted by the Purchaser shall not be organized.</p>
C. Preparation of Bids	
ITB 10.1	<p>The language of the Bid is: English</p> <p>All correspondence exchange shall be in English language.</p> <p>Language for translation of supporting documents and printed literature is English</p>
ITB 11.1 (k)	<p>The Bidder shall submit with its Bid the following additional documents:</p> <p>The additional documents shall include the following:</p>

	<p>Code of Conduct for Supplier's Personnel (ES)</p> <p>The Bidder shall submit its Code of Conduct that will apply to the Supplier's Personnel (as defined in GCC sub-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 Bidder 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 Bidder may introduce additional requirements, including as necessary to take into account specific Contract issues/risks.</p>
ITB 13.1	Alternative Bids are not permitted.
ITB 13.2	Alternatives to the Time Schedule are not permitted.
ITB 13.4	Alternative technical solutions shall be permitted for the following parts of the Information System: none
ITB 15.2	Prequalification has not been undertaken.
ITB 16.2 (a)	<p>In addition to the topics described in ITB Clause 16.2 (a), the Preliminary Project Plan must address the following topics:</p> <ul style="list-style-type: none"> (i) Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format); (ii) Implementation Sub-Plan; (iii) Delivery and Installation Sub-Plan; (iv) Warranty Defect Repair Service Sub-Plan (optional for Preliminary Project Plan); (v) Architectural design of the Proposed solution; (vi) System Integration Sub-Plan.
ITB 16.3	In the interest of effective integration, cost-effective technical support, and reduced re-training and staffing costs, Bidders shall offer the following items: Not applicable
ITB 17.2	The Bidder must not bid Recurrent Cost Items.
ITB 17.2	The Bidder must not bid for contracts for Recurrent Cost Items not included in the main Contract.
ITB 17.5	The Incoterms edition is: Incoterms® 2020.

ITB 17.5 (a)	Named place of destination is: CIP Armenian border.
ITB 17.6	Named place of final destination (or Project site) is: The State Revenue Committee of the Republic of Armenia (Armenia, 0069, Yerevan Aharonyan St., 12/3 Building)
ITB 17.8	There are no modifications to ITB 17.8
ITB 17.9	The prices quoted by the Bidder shall not be subject to adjustment during the performance of the Contract.
ITB 18.1	<p>The Bidder is not required to quote in the currency of the Purchaser's Country the portion of the Bid price that corresponds to expenditures incurred in that currency.</p> <p>The local bidders are reminded that the requirements of the Law "On the currency regulation and currency control" of November 24, 2004, should be respected.</p>
ITB 19.1	The Bid shall be valid until December 14, 2023.
ITB 19.3 (a)	<p>The Bid price shall be adjusted by the following factor(s):</p> <p>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.</p>
ITB 20.1	<p>A Bid Security shall be required. The Bid Security must be in the form of a Bank Guarantee included in Section IV.</p> <p>A Bid-Securing Declaration shall not be required.</p> <p>The amount and currency of the Bid Security shall be EURO 18000 or an equivalent value in a freely convertible currency or the equivalent in AMD.</p> <p>The date for the exchange rate for the Bid Security shall be: September 1, 2023.</p>
ITB 20.3 (d)	None
ITB 20.9	Not Applicable
ITB 21.1	In addition to the original of the Bid (printed original (hard copy)), the number of copies is: Four (4) soft copy on Flash Memory card. In case of any discrepancy between the hard copy and electronic, the hard original copy will prevail.

ITB 21.3	The written confirmation of authorization to sign on behalf of the Bidder 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 Bids	
ITB 23.1	<p>For Bid submission purposes only, the Purchaser's address is:</p> <p>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 City: Yerevan ZIP Code: 0010 Country: Republic of Armenia Telephone: (+374 10) 515931</p> <p>The deadline for Bid submission is:</p> <p>Date: September 15, 2023 Time: 15:00 (local time)</p>
ITB 23.1	Bidders <i>shall not</i> have the option of submitting their Bids electronically.
ITB 26.1	<p>The Bid opening shall take place at:</p> <p>Office of the Prime Minister of RA 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</p> <p>Date: September 15, 2023 Time: 15:00 (local time)</p>
ITB 26.1	The electronic Bid opening procedures shall be: <i>not applicable</i>
ITB 26.6	The Letter of Bid and Price Schedules shall be initialed by the representatives of the Purchaser/Evaluation committee members conducting Bid opening.
E. Evaluation, and Comparison of Bids	

ITB 33.1	<p>The currency(ies) of the Bid shall be converted into a single currency as follows:</p> <p>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)</p> <p>The source of exchange rate shall be: Central Bank of the Republic of Armenia (www.cba.am).</p> <p>The date for the exchange rate shall be: September 15, 2023</p>
ITB 35.4	<p>The Purchaser's evaluation of responsive Bids will take into account scored technical factors, in addition to cost factors:</p> <div data-bbox="435 680 1352 1289" style="border: 1px solid black; padding: 10px;"> <p><u>1 Supplier Qualification & Experience</u></p> <p>1.1 Experience in design, development and deployment of automated data collection, storage, and reporting platforms with comparable data volume and structure, scale, and security measures (up to 30)</p> <p>1.2 Experience in assignment of similar scale and difficulty (up to 25)</p> <p>1.3 Experience in similar (see point 1.1) web based systems development (up to 15)</p> <p>1.4 The adequacy and comprehensiveness of the Bidder's specification of security measures required to ensure the secure exchange of collected data between the Information System and all other authorized systems (up to 10)</p> <p>1.5 The Bidder's ability to define thorough and comprehensive requirements to ensure the business continuity of all subsystems within the Information System (up to 10)</p> <p>1.6 Preliminary/Initial proposed suggestions for the implementation methods and data exchange structure. (up to 10)</p> <p>Subtotal being 100 points, is 50% of total technical score</p> <p><u>2. Qualification of Key Personnel</u></p> <p>2.1 Project manager (up to 30)</p> <p>2.2 Lead Business Analyst (up to 25)</p> <p>2.3 Lead Programmer (up to 25)</p> <p>2.4 Lead Quality assurance specialist (up to 20)</p> <p>Subtotal being 100 points, is 50% of total technical score</p> </div> <p>The technical proposal scoring methodology is specified in Section III- Evaluation and Qualification Criteria.</p>
ITB 35.4	<p>If rated criterion is used:</p> <p>The weight to be given for cost, X is: 80%</p>
ITB 35.8	<p>Bids for Subsystems, lots, or slices of the overall Information System will not be accepted.</p> <p>Discount that are conditional on the award of more than one Subsystem, lot, or slice may be offered in Bids and such discounts shall not be considered in the price evaluation.</p>
ITB 39.3	<p>As additional qualification measures, the Information System (or components/parts of it) offered by the Bidder with the Most</p>

	Advantageous Bid may be subjected to the following tests and performance benchmarks prior to Contract award: <i>none</i> .
F. AWARD OF CONTRACT	
ITB 43	The award will be made on the basis of <i>rated</i> pursuant to ITB 35.7, if applicable, in accordance with Section III, Evaluation and Qualification Criteria.
ITB 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
ITB 47.1	The successful Bidder shall be required to submit the Beneficial Ownership Disclosure Form.
ITB 49	The proposed Adjudicator is: There will be no Adjudicator under this Contract.
ITB 50.1	<p>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:</p> <ul style="list-style-type: none"> The terms of the Bidding Documents; and The Purchaser’s decision to award the contract. <p>If a Bidder wishes to make a Procurement-related Complaint, the Bidder should submit its complaint following these procedures, in writing (by the quickest means available, that is either by email or fax), to:</p> <p style="padding-left: 40px;">For the attention: Mr. Aharon Mkrtchyan, Title/position: PSMP4 Project Manager Purchaser: Office of the Prime Minister of RA Email address: info@psmp.am</p>

SECTION III - EVALUATION AND QUALIFICATION CRITERIA (WITHOUT PREQUALIFICATION)

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

In addition to the criteria listed in ITB 35.3 (a) to (e), the following factors shall apply:

1. Technical Evaluation (ITB 35.3 and ITB 35.4)

If, in addition to the cost factors, the Purchaser has chosen to give weight to important technical factors (i.e., the price weight, X, is less than 1 in the evaluation), the total technical points assigned to each Bid in the Evaluated Bid Formula will be determined by adding and weighting the scores assigned by an evaluation committee to technical features of the Bid **in accordance with the BDS** 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 bid), the scoring will be 1 for the feature being present but showing deficiencies; 2 for meeting the requirements; 3 for marginally exceeding the requirements; and 4 for significantly exceeding the requirements.
- (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 Bid Score using the following formula:

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

where:

S_j = the Category Technical Score of category “j”

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

n = the number of categories

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

1.1. Technical Quality Evaluation Factors/Parameters

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

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

1 Supplier Qualification & Experience

- 1.1 Experience in design, development and deployment of automated data collection, storage, and reporting platforms with comparable data volume and structure, scale, and security measures (up to 30)
- 1.2 Experience in assignment of similar scale and difficulty (up to 25)
- 1.3 Experience in similar (see point 1.1) web based systems development (up to 15)
- 1.4 The adequacy and comprehensiveness of the Bidder's specification of security measures required to ensure the secure exchange of collected data between the Information System and all other authorized systems (up to 10)
- 1.5 The Bidder's ability to define thorough and comprehensive requirements to ensure the business continuity of all subsystems within the Information System. (up to 10)
- 1.6 Preliminary/Initial proposed suggestions for the implementation methods and data exchange structure. (up to 10)

Subtotal being 100 points, is 50% of total technical score

2. Qualification of Key Personnel

- 2.1 Project manager (up to 30)
- 2.2 Lead Business Analyst (up to 25)
- 2.3 Lead Programmer (up to 25)
- 2.4 Lead Quality assurance specialist (up to 20)

Subtotal being 100 points, is 50% of total technical score

No.	Category	Score from Table	Category Weight	Category Score	Category Total
1	Supplier Qualification & Experience	Table A	0.50	<i>Score from Table A</i>	<i>Score from Table A * 0.50</i>

2	Qualification of Key Personnel	Table B	0.50	Score from Table B	Score from Table B * 0.50
TOTAL					

1.1.1. Supplier Qualification & Experience Category

Within this Category, Bidders 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	Experience in design, development and deployment of automated data collection, storage, and reporting platforms with comparable data volume and structure, scale, and security measures	1 contract = 1 2 contracts = 2 3 contracts = 3 ≥4 contracts = 4		7.5	Feature Scores Assigned X Feature Weight
1.2	Experience in assignment of similar scale and difficulty	<3 years = 0 3 years = 1 4 years = 2 5 years = 3 ≥6 years = 4		6.25	Feature Scores Assigned X Feature Weight
1.3	Experience in similar (see point 1.1) web based systems development	<2 years = 0 2 years = 1 3 years = 2 4 years = 3 ≥5 years = 4		3.75	Feature Scores Assigned X Feature Weight
1.4	The adequacy and comprehensiveness of the Bidder's specification of security measures required to ensure the secure exchange of collected data between the Information System and all other authorized systems.	Insufficiently defined security measures for the secure exchange of data between authorized systems=0 Properly defined security measures for the secure exchange of data between authorized systems=4		2.5	Feature Scores Assigned X Feature Weight
1.5	The Bidder's ability to define thorough and comprehensive requirements to ensure the business continuity of all subsystems within the Information System.	Insufficiently defined requirements for ensuring business continuity of all subsystems =0 Properly defined requirements for ensuring business continuity of all subsystems=4		2.5	Feature Scores Assigned X Feature Weight
1.6	Preliminary/Initial proposed suggestions for the implementation methods and data exchange structure.	Inadequate or incomplete suggestions on implementation methods and data exchange structure =0 Well-developed and comprehensive proposed suggestions on implementation methods and data exchange structure =4		2.5	Feature Scores Assigned X Feature Weight
TOTAL					

1.1.2. Qualification of Key Personnel

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

Table B– Category 2: Qualification of Key Personnel			
No	Sub Category	Score from Table	Category 2 Score
2.1	Project manager	B1 2.1	Total Score from Table B1 2.1
2.2	Lead Business Analyst	B1 2.2	Total Score from Table B1 2.2
2.3	Lead Programmer	B1 2.3	Total Score from Table B1 2.3
2.4	Lead Quality assurance specialist	B1 2.4	Total Score from Table B1 2.4
TOTAL			

Table B1 2.1					
No	Sub Category	Scoring	Feature Scores Assigned	Feature Weight	Total
2.1	Project manager				
2.1.1	At least 3 years professional experience in management of information technologies	3 years =1 4 years =2 5 years =3 ≥6 years =4		2.50	Feature Scores Assigned X Feature Weight
2.1.2	At least 1 year of experience in management of automated data collection, storage, and reporting platforms with comparable data volume and structure, scale, and security measures.	<1 year =0 1 year =1 2 years =2 3 years =3 ≥4 years =4		2.00	Feature Scores Assigned X Feature Weight
2.1.3	Implementation of at least two successful projects in automated data collection, storage, and reporting platforms with comparable data volume and structure, scale, and security measures.	2 projects =1 3 projects =2 4 projects =3 ≥5 projects =4		2.00	Feature Scores Assigned X Feature Weight
2.1.4	Graduated higher education in IT/Data science and relevant experience and excellent knowledge of English	Graduated higher education in IT/Data science and 1 years of relevant experience and excellent knowledge of English =1 Graduated higher education in IT/Data science and 2 years of relevant experience and excellent knowledge of English =2 Graduated higher education in IT/Data science and 3 years of relevant experience and excellent knowledge of English =3 Doctorate Degree in IT/Data science and 5 years of relevant experience and excellent knowledge of English =4		1.00	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	Lead Business Analyst				
2.2.1	At least 3 years professional experience in management of information technologies	3 years = 1 4 years = 2 5 years = 3 6 years = 4		2.0	Feature Scores Assigned X Feature Weight
2.2.2	At least 1 year of experience in management of automated data collection, storage, and reporting platforms with comparable data volume and structure, scale, and security measures.	1 year = 3 ≥2 years = 4		1.25	Feature Scores Assigned X Feature Weight
2.2.3	Implementation of at least two successful projects in automated data collection, storage, and reporting platforms area with comparable data volume and structure, scale, and security measures.	2 projects=1 3 projects =2 4 projects =3 ≥ 5 projects =4		1.0	Feature Scores Assigned X Feature Weight
2.2.4	Knowledge of the Armenian tax system functionality	Absence of Knowledge of the Armenian tax system functionality = 0 Knowledge of the Armenian tax system functionality=4		1.0	Feature Scores Assigned X Feature Weight
2.2.5	Graduated higher education in IT/Data science and relevant experience and excellent knowledge of English	Doctorate Degree in IT/Data science and 5 years of relevant experience and excellent knowledge of English = 4 Master's Degree in IT/Data science and 3 years of relevant experience and excellent knowledge of English = 2		1.0	Feature Scores Assigned X Feature Weight
TOTAL					

Table B1 2.3					
No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
Lead Programmer					
2.3.1	Minimum three 3 experience in managing application design, software development, maintenance and delivery with experience of using Application, Web and Database servers	3 years = 1 4 years = 2 5 years = 3 ≥6 years = 4		2.0	Feature Scores Assigned X Feature Weight
2.3.2	Strong experience in distributed and multi-tiered systems architecture design	<2 years = 0 2 years =1 3 years = 2 4 years = 3 ≥5 years = 4		1.5	Feature Scores Assigned X Feature Weight
2.3.3	Strong experience in development and implementation of highly complex technical solutions in a web environment	<2 years = 0 2 years =1 3 years = 2 4 years = 3 ≥5 years = 4		1.25	Feature Scores Assigned X Feature Weight
2.3.4	Knowledge of the Armenian tax system functionality	Absence of Knowledge of the Armenian tax system functionality = 0		1.0	Feature Scores Assigned X Feature Weight

		Knowledge of the Armenian tax system functionality=4			
2.3.5	Graduated higher education in programming and relevant experience and excellent knowledge of English	Doctorate Degree in data science, statistics and 6 years of relevant experience and excellent knowledge of English =4 Master's Degree in data science, statistics and 5 years of relevant experience and excellent knowledge of English =2 Bachelor's Degree in data science, statistics and 3 years of relevant experience and excellent knowledge of English =1		0.50	Feature Scores Assigned X Feature Weight
TOTAL					

Table B1 2.4					
No	Sub Category	Score from Criteria	Feature Scores Assigned	Feature Weight	Total
Quality assurance specialist					
2.4.1	At least two years experience of Quality assurance specialist, where the development of use cases was a must	2 years =1 3 years = 2 4 years = 3 ≥5 years = 4		2.50	Feature Scores Assigned X Feature Weight
2.4.2	At least two years experience in testing of similar nature projects	2 years =1 3 years = 2 4 years = 3 ≥5 years = 4		2.50	Feature Scores Assigned X Feature Weight
TOTAL					

2. Economic 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: **58 weeks**.

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

(b) Specific additional criteria

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

Not Applicable

3. Technical alternatives

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

4. Combined Evaluation

The Purchaser will evaluate and compare the Bids that have been determined to be substantially responsive, pursuant to ITB 30.

If indicated by the BDS, the Purchaser's evaluation of responsive Bids will take into account technical factors, in addition to cost factors.

In such a case, an Evaluated Bid Score (B) will be calculated for each responsive Bid using the following formula, which permits a comprehensive assessment of the Bid price and the technical merits of each Bid:

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

where

C = Evaluated Bid Price

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

T = the total Technical Score awarded to the Bid

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

X = weight for the Price as specified in the BDS (80%)

The Bid with the best evaluated Bid Score (B) among responsive Bids shall be the Most Advantageous Bid provided the Bidder was prequalified and/or it was found to be qualified to perform the Contract in accordance with ITB 39.

5. Qualification

Factor	5.1 ELIGIBILITY					
Sub-Factor	Criteria					Documentation Required
	Requirement	Single Entity	Bidder			
			Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.1.1 Nationality	Nationality in accordance with ITB 4.4.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –5.1.1 and 5.1.2, with attachments
5.1.2 Conflict of Interest	No- conflicts of interests as described in ITB 4.2.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Bid
5.1.3 Bank Ineligibility	Not having been declared ineligible by the Bank as described in ITB 4.5.	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Bid
5.1.4 State owned Entity of the Borrower country	Compliance with conditions of ITB 4.6	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Form ELI –5.1.1 and 5.1.2, with attachments

Factor	5.1 ELIGIBILITY						
Sub-Factor	Criteria					Documentation Required	
	Requirement	Bidder					
		Single Entity	Joint Venture (existing or intended)				
			All members combined	Each member			
5.1.5 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 Bidder's country, or by an act of compliance with UN Security Council resolution, both in accordance with ITB 4.8	Must meet requirement	Must meet requirement	Must meet requirement	N / A	Letter of Bid	

Factor	5.2 HISTORICAL CONTRACT NON-PERFORMANCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.2.1 History of non-performing contracts	Non-performance of a contract ¹ did not occur as a result of Bidder’s default since 1 st 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
5.2.2 Suspension	Not under suspension based on execution of a Bid Securing Declaration or Proposal Securing Declaration pursuant to ITB 4.7 and ITB 20.10	Must meet requirement	N / A	Must meet requirement	N / A	Letter of Bid

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.

5.2.3 Pending Litigation	Bidder's financial position and prospective long term profitability still sound according to criteria established in 5.3.1 below and assuming that all pending litigation will be resolved against the Bidder.	Must meet requirement by itself or as member to past or existing JV	N / A	Must meet requirement	N / A	Form CON – 2
5.2.4 Litigation History	No consistent history of court/arbitral award decisions against the Bidder ³ since 1 st January 2018	Must meet requirement	Must meet requirement	Must meet requirement	N/A	Form CON – 2
5.2.5 Bank's SEA and/or SH Disqualification ⁴	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 Bidder)	N/A	Must meet requirement (including each subcontractor proposed by the Bidder)	N/A	Letter of Bid, Form CON-3

³ The Bidder shall provide accurate information on the related Letter of Bid 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 Bidder or any member of a joint venture may result in failure of the Bid.

Factor	5.3 FINANCIAL SITUATION					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.3.1 Historical Financial Performance	Submission of audited balance sheets/ 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 three (3) (i.e. 2020, 2021, and 2022) years.	Must meet requirement	N / A	Must meet requirement	N / A	Form FIN – 5.3.1 with attachments
5.3.2 Average Annual Turnover	Minimum average annual turnover of EURO 1,500,000 in any 2 out of the last 3 years (i.e. 2020, 2021, and 2022).	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –5.3.2
5.3.3 Financial Resources	The Bidder 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 200,000	Must meet requirement	Must meet requirement	N/A	N/A	Form FIN –5.3.3

Factor	5.4 EXPERIENCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
5.4.1 General Experience	Experience under Information System contracts in the role of prime supplier or management contractor or JV member, or subcontractor for at least 2 years prior to the applications submission deadline.	Must meet requirement	N / A	Must meet requirement	N / A	Form EXP-5.4.1
5.4.2 Specific Experience	Participation as a prime supplier or management contractor or JV member or sub-contractor ⁵ , in at least 1 contract within the last 5 [2018 - 2022] years, that have been successfully and substantially completed. The contract(s) should be in similar nature to the proposed Information System in terms of complexity, methods, and technology comparable to those described in Section VII, the Technical Requirements. The Bidder MUST provide a copy of the successfully completed similar contract(s) and	Must meet requirement	Must meet requirements	N / A	Must meet the following requirement [specify any key requirement to be met by one member]	Form EXP 5.4.2

⁵ If the bidder participated in a joint venture or acted as a sub-contractor in a contract, only their share of the contract value and their role and responsibilities within the contract will be considered to meet the requirement.

Factor	5.4 EXPERIENCE					
Sub-Factor	Criteria					Documentation Required
	Requirement	Bidder				
		Single Entity	Joint Venture (existing or intended)			
			All members combined	Each member	At least one member	
	demonstrate that they have been substantially completed. This shall be documented by an Operational Acceptance Certificate, or any equivalent documentation that is satisfactory to the Purchaser, issued by the purchaser(s).					

5.5 Key Personnel

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

5.6 Subcontractors/vendors/manufacturers

Subcontractors/vendors/manufacturers for major items of supply or services identified in the prequalification document must meet or continue to meet the minimum criteria specified therein for each item. **Not Applicable**

5.7 Manufacturer's authorization

For all powered (active) hardware and/or software components of the Information System which the Bidder does not itself produce, by submission of documentary evidence in its Bid, the Bidder 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 proprietary commercial software (i.e., excluding open source or "freeware" software) that the Bidder does not manufacture itself and for which the Bidder has or will establish an Original Equipment Manufacturer (OEM) relationship with the manufacture, the Bidder must provide Manufacture's Authorizations;
- (ii) In the case of proprietary commercial software (i.e., excluding open source or "freeware" software) that the Bidder does not manufacture itself and for which the Bidder does not or will not establish an OEM relationship with the manufacture, the Bidder must document to the Purchaser's satisfaction that the Bidder is not excluded from sourcing these items from the manufacturer's distribution channels and offering these items for supply in the Borrower's Country.
- (iii) In the case of open source software, the Bidder must identify the software item as open source and provide copies of the relevant open source license(s).

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

5.8 Local Representation

Regardless of whether the bidder is conducting business within the Purchaser's country, they must provide documentary evidence in their bid to demonstrate that they have a warranty service center or have plans to establish one. The warranty service center must be equipped and capable of managing the bidder's maintenance, technical support, training, and warranty repair obligations as specified in the Purchaser's Requirements. This includes meeting any response time, problem-resolution norms, or other requirements that may be specified in the Contract. If the bidder does not currently have a warranty service center, they must include details for setting one up as part of their Preliminary Project Plan.

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Letter of Bid

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

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

Note: *All italicized text is to help Bidders in preparing this form.*

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

RFB No.: *PSMP4-GO-RFB-2.1.5* Alternative No.: *not applicable*

We, the undersigned, declare that:

To: The State Revenue Committee of the Republic of Armenia and the Office of the Prime Minister of the Republic of Armenia

- (a) **No reservations:** We have examined and have no reservations to the bidding document, including Addenda issued in accordance with Instructions to Bidders (ITB 8);
- (b) **Eligibility:** We meet the eligibility requirements and have no conflict of interest in accordance with ITB 4;
- (c) **Bid-Securing Declaration:** We have not been suspended nor declared ineligible by the Purchaser based on execution of a Bid-Securing Declaration or Proposal-Securing Declaration in the Purchaser's Country in accordance with ITB 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:

- (i) [have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]
- (ii) [are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.]
- (iii) [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 bidding document of the following: *[insert a brief description of the IS Design, Supply and Installation Services]*;

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

Total price is: *[insert the total price of the Bid in words and figures, indicating the various amounts and the respective currencies]*

(g) **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]*;

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

(i) **Performance Security:** If our Bid is accepted, we commit to obtain a Performance Security in accordance with the bidding document;

(j) **One Bid Per Bidder:** We are not submitting any other Bid(s) as an individual Bidder, and we are not participating in any other Bid(s) as a Joint Venture member, and meet the requirements of ITB 4.3, other than alternative Bids submitted in accordance with ITB 13;

(k) **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;

(l) **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 ITB 4.6]*;

(m) **Commissions, gratuities and fees:** We have paid, or will pay the following commissions, gratuities, or fees with respect to the Bidding 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.”]

- (n) **Binding Contract:** We understand that this Bid, 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;
- (o) **Not Bound to Accept:** We understand that you are not bound to accept the lowest evaluated cost Bid, the Most Advantageous Bid or any other Bid that you may receive; and
- (p) **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 Bidder: **[insert complete name of the Bidder]*

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

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

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 Bid submitted by joint venture specify the name of the Joint Venture as Bidder

**: Person signing the Bid shall have the power of attorney given by the Bidder to be attached with the Bid

PRICE SCHEDULE FORMS

Notes to Bidders 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 - **Not Applicable**
 - 3.4 Supply and Installation Cost Sub-Table(s) **Not Applicable**
 - 3.5 Recurrent Cost Sub-Tables(s) - **Not Applicable**
 - 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 Bidders shall have read the Technical Requirements and other sections of these bidding documents to ascertain the full scope of the requirements associated with each item prior to filling in the rates and prices. The quoted rates and prices shall be deemed to cover the full scope of these Technical Requirements, as well as overhead and profit.
3. If Bidders are unclear or uncertain as to the scope of any item, they shall seek clarification in accordance with the Instructions to Bidders in the bidding documents prior to submitting their bid.

Pricing

4. Prices shall be filled in indelible ink, and any alterations necessary due to errors, etc., shall be initialed by the Bidder. As specified in the Bid Data Sheet, prices shall be fixed and firm for the duration of the Contract.
5. Bid prices shall be quoted in the manner indicated and in the currencies specified in ITB 18.1 and ITB 18.2. Prices must correspond to items of the scope and quality defined in the Technical Requirements or elsewhere in these bidding documents.
6. The Bidder must exercise great care in preparing its calculations, since there is no opportunity to correct errors once the deadline for submission of bids has passed. A single error in specifying a unit price can therefore change a Bidder's overall total bid price substantially, make the bid noncompetitive, or subject the Bidder to possible loss. The Purchaser will correct any arithmetic error in accordance with the provisions of ITB 32.
7. Payments will be made to the Supplier in the currency or currencies indicated under each respective item. As specified in ITB 18.2, no more than three foreign currencies may be used.

3.1 Grand Summary Cost Table

		<i>[insert: Local Currency] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>	<i>[insert: Foreign Currency C] Price</i>
1.	Supply and Installation Costs for Information System/Software (from Supply and Installation Cost Summary Table 3.2)				
2.	Grand Totals (to Bid Submission Form)				

Name of Bidder:		
Authorized Signature of Bidder:		

3.2 Supply and Installation Cost Summary Table

Costs MUST reflect prices and rates quoted in accordance with ITB 17 and 18.

		Supply & Installation Prices				
		Locally supplied items	Items supplied from outside the Purchaser's Country			
Line Item No.	Subsystem / Item	[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 Study of the operating system, Developing technical documentation of the system, Development, Deployment and Customization (Line Item No 1.1-1.5)					
1.1	Study of the operating system					
1.2	System requirements analysis, development general functionalities description of the proposed system					
1.3	Development of system interface design					
1.4	Development of software requirements specification document including system architecture, integration and interoperability requirements/Submission of a comprehensive document on System operational requirements					

		Supply & Installation Prices				
		Locally supplied items	Items supplied from outside the Purchaser's Country			
Line Item No.	Subsystem / Item	<i>[insert: Local Currency] Price</i>	<i>[insert: Local Currency] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>	<i>[insert: Foreign Currency C] Price</i>
1.5	Development of the functionality of registration, login, integration with 'YES EM' national identification platform, integration with Passport and Visa department of the Police of Armenia, development of the below mentioned pages and their functionality: Homepage, Personal page and functionality of getting TIN, page Declaration of the self-declaration system and it's functionality, the Income and Social expenses pages and their functionality, Payments, Notifications, Chat bot/live chat, development of the necessary changes in the Registry page and PAC subsystem (pages of Taxpayer 3), functionality of giving username and password from page "Declaration" of Taxpayer 3, compilation, programming and operation of technical requirements in the testing system					
	Subtotal Phase 1					
2.	PHASE 2 System Interoperability and Technology Transfer					
2.1	Testing of the phase 1					

		Supply & Installation Prices				
		Locally supplied items	Items supplied from outside the Purchaser's Country			
Line Item No.	Subsystem / Item	<i>[insert: Local Currency] Price</i>	<i>[insert: Local Currency] Price</i>	<i>[insert: Foreign Currency A] Price</i>	<i>[insert: Foreign Currency B] Price</i>	<i>[insert: Foreign Currency C] Price</i>
2.2	Pilot operation of the phase 1					
2.3	Operation of the phase 1					
2.4	Delivery of user manuals					
	Subtotal Phase 2					
3.	PHASE 3 Development, Deployment and Customization (Line Item No 3)					
3.1	Development of “Declaration” page and Role management (pages of Taxpayer 3), development of the integration with the other modules of Taxpayer 3 and necessary changes, development of data exchange with other state bodies, compilation, programming and operation of Technical requirements in the testing system					
	Subtotal Phase 3					
4.	PHASE 4 System Interoperability and Technology Transfer					
4.1	Testing of the system and changes in Taxpayer 3					

		Supply & Installation Prices				
		Locally supplied items	Items supplied from outside the Purchaser's Country			
Line Item No.	Subsystem / Item	<i>[insert: Local Currency]</i> Price	<i>[insert: Local Currency]</i> Price	<i>[insert: Foreign Currency A]</i> Price	<i>[insert: Foreign Currency B]</i> Price	<i>[insert: Foreign Currency C]</i> Price
4.2	Pilot operation of the system and changes in Taxpayer 3					
4.3	Operation of the system and changes in Taxpayer 3					
4.4	Delivery of user manuals and system administration documents (including transfer of source codes, requirements documentation, including business rules, use cases and user stories. Software architecture documentation, designed APIs, and diagrammatic representation of the overall system and underlying infrastructure, Maintenance documentation, describing limitations and known problems within the system and implemented solutions. Dependencies between system components shall also be presented in this document. User manuals, including end user manual, system installation and administration guide, etc.)					
	Subtotal Phase 4					
5	Operational Acceptance of the System as an integrated whole					
SUBTOTALS						
TOTAL (To Grand Summary Table)						

Note: - - indicates not applicable. “Indicates repetition of table entry above. Refer to the relevant Supply and Installation Cost Sub-Table for the specific components that constitute each Subsystem or line item in this summary table

Name of Bidder:		
Authorized Signature of Bidder:		

3.3 Recurrent Cost Summary Table -Not applicable

3.4 Supply and Installation Cost Sub-Table

Not applicable

3.5 Recurrent Cost Sub-Table -Not applicable

3.6 Country of Origin Code Table

[illegible]

FORM ELI 5.1.1- BIDDER INFORMATION FORM

[Note: The Bidder 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 Bid submission]*

RFB No.: *[insert **number** of Bidding process]*

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

Page _____ of _____ pages

1. Bidder's Name <i>[insert Bidder's legal name]</i>
2. In case of JV, legal name of each member : <i>[insert legal name of each member in JV]</i>
3. Bidder's actual or intended country of registration: <i>[insert actual or intended country of registration]</i>
4. Bidder's year of registration: <i>[insert Bidder's year of registration]</i>
5. Bidder's Address in country of registration: <i>[insert Bidder's legal address in country of registration]</i>
6. Bidder's Authorized Representative Information Name: <i>[insert Authorized Representative's name]</i> Address: <i>[insert Authorized Representative's Address]</i> Telephone/Fax numbers: <i>[insert Authorized Representative's telephone/fax numbers]</i> Email Address: <i>[insert Authorized Representative's email address]</i>
7. Attached are copies of original documents of <i>[check the box(es) of the attached original documents]</i> <input type="checkbox"/> Articles of Incorporation (or equivalent documents of constitution or association), and/or documents of registration of the legal entity named above, in accordance with ITB 4.4. <input type="checkbox"/> In case of JV, letter of intent to form JV or JV agreement, in accordance with ITB 4.1. <input type="checkbox"/> In case of state-owned enterprise or institution, in accordance with ITB 4.6 documents establishing: <ul style="list-style-type: none"> • Legal and financial autonomy

- Operation under commercial law
 - Establishing that the Bidder is not under the supervision of the Purchaser
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[If required under BDS ITB 47.1, the successful Bidder shall provide additional information on beneficial ownership, using the Beneficial Ownership Disclosure Form.]*

FORM ELI 5.1.2- BIDDER'S JV MEMBERS INFORMATION FORM

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

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

RFB No.: *[insert **number** of Bidding process]*

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

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

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 ITB 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 ITB 4.6.
8. Included are the organizational chart, a list of Board of Directors, and the beneficial ownership. *[If required under BDS ITB 47.1, the successful Bidder 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

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

Date: _____ *[insert date]*

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

RFB No.: *[insert RFB number]*

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Non-Performed Contracts in accordance with Section III, Evaluation and Qualification Criteria			
<input type="checkbox"/> Contract non-performance did not occur since 1 st January 2020 specified in Section III, Evaluation and Qualification Criteria, Sub-Factor 5.2.1. <input type="checkbox"/> Contract(s) not performed since 1 st January 2020 specified in Section III, Evaluation and Qualification Criteria, requirement 5.2.1			
Year	Non-performed portion of contract	Contract Identification	Total Contract Amount (current value, currency, exchange rate and US\$ equivalent)
<i>[insert year]</i>	<i>[insert amount and percentage]</i>	Contract Identification: <i>[indicate complete contract name/ number, and any other identification]</i> Name of Employer: <i>[insert full name]</i> Address of Employer: <i>[insert street/city/country]</i> Reason(s) for nonperformance: <i>[indicate main reason(s)]</i>	<i>[insert amount]</i>
Pending Litigation, in accordance with Section III, Evaluation and Qualification Criteria			
<input type="checkbox"/> No pending litigation in accordance with Sub-Factor 5.2.3. <input type="checkbox"/> Pending litigation in accordance with Sub-Factor 5.2.3 as indicated below.			

Year of dispute	Amount in dispute (currency)	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)
<i>[specify year]</i>	<i>[specify amount and currency]</i>	Contract Identification: <i>[insert Contract ID]</i> Name of Employer: <i>[insert Name of Employer]</i> Address of Employer: <i>[insert Address of Employer]</i> Matter in dispute: <i>[describe Matter of dispute]</i> Party who initiated the dispute: <i>[specify Initiator of dispute]</i> Status of dispute: <i>[specify Status of dispute]</i>	<i>[specify total contract amount and currency, USD equivalent and exchange rate]</i>
<i>[specify year]</i>	<i>[specify amount and currency]</i>	Contract Identification: <i>[insert Contract ID]</i> Name of Employer: <i>[insert Name of Employer]</i> Address of Employer: <i>[insert Address of Employer]</i> Matter in dispute: <i>[describe Matter of dispute]</i> Party who initiated the dispute: <i>[specify Initiator of dispute]</i> Status of dispute: <i>[specify Status of dispute]</i>	<i>[specify total contract amount and currency, USD equivalent and exchange rate]</i>
Litigation History in accordance with Section III, Evaluation and Qualification Criteria			
<input type="checkbox"/> No Litigation History in accordance with Sub-Factor 5.2.4. <input type="checkbox"/> Litigation History in accordance with Sub-Factor 5.2.4 as indicated below.			
Year of award	Outcome as percentage of Net Worth	Contract Identification	Total Contract Amount (currency), USD Equivalent (exchange rate)
<i>[specify year]</i>	<i>[specify percentage of net worth]</i>	Contract Identification: <i>[insert Contract ID]</i> Name of Employer: <i>[insert Name of Employer]</i> Address of Employer: <i>[insert Address of Employer]</i>	<i>[specify total contract amount and currency, USD equivalent and exchange rate]</i>

FORM CON – 3

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

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

Bidder's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member's or Subcontractor's Name: *[insert full name]*

RFB No. and title: *[insert RFB 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
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (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.</p>
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>

FORM EXP 5.4.1- GENERAL EXPERIENCE

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

Date: *[insert Date]*

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

RFB No.: *[insert RFB number]*

Page _____ of _____ pages

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

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

FORM EXP – 5.4.2- SPECIFIC EXPERIENCE

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

Date: *[insert Date]*

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

RFB No.: *[insert RFB number]*

Page _____ of _____ pages

Similar Contract Number: ____ of ____ required.	Information		
Contract Identification	<i>[insert Contract ID]</i>		
Award date	<i>[insert Date of Award]</i>		
Completion date	<i>[insert Date of Completion]</i>		
Role in Contract	<input type="checkbox"/> Prime Supplier	<input type="checkbox"/> Management Contractor	<input type="checkbox"/> 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 – 5.4.2 (CONT.)- SPECIFIC EXPERIENCE (CONT.)

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

Date: *[insert Date]*

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

RFB No.: *[insert RFB number]*

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Similar Contract No. <i>[insert specific number]</i> of <i>[insert total number of contracts]</i> required	Information
Description of the similarity in accordance with Sub-Factor 5.4.2 of Section III:	
Amount	<i>[insert contract amount and currency and USD equivalent and exchange rate]</i>
Geographical Scope	<i>[describe geographic scope of the users of the information system]</i>
Functional Scope	<i>[describe the functionalities provided by the information system]</i>
Methods/Technology	<i>[describe methodologies and technologies used to implement the information system]</i>
Key Activities	<i>[describe the key activities of the Bidder under the contract]</i>

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

[Bidders and each partner to an Joint Venture bid should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.]

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

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

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

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

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

FORM FIN – 5.3.1- FINANCIAL SITUATION: HISTORICAL FINANCIAL PERFORMANCE

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

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

Date: *[insert Date]*

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

RFB No.: *[insert RFB number]*

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Financial information in US\$ equivalent	Historic information for previous <i>[insert number]</i> years (US\$ 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 Bidder 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 – 5.3.2- AVERAGE ANNUAL TURNOVER

[To be completed by the Bidder and, if JV, by each member]

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

Date: *[insert Date]*

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

RFB No.: *[insert RFB number]*

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Annual turnover data (applicable activities only)		
Year	Amount and Currency	US\$ equivalent
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
<i>[insert year]</i>	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>
*Average Annual Turnover	<i>[insert amount and currency]</i>	<i>[insert amount in USD equivalent and exchange rate]</i>

*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 5.3.2.

FORM FIN 5.3.3- FINANCIAL RESOURCES

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

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

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

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

RFB No.: *[insert **RFB 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 (US\$ equivalent)
1. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>
2. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>
3. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>
4. <i>[describe type and source of available financing]</i>	<i>[insert amount of available financing in USD equivalent and exchange rate]</i>

PERSONNEL CAPABILITIES- KEY PERSONNEL

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

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

Date: *[insert Date]*

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

RFB No.: *[insert RFB number]*

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

Name of candidate: <i>[insert Name of Candidate]</i>	
Duration of appointment:	<i>[insert the whole period (start and end dates) for which this position will be engaged]</i>
Time commitment: for this position:	<i>[insert the number of days/week/months/ that has been scheduled for this position]</i>
Expected time schedule for this position:	<i>[insert the expected time schedule for this position (e.g. attach high level Gantt chart)]</i>

Candidate Summary

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

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

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

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

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

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Position; <i>[insert Title of Position]</i>		Prime <input type="checkbox"/> Alternate
Candidate information	Name of candidate <i>[insert Name Candidate]</i>	Date of birth <i>[insert Date of Birth]</i>
Professional qualifications <i>[describe Professional qualifications]</i>		
Present employment	Name of Employer <i>[insert Name of Present Employer]</i>	
Address of Employer <i>[insert Address of Present Employer]</i>		
Telephone <i>[insert Telephone of Contact]</i>		Contact (manager / personnel officer) <i>[insert Name]</i>
Fax <i>[insert fax of Contact]</i>		email <i>[insert email of Contact]</i>
Job title of candidate <i>[insert Job Title Candidate]</i>		Years with present Employer <i>[insert Job Number of years]</i>

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 experience
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the is RFB]</i>
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the is RFB]</i>
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the is RFB]</i>
<i>[insert year]</i>	<i>[insert year]</i>	<i>[describe experience relevant to the proposed Contract under the is RFB]</i>

CODE OF CONDUCT FOR SUPPLIER'S PERSONNEL FORM

Note to the Bidder:

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

The Bidder shall initial and submit the Code of Conduct form as part of its bid.

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 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 Bidder and, if JV, by each member]

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

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

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

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

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The Bidder shall provide adequate information to demonstrate clearly that it has the technical capability to meet the requirements for the Information System. The Bidder should summarize important certifications, proprietary methodologies, and/or specialized technologies that the Bidder 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 Bids Title and No.: *[Purchaser insert: **RFB 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 Bidder or Joint Venture**]* located at *[insert: **address of Bidder or Joint Venture**]* (hereinafter, the “Bidder”) to submit a bid and subsequently negotiate and sign a Contract with you for resale of the following Products produced by us:

We hereby confirm that, in case the bidding results in a Contract between you and the Bidder, the above-listed products will come with our full standard warranty.

Name *[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 Bids Title and No.: *[Purchaser insert: **RFB 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 Bidder or Joint Venture**]* located at *[insert: **address of Bidder or Joint Venture**]* (hereinafter, the "Bidder") that it will submit a bid 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 Bidder 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)]

INTELLECTUAL PROPERTY FORMS

Notes to Bidders on working with the Intellectual Property Forms

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

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

List of Custom Materials

Custom Materials
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>

CONFORMANCE OF INFORMATION SYSTEM MATERIALS

Format of the Technical Bid

In accordance with ITB 16.2, the documentary evidence of conformity of the Information System to the bidding documents includes (but is not restricted to):

- (a). The Bidder's Preliminary Project Plan, including, but not restricted, to the topics specified in the BDS ITB 16.2. The Preliminary Project Plan should also state the Bidder's assessment of the major responsibilities of the Purchaser and any other involved third parties in System supply and installation, as well as the Bidder's proposed means for coordinating activities by each of the involved parties to avoid delays or interference.
- (b). A written confirmation by the Bidder 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). 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 bid, the Bidder must use the Technical Responsiveness Checklist (Format). Failure to do so increases significantly the risk that the Bidder's Technical Bid will be declared technically non-responsive. Among other things, the checklist should contain explicit cross-references to the relevant pages in supporting materials included the Bidder's Technical Bid.

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

Note: The Technical Requirements are voiced as requirements of the *Supplier* and/or the *System*. The Bidder'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 Bidder should indicate *that* – and to the greatest extent practical – *how* the Bidder 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 Bid.

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

Note: As a matter of practice, the contract cannot be awarded to a Bidder whose Technical Bid 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 bid evaluation and contract award, Bidders are encouraged not to overload the supporting materials with documents that do not directly address the Purchaser's requirements.

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

Technical Responsiveness Checklist (Format)

Tech. Require. No. _	Technical Requirement: <i>[insert: abbreviated description of Requirement]</i>
Bidder's technical reasons supporting compliance:	
Bidder's cross references to supporting information in Technical Bid:	

FORM OF BID 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: Prime Minister Office of the Republic of Armenia and the State Revenue Committee of the Republic of Armenia

RFB No.: PSMP4-GO-RFB-2.1.5

Date: *[Insert date of issue]*

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

We have been informed that *[insert name of the Bidder, 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 bid (hereinafter called “the Bid”) for the execution of *[insert Name of Contract]* under Request for Bids No. *[insert number]* (“the RFB”).

Furthermore, we understand that, according to the Beneficiary’s, Bids must be supported by a Bid 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 Bid prior to the Bid validity expiry date set forth in the Applicant’s Letter of Bid, or any extended date provided by the Applicant; or
- (b) having been notified of the acceptance of its Bid by the Beneficiary prior to the expiry date of the Bid 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 Bidders (“ITB”) of the Beneficiary’s bidding document.

This guarantee will expire: (a) if the Applicant is the successful Bidder, 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 Bidder, upon the earlier of (i) our receipt of a copy of the Beneficiary’s notification to the Applicant of the results of the Bidding process; or (ii) twenty-eight days after the expiry date of the Bid 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)]

SECTION V - ELIGIBLE COUNTRIES

Eligibility for the Provision of Information System

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

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

Under ITB 4.8(b) and ITB 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:
 - (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;⁶ (ii) to be a nominated⁷ 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 inspect⁸ 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.

⁶ 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.

⁷ 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.

⁸ 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

REQUIREMENTS OF THE INFORMATION SYSTEM
(INCLUDING TECHNICAL REQUIREMENTS, IMPLEMENTATION SCHEDULE,
SYSTEM INVENTORY TABLES, BACKGROUND AND INFORMATIONAL
MATERIALS)

Technical Requirements

A. ACRONYMS USED IN THE TECHNICAL REQUIREMENTS

0.1 Acronym Table

Term	Explanation
bps	bits per second
cps	characters per second
DBMS	Database Management System
DOS	Disk Operating System
dpi	dots per inch
Ethernet	IEEE 802.3 Standard LAN protocol
GB	gigabyte
Hz	Hertz (cycles per second)
IEEE	Institute of Electrical and Electronics Engineers
ISO	International Standards Organization
KB	kilobyte
kVA	Kilovolt ampere
LAN	Local area network
lpi	lines per inch
lpm	lines per minute
MB	megabyte
MTBF	Mean time between failures
NIC	Network interface card
NOS	Network operating system
ODBC	Open Database Connectivity
OLE	Object Linking and Embedding
OS	Operating system

Term	Explanation
PCL	Printer Command Language
ppm	pages per minute
PS	PostScript -- Adobe page description language
RAID	Redundant array of inexpensive disks
RAM	Random access memory
RISC	Reduced instruction-set computer
SCSI	Small Computer System Interface
SNMP	Simple Network Management Protocol
SQL	Structured Query Language
TCP/IP	Transmission Control Protocol / Internet Protocol
V	Volt
WLAN	Wireless LAN

B. BACKGROUND, FUNCTIONAL, ARCHITECTURAL AND PERFORMANCE REQUIREMENTS

1.1 Background, legal and Regulatory Requirements to be met by the Information System

1.1.1 Background

Currently, the system of declaration of annual incomes of natural persons under the regulations established by the Tax Code legally operates only in terms of incomes not taxed by tax agents. This declaration system does not provide the option for individuals to declare social costs by individuals.

Presently, individuals are required to submit an annual income tax calculation and social payments to the State Revenue Committee (SRC) in order to fulfill their tax obligations as stipulated by the Tax Code. This involves obtaining a Tax Identification Number (TIN) from the tax authority, signing a contract for online filing of returns, registering an authorized person and a user for online access, providing necessary authorization, and receiving a username and password. Once these steps are completed, individuals can submit their annual calculation through the File Online System.

The File Online System primarily caters to the calculation returns from organizations, sole proprietors, and notaries, and it lacks adequate adjustments for individual use. Several pages within the system are not applicable to individuals. Additionally, the current version of the File Online System is limited to its web version format.

1.1.2 Legal and Regulatory Requirements

The Information System MUST comply with the following laws and regulations:

- The Law of the Republic of Armenia on introduction of amendments and additions to the Tax Code of the Republic of Armenia № 593-N and other provisions of the Tax Code related to self-declaration. The forms of tax calculations (declaration) and the procedure of filling them out should be determined by the Tax Administration⁹;

⁹ *Note to the Bidders: The legal act pertaining to the process of citizens of Armenia filing annual declarations, as prescribed by the Tax Code of Armenia, is currently undergoing discussions. Once this draft is adopted and officially published, it will be presented to the Supplier.*

- Decree of the Government of the Republic of Armenia No. 956-N dated 16 June 2023 “On defining separate directions of the types of social expenses, the scope of family members and the maximum amount of compensation”;;
- Decree of the Government of the Republic of Armenia No. 956-N dated 16 June 2023 “On establishing the procedure for compensating (reimbursing) the social expenses of a natural person from the amount of income tax calculated and (or) paid (including by the tax agent) during the tax year;
- Decree of the Government of the Republic of Armenia No. 922-N dated 8 June 2023 “On establishing a simplified procedure for registration of natural persons who are not individual entrepreneurs in the tax authority;
- The Decree of the Government of the Republic of Armenia №572-N dated May 25, 2017 “On establishing the procedure for the use of electronic documents and electronic digital signatures in state bodies, on establishing the general technical requirements of the electronic systems used when acquiring the services or activities provided by the central and local government bodies using electronic digital signatures in electronic form, and on declaring the Decree of the Government of the Republic of Armenia № 1595-N dated 2005 to be no longer in force”;
- The order of the Ministry of High Tech Industry of the Republic of Armenia № 918-A dated May 8, 2023, “On establishing the guidelines for promoting the accessibility and awareness of information and communication, including web content, promoting the social inclusion of persons with disabilities”.

1.2 Business Function Requirements to be met by the Information System

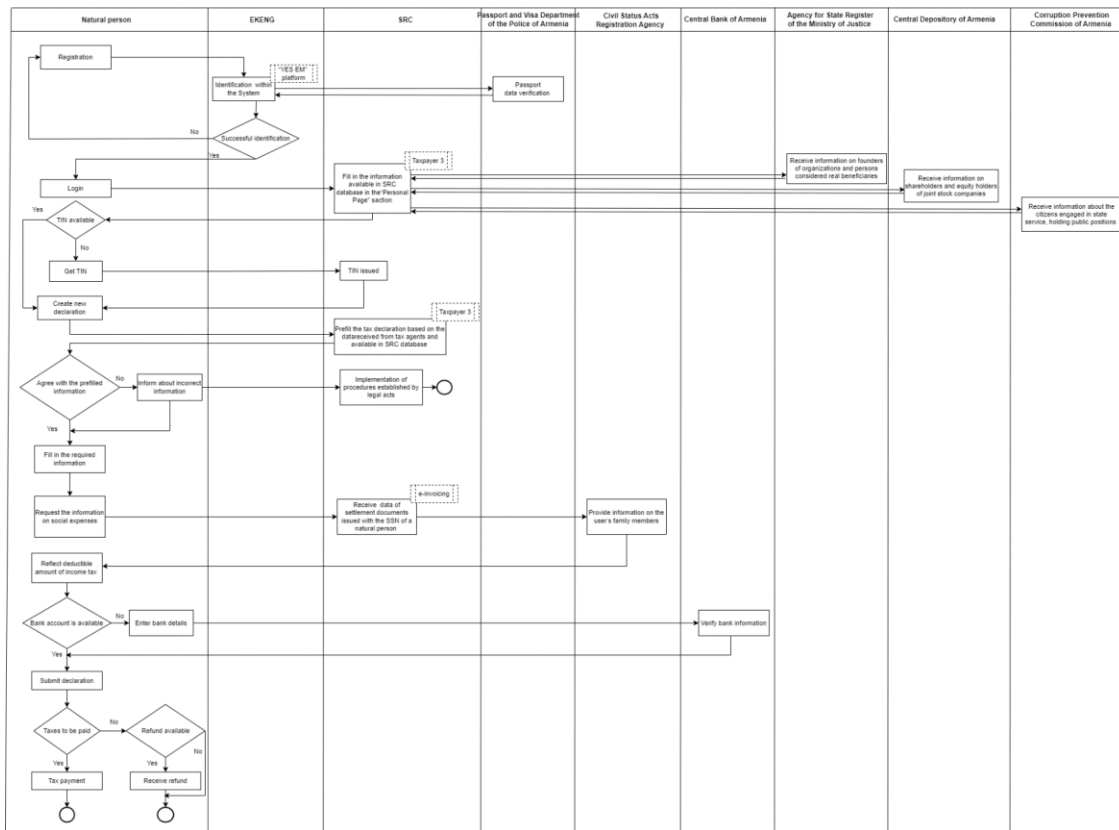
1.2.1 Currently, the system of declaration of annual incomes of natural persons under the regulations established by the Tax Code legally operates only in terms of incomes not taxed by tax agents. This declaration system does not provide possibility to declare social costs by individuals.

It is proposed to implement a system of "social credits" that is widely used in international practice, in particular, it is proposed to provide for expenses incurred for the purpose of health care and education possibility to reduce the income tax liabilities for the reporting year or to get back the paid income tax.

The objective of implementing Self Declaration System is to introduce a simple and convenient system for declaration of income of natural persons, which will ensure the process of pre-filling and displaying of all the information (including from third parties) available for self-declaration in the State Revenue Committee (SRC) systems to the user, filling information on income and expenses by users, filling income declarations of natural persons and submitting them to the SRC.

1.3 Architectural Requirements to be met by the Information System

1.3.1 Tax declaration submission process is presented below:



The system must be able to work with subsystems and programs of “Taxpayer 3”, “Electronic Settlement”, “Electronic reporting System” without significant structural changes. The system must operate on the same database, which these systems (information on database will be available after contract signing).

The design of the system should be implemented in such a way that, in addition to entering data through the system interfaces, users can transfer the presented information by importing it from an xml format file, through web services, without directly accessing the system.

The system must be fully integrated with the “Taxpayer 3” system and data exchange must be ensured.(information on Taxpayer 3 will be available after contract signing).

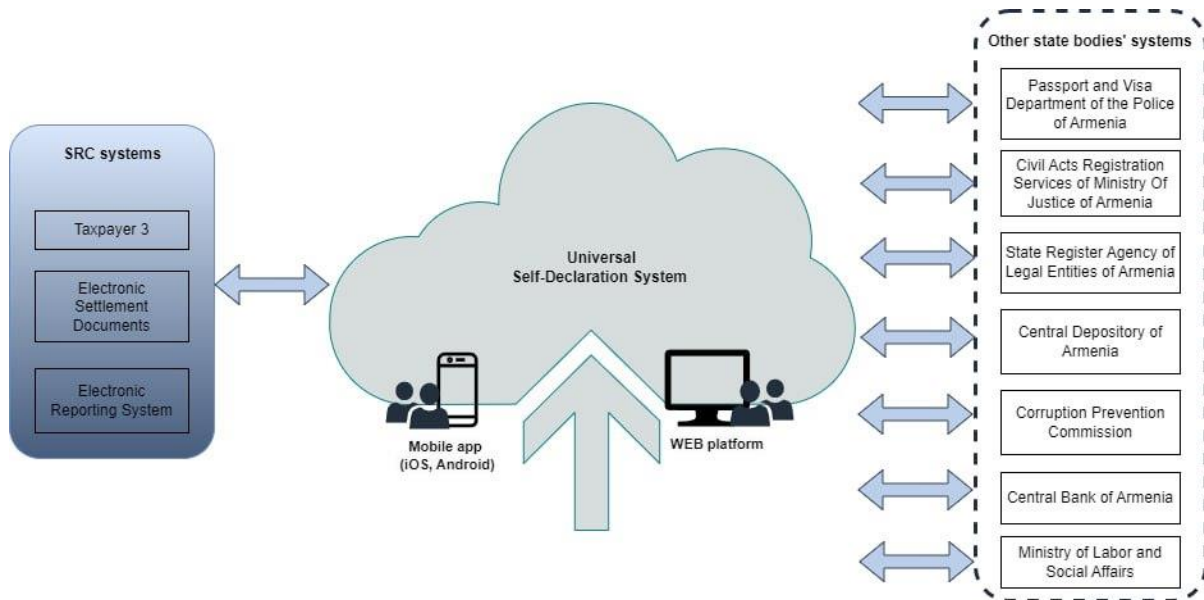
Preliminary suggestions on the methods of implementation and the structure of data exchange should be included in the bids. The final confirmation and agreement on the structure of data exchange should be obtained from the Purchaser during the stage of drafting the technical task throughout the Contract implementation process.

The System should be accessible to users through two versions: a web platform and a mobile app compatible with iOS and Android. In both versions, the system sections should contain the same content.

The system should be designed in a modular structure that enables the future addition of other subsystems related to natural persons, such as individual accounts information portal system, mortgage interest refund system, cashback (refund) provision, EEU transactions, and others. It

should be noted that this document does not cover the interaction or interconnection with the subsystems mentioned.

The system should also be integrated with the systems of other state bodies. The list of other state bodies can be increased.



All technically feasible electronic signature types for the web platform and mobile app operating in the Republic of Armenia must be available in the system, including ID card, mID, and any other applicable electronic signature types.

1.4 Systems Administration and Management Functions Required to be met by the Information System

- 1.4.1 The Information System MUST provide for the following management, administration, and security features at the overall System level in an integrated fashion. During the implementation of the Contract, the supplier is obligated to make adjustments to the System in accordance with the purchaser's requests.

1.4.1.2 Installation, Configuration and Change Management:

The Company responsible for the System development should ensure the implementation of appropriate changes in other SRC systems necessary for the System operation.

When carrying out system development activities, the responsible Company should submit an action plan, each phase of which must be agreed upon and, if necessary, amended pursuant to SRC requirements.

The system should be available in Armenian, English and Russian languages. The system should ensure interaction and data exchange with SRC internal systems and with other state and non-state body systems in order to ensure the system functionality in line with the established requirements. All necessary integration components should be developed and implemented by the Company. At the same time, the solutions developed must comply with modern requirements, be based on the latest technologies, and also be as configurable/expandable as possible, in order to further expand the scope of functionality and application, if necessary, and ensure its continuous development.

The system under development should provide full compatibility with current SRC systems and modules. It should be developed in line with specific technology specifications: the system's operating system should be based on Red Hat Linux; the database should be constructed and managed using Oracle; Java should be the programming language used for developing this system.

1.4.1.3 Operational Monitoring, Diagnostics, and Troubleshooting:

The Company responsible for the System development should ensure system pilot testing in test environment before it is deployed into production. System pilot testing in a test environment should serve as the foundation for identifying and resolving any issues or defects prior to implementation into production.

Defects identified during system acceptance testing and operation must be recorded in the system intended for the Supplier to assign tasks, errors, improvements and track their progress (for example, Jira, RedMine, OpenProject or other similar system), to which access must be granted to the corresponding Tax employees.

In case of discovery of a defect, the Purchaser must notify the Supplier about it through an electronic ticket in the Supplier's special system, presenting a description of the defect with all available arguments, which the Supplier must study within a maximum of 2 working days and submit a justified proposal through an electronic ticket on the method of elimination of the defect and a reasonable period of implementation.

During the warranty service, in case of any defect related to the system design, programming or services provided by the Supplier, the Supplier must consult with the Purchaser and eliminate the problem exclusively with his own financial means. Adjustments to the System will be made per purchaser’s request.

The Supplier will not be responsible for the elimination of damage or defect in the following case:

- Improper operation or maintenance of the system by the Purchaser,
- natural wear and tear of the infrastructure,
- In case of making changes to the system by the Purchaser or a third party, which was not approved by the Supplier.

1.4.1.4 User Administration and Access Control; User and Usage Monitoring and Audit Trails:

Users of the declaration system are natural persons who enter the system through the “YES EM” national identification platform or by entering username and password. Users of the declaration pages in the “Taxpayer 3” system are the SRC employees who have the appropriate powers and login the system by entering their login and password.

The user management functionality should be available on the Declaration page of the "Taxpayer 3" system, and it should be implemented in accordance with the existing "user management" system logic of the "Taxpayer 3" system.

1.4.1.5 System and Information Security and Security Policies:

The system should be developed taking into account the requirements established for information security, processing and use of personal data, ensuring their privacy as established by the laws and other legal regulations of the Republic of Armenia¹⁰.

The contractor shall develop the system in compliance with the purchaser's provided Terms & Conditions and Privacy Policy, and should ensure these documents are visibly accessible within the system to inform users, while ensuring conformity with applicable national legislation.

Measures should be taken to increase protection against DDoS attacks.

SSL, SSH, IPSec, TLS standard encryption protocols must be used at the server level. In addition, a division of server layers should be implemented, thanks to which data flow from one server layer to another will be possible only through authorized secure channels.

A number of access/authorization measures must be implemented at the software level to ensure authenticated access only to intended users, including two-factor authentication. Access rights should be based on roles. Each role should have specific powers and accesses defined.

Measures to ensure periodic updating of passwords (password expire policy) and different access levels (access level control) should also be implemented.

At the data level, measures must be taken to ensure the security of personal data through the secure structure of databases, in particular, the security of personal

¹⁰ Law "On Protection of Personal Data" of the Republic of Armenia.

Law "On Electronic Document and Electronic Digital Signature" of the Republic of Armenia.

Decree № 1093-N of the Government of the Republic of Armenia dated August 31, 2015.

Decree № 1849-N of the Government of the Republic of Armenia dated December 19, 2019.

Decree № 572-N of the Government of the Republic of Armenia dated May 25, 2017.

data at the data level must be ensured in accordance with the procedure for transferring personal data through the Electronic Information System defined by the Decision No. 1849-N of the Government of the Republic of Armenia dated 19.12.2019 "On approving the procedure for transferring personal data through the electronic information system and revoking the decision No. 192-N of the Government of the Republic of Armenia of February 16, 2017"

The system should implement information and activity logging (activity logging, error logging). System software should work with databases only through a database access proxy server to log all database transactions. The registration should include, among other information, the time of operation, IP address, identity of the performer, etc.

Systems should automatically "suspend" a user's session after a specified period of user "inactivity" by sending a message to the user.

The rules for ensuring the information security of the system must comply with the fundamental principles established by the RA Government's Decision 424-LG "On Approving the Basic Cyber Security Requirements".

The system must ensure protection against vulnerabilities described by OWASP TOP 10;

The supplier must provide a complete copy of the Source Code, placed on an agreed, appropriate secure media.

Auditing of the Source Code must be conducted. The source code must be audited (checked) for level of vulnerabilities, using standard code audit methods and tools.

CONFIDENTIALITY

The Supplier and/or the sub-contractor providing services on behalf of the Supplier undertake to keep confidential all information that is not publicly available and will not undertake any other assignment that would lead to a conflict of interest.

The Supplier and/or the sub-contractor providing services on behalf of the latter are obliged not to provide any information received within the scope of the works to any party (except the persons mentioned in the organizational structure of the projects) without the written consent of the Purchaser, regardless of the form of receipt (written, oral, electronic, etc.). This provision shall apply even after termination of the contract.

After the termination of the contract, the Supplier and/or the sub-contractor providing services on behalf of the latter must destroy the information received within the framework of the contract, regardless of the form and content, within 30 days, except for cases when RA legislation requires their preservation.

The performer is required to sign a non-disclosure agreement (NDA -Non-disclosure agreement) (attached).

A service level agreement (SLA: Service Level Agreement) is signed between the Supplier and the responsible department of the RA SRC (attached).

1.5 Performance Requirements of the Information System

1.5.1 The Information System **MUST** reach the following performance levels.

1.5.1.1 The system must be able to provide 24/7 operation.

System device uptime should be greater than 99.3 (+, - 0.7%) percent. This means that the annual system downtime should be less than 2 (+, - 2) days. System shutdowns for maintenance and updates must be planned and must be agreed with the relevant tax authority employees. Emergency shutdowns of the system cannot exceed 4 (four) hours, unless the reason is the lack of new equipment for the exchange of the old and not working one. At the Purchaser's request, the Supplier is obliged to sign an agreement on the service process (SLA - Service Level Agreement).

The system must be able to efficiently serve a minimum of 3,000,000 users.

The minimum number of concurrent active users is set to 1,000,000 users.

The number of simultaneous requests, which must be processed by the web services designed in the system and not affect the performance of the system, is set to 100,000 received and answered requests per second.

The response time for 95% system functionality under maximum load conditions shall be 5 seconds maximum.

1.5.1.2 Flexibility

System configuration changes and updates must be easily implemented and have no impact on system performance.

The Purchaser must have the ability to make configuration changes in the system, which will be agreed with the Supplier during the development of the technical task.

1.5.1.3 Expansion

The system must have expandable functionality, be equipped with dynamic expansion of working capacity (dynamic scalability, load balancing) in order to optimally use the Purchaser's server resources.

1.6 Legal Requirements:

All project results are the property of the Purchaser. The Purchaser has the right to use, publish, transmit, transfer, modify them at his discretion and without any restrictions. All originals of project results are transferred to the Purchaser and placed on its server infrastructure.

The Supplier grants the Purchaser a permanent and unlimited license to use the software, which cannot be revoked.

The license allows the Purchaser to modify, expand, transfer, copy or develop derivative software, as well as to set up individual workstations using the program without any restrictions.

For system acceptance, the Supplier shall provide the Purchaser with all software related materials and documentation. The Supplier represents and guarantees to the Purchaser that:

- The Source Code and documentation provided to Purchaser are complete, properly compiled, and an exact copy of the version of the software in use at the time of final acceptance of the software.
- Within 10 days of any update, Supplier will provide Purchaser with the modified Source Code as well as related documentation, which must also be complete, properly compiled, and compatible with the current version of the updated software.
Any software updates must be performed using automated deployment tools, excluding Supplier access to the release software environment and databases.
- The Source Code will contain all information in a readable form, unencrypted, or otherwise used, to enable a programmer or analyst to maintain and improve the software. The Source Code and related documentation must contain all developer comments, information and process models, logic manuals, and process queue diagrams. The source code of the software packages (plugins) with separate functionality in the system's Source Code will be provided to the Purchaser through the GIT system, and the build of the software packages will be carried out in the appropriate environment of the RA Applicable libraries (open)
- Application servers
- The script
- Other files, packages and other software necessary for the normal operation of the system and the implementation, configuration, operation of the system on new hardware,
- A document describing the implementation of the system, where the necessary software for the implementation of the system, application servers, the sequence of implementation steps, etc. will be indicated and will be understandable for skilled professionals
- Technical documentation documents describing the systems
- The Supplier will provide the Purchaser with a guide, which describes in detail the process of building the software package from the source code.
- Source Codes will be open source
-
- Software license must be:
 - non-monopoly,
 - fully paid and non-cancelable,
 - allow the software to be available;
- ✓ also use or copy to storage/server computers which will be of same or similar capacity.
In the event that the primary computers are out of service, it must be possible to

- transfer the software from the primary computer to the backup computer within a reasonable transition period.
- ✓ used, copied or transferred to alternate computers or use on the primary and alternate computers may be performed in parallel,
 - ✓ connect from other computers to primary or alternate computers and be used or copied to other computers to the extent required to provide that access;
 - ✓ reproduce for safekeeping or replacement;
 - ✓ to be adapted and combined with other software for Purchaser's use so that the derivative software includes any significant part of the supplied software.

C. SERVICE SPECIFICATIONS – SUPPLY & INSTALL ITEMS

2.1 System Analysis, Design and Customization/Development

2.1.1 The Supplier MUST perform the following Analysis and Design activities using a formal system analysis/development methodology with the following key activities and design deliverables.

The interface of Self Declaration System must be user friendly, the System for usage must be simple and convenient. For users in the system should be hints for filling the information. The pages and information in the pages of System must be classified and separated by colors to make it more visible to the user.

Also in the System should be functionality of pre-filling, especially in the Declaration. Based on the information available in the RA SRC database and information received from third parties, some fields of the Declaration should be filled in automatically. Users should have possibility to fill information on income and expenses in the System. For this functionality, System must have relevant pages. In addition, users should have possibility to fill Declaration, Submit it to the SRC and make Payments for generated income tax.

The filling functionality of Declaration, Submitting and Payment is described in more details below in appropriate Sections.

2.1.2 General information

Natural persons should submit annual declaration in line with the schedule established by the Tax Code of the Republic of Armenia.

The System should be capable of receiving declarations for the 2023 accounting year by 2024. The System users are defined by part 4.1 of Article 156 of the Tax Code of the Republic of Armenia by years.

Natural persons who are considered as citizens of the Republic of Armenia who are residents of the Republic of Armenia should submit their annual income tax declarations within the following terms:

1) For the reporting year of 2023:

a. citizens of the Republic of Armenia engaged in state service, community service and/or holding public positions as of December 31, 2023 as defined by the Law of the Republic of Armenia “On Public Service”,

b. citizens of the Republic of Armenia who are residents of the Republic of Armenia, who as of December 31, 2023 are (were) participants (shareholders, equity holders, members) of a commercial organization resident in the Republic of Armenia that declared a gross income of AMD one billion or more as of the results of 2022,

c. citizens of the Republic of Armenia who are residents of the Republic of Armenia, who are considered beneficial owners under the Law of the Republic of Armenia “On Combating Money Laundering and Terrorist Financing”,

d. citizens of the Republic of Armenia who are residents of the Republic of Armenia, who received a loan of AMD 20 million or more during 2023.

2) For the reporting year of 2024:

a. citizens of the Republic of Armenia who are residents of the Republic of Armenia, not mentioned in point 1 of this paragraph, considered hired employees during the year 2024,

b. citizens of the Republic of Armenia who are residents of the Republic of Armenia, not mentioned in point 1 of this paragraph, who received taxable income through civil contracts during 2024,

c. citizens of the Republic of Armenia engaged in state service, community service and/or holding public positions as of December 31, 2024 as defined by the Law of the Republic of Armenia “On Public Service”,

d. citizens of the Republic of Armenia who are residents of the Republic of Armenia, who as of December 31, 2024 are (were) participants (shareholders, equity holders, members) of a commercial organization resident in the Republic of Armenia that declared a gross income of AMD one billion or more as of the results of 2023,

e. citizens of the Republic of Armenia who are residents of the Republic of Armenia, who are considered beneficial owners under the Law of the Republic of Armenia “On Combating Money Laundering and Terrorist Financing”

f. citizens of the Republic of Armenia who are residents of the Republic of Armenia, who received a loan of AMD 20 million or more during 2024,

g. natural persons mentioned in point 1 of this paragraph.

3) For the reporting year of 2025 and subsequent years, citizens of the Republic of Armenia who are residents of the Republic of Armenia.

Individuals whose information related to taxable income is defined by legislation as subject to limited use shall not be required to submit an annual income tax calculation (declaration)

for the reporting years 2023 and 2024, regardless of the regulations stated in points 1 and 2 of this section.

The Tax Administration should prefill the tax declaration based on the data available in its database (including the data defined by Article 350 of the Tax Code of the Republic of Armenia).

The declaration covers all taxable and non-taxable incomes received by the natural person, including income paid by tax agents, except for any information that is defined as subject to limited use by the legislation of the Republic of Armenia, which is not included in the declaration.

Social expenses defined by Article 147.1 of the Tax Code of the Republic of Armenia are deductible through the declaration.

The declaration should be submitted no later than May 1st of the following year.

Tax liabilities resulting from the submitted declaration must be paid to the unified account, while any refundable amounts will be returned to the natural person's bank account.

The System should be a part of the Electronic Reporting System of the Tax Administration.

The System should be accessible to users through two versions: a web platform and a mobile app compatible with iOS and Android.

In both versions, the system sections should contain the same content.

The system should be integrated with the SRC information systems, including the “Taxpayer 3”, “Electronic Settlement Documents” systems and the “Electronic Reporting System”.

The system should be designed in a modular structure that enables the future addition of other subsystems related to natural persons, such as individual accounts information portal system, mortgage interest refund system, cashback (refund) provision, EEU transactions, and others. It should be noted that this document does not cover the interaction or interconnection with the subsystems mentioned. Table 1 presents the modules of the system as outlined in this technical description and their respective development dates.

The system should also be integrated with the systems of other state bodies. The list of other state bodies can be increased.

The system is planned to be implemented in a phased manner.

2.1.3 System description

When the System is first launched or opened, it is necessary to provide the user with certain information regarding the system's intended purpose and functionality.

The user is required to read and accept the Terms & Conditions and Privacy Policy of the mobile app before accessing its features and functionality. If the user does not agree to the Terms & Conditions and Privacy Policy, access to the system's menus and functionality is restricted

All technically feasible electronic signature types for the web platform and mobile app operating in the Republic of Armenia must be available in the system, including ID card, mID, and any other applicable electronic signature types.

2.1.3.1 Registration and login

The system must comply with the requirements specified in the Decree of the Government of the Republic of Armenia No. 572-N dated May 25, 2017, which mandates that state and local self-government bodies of Armenia use the 'YES EM' national identification platform on online public service delivery platforms starting from January 1, 2024, in order to log in to the System.

The System should ensure provision of all technically feasible identification methods of the “YES EM” national identification platform for both the web platform and mobile app.

Individuals who are required to submit a declaration as provided by the Tax Code, but who are not beneficiaries of the 'YES EM' national identification platform as specified by the Decree of the Government of the Republic of Armenia No. 572-N, should be able to access the system using a username and password provided by the SRC. In such cases, the System must be integrated with the user and role management subsystem of the 'Taxpayer 3' system, and users should be able to recover their password through the system.

When a natural person enters the system for the first time, pop-up notification reminders should be displayed, stating that the system requires the bank account number belonging to the natural person to be filled in, and that in order to submit a declaration, an application for a TIN must be submitted first. Other similar notifications may also be displayed. The system must provide the ability to fill in fields, display error messages, and enforce limitations on entered data through Format and Logical Control (FLC).

The system must have, among others, the following pages:

- Home page
- Personal page
- Declaration
- Social expenses
- Income
- Payments
- Notifications
- Chat bot/ Live chat

2.1.3.1.1 Home page

The “Declarations”, “Social expenses”, “Income”, “Personal page”, “Notifications”, “Payments”, “Chat bot and Live chat” sections, as well as the SRC icon and the system name, will be displayed on the “Home page” of the system.

2.1.3.1.2 Personal page

It is planned that the information related to natural persons will be available in the “Personal Page” section: Full Name, SSN, passport data, TIN, Organizational-legal type, Bank account number, Servicing bank name, Username, Phone number, Email address fields. In the “Personal Page” section, a “Get TIN” button should also be available.

Suggested format for the “Personal Page” section

Full Name	The specified field is automatically filled in from the SRC system. After the user is identified via the 'YES EM' system, the System sends a request to the relevant system of the Republic of Armenia's Ministry of Internal Affairs and receives the value for the specified field.
SSN	The specified field is automatically filled in from the SRC system. After the user is identified via the 'YES EM' system, the System sends a request to the relevant system of the Republic of Armenia's Ministry of Internal Affairs and receives the value for the specified field.
TIN	The specified field is automatically filled in from the SRC system.
Organizational-legal type	Information on organizational-legal type from Taxpayer 3 system is reflected, if available (for example self-employed, individual entrepreneur)
Get TIN	The specified field is displayed in case the “Get TIN” field is not filled in.
Bank account number	The field is filled in by the user. Once the user enters the bank account number, the system sends a request to the relevant information system of the Central Bank of the Republic of Armenia to authenticate the account, and displays the authentication information to the user.
Servicing bank name	The field is filled in automatically from the SRC system. Once the user enters the bank account number, the system sends a request to the relevant information system of the Central Bank of the Republic of Armenia to authenticate the account, and displays the authentication information to the user.
User	The field is filled in automatically from the SRC system, in case the username is provided by the SRC.
Recover/Change password	The user should be able to change the password for accessing the system, and in case of forgetting it – to recover the password.
Phone number	The field is filled in automatically, if the identification was carried out via the mID service. Otherwise, the field is filled-in by the user.
Email address	The field is filled in automatically by the user.

If a bank account number is not entered when filling out and submitting a declaration, the system will display a relevant message to the user, such as “Please fill in your bank account number in the “Personal Page” section to receive the amount to be refunded”.

This section should allow the natural person to register with the tax authority and receive a TIN. To initiate this process, a "Get TIN" button must be available on the Personal Page, through which the natural person can submit an application to receive a TIN. The application should include the person's name, surname, patronymic, place of registration/residence, telephone number, passport data, PSC of the natural person, and date of application submission, as the person is identified via the “YES EM” system when entering the System. No additional documents need to be submitted, as the accounting will be carried out with a simplified procedure defined by the Decree of the Government.

In case of having a TIN, no new application is submitted and the TIN of the natural person is displayed on the personal office page.

If the person is not a citizen of the Republic of Armenia, the process of receiving a TIN should be carried out in accordance with the current legal regulations.

2.1.3.1.3. Declarations

The “Declarations” page should be designed for preparation and submission of annual declarations submitted by natural persons.

The “Declarations” page should have the “Draft” and “Submitted” sections. The "Draft" section of the "Declarations" page should display the declarations created by the user that have been saved but not yet submitted to the SRC. Users should be able to continue working on draft declarations or delete them if necessary. The "Submitted" section should display the declarations that have already been submitted to the SRC. Users should be able to view the submitted declarations in PDF format and copy them for the purpose of duplicating the information submitted for the previous accounting year when filling out a new declaration. Additionally, there should be an option to adjust (amend) already submitted declarations, and if such amendments are made, multiple versions of these declarations should be retained and made available for reference. Each submitted declaration should be accompanied by a receipt, which should also be viewable in PDF format. The recommended format for the receipt is presented below.

NOTIFICATION

Dear taxpayer,
The report you submitted was accepted by the SRC.
The accepted report data are:

1. TIN
2. Name
3. Type of report
4. Reporting period
5. Date and time of report submission
6. Electronic number of the report
7. Number of document registration in the tax authority (DRN)

Thank you for using the system
State Revenue Committee of the Republic of Armenia

When submitting a declaration for the accounting period a separate window must be displayed to the user, where they must indicate the basis on which they are considered a declarant. If a basis is selected, all sections of the declaration become active for the user. If no basis is selected, the “Social expenses” sections of the declaration must be inactive, as the user does not have the right to make a deduction in this case.

After clicking the "New declaration" button, the users should have the ability to select the types of taxable and non-taxable income that are applicable to them and the System should

automatically fill in the declaration with the data available in the database of the SRC, received from tax agents and third parties, as well as the entries made by the natural person on the "Social expenses" and "Income" pages during the year. The Declaration page is divided into two sections: taxable income and non-taxable income. The taxable income section is further subdivided into information received from the tax agent and information not received from the tax agent. The first subsection should be autofilled with information already available in the SRC, yet the user should have the option to agree or disagree with this data. In case of disagreement, the user should have the ability to input the information as they think is correct. In the section where information is not received from the tax agent, as well as non-taxable income the natural person needs to enter data into the System themselves. In order to carry out analytical and other functions as defined by relevant legal acts, the tax authority may allow individuals to submit information to the tax authority about their income if there is a disagreement with the information provided by the tax agent. In such cases, it is necessary to develop an appropriate functionality to implement established norms within the System.

The System should allow taxpayers to submit a corrected/ edited version of their declaration, and the Taxpayer 3 system should be able to reflect all versions of the declaration, including the original and any corrected/ edited versions. Additionally, it is necessary to develop appropriate functionality within the system to track and manage different versions of the declaration, and to ensure that taxpayers are notified of any changes or updates to their declaration status. The cases and period during which taxpayers can submit corrections or edits to their declaration should be defined by legislation.

Below is mentioned the description and cases of taxable income fields filled in automatically after clicking the "New declaration" button, and filled in by natural persons.

Suggested format for entering information on income subject to declaration

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
Salary	Received from tax agent (employer)	Salary and other equivalent payments	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
	Received from other sources	Income under the employment contract	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	20%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate
Remuneration received under a civil contract	Received from tax agent (employer)	Income for performance of work (provision of service) under a civil contract	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Income for performance of work (provision of service) under a civil contract	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	20%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
Temporary incapacity, maternity allowance	Received from tax agent (employer)	Temporary incapacity, maternity allowance	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
Royalty	Received from tax agent (employer)	Royalty	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Royalty	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	10%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
Interest	Received from tax agent (employer)	Interest	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Interest	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	Drop-down list, the user chooses one value from options - 20%; 10%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate
Rental	Received from tax agent (employer)	Rental	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Rental	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	10%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate
		An amount exceeding AMD 60 million of rental	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	10%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate
Dividend	Received from tax agent (employer)	Dividend	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
	Received from other sources	Dividend	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	Drop-down list, the user chooses one value from options - 5%; 10%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate
Donation	Received from tax agent (employer)	Donation	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Donation	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	20%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate
Income from alienation of property	Received from tax agent (employer)	Income from alienation of property	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Income from alienation of property (except income from alienation of property by the developer)	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	10%
				Income tax (AMD)	Filled in automatically (according to the formula) = income*rate
Income alienation of property by the developer	Received from tax agent (employer)	Income from alienation of the building, its apartments or other premises by the developer	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Income from alienation of the building, its apartments or other premises by the developer	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	20%
				Income tax (AMD)	Filled in automatically (according to the formula) = income*rate
Income from alienation of participation in authorized capital or other securities evidencing investment	Received from other sources	Income from alienation of participation (stock, share, unit) in authorized capital or other securities evidencing investment	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	10%
				Income tax (AMD)	Filled in automatically (according to the formula)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
Winning	Received from tax agent (employer)	Winning	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
Prize	Received from tax agent (employer)	Prize	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Prize	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	20%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
Insurance premium	Received from tax agent (employer)	Insurance premium	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
Voluntary pension	Received from tax agent (employer)	Voluntary pension	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
		Amount of reduction of the employee's tax base (amount of voluntary pension contributions)	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Voluntary pension contribution	Filled in automatically by the SRC (not editable)
	Received from other sources	Voluntary pension contribution	Filled in by the user	Voluntary pension contribution	Filled in automatically
Passive income not paid in the 12-month period following the tax year in which the income is earned	Received from other sources	Passive income not paid in the 12-month period following the tax year in which the income is earned	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	Drop-down list, the user chooses one value from options - 5%; 10%; 20%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate
Other income	Received from tax agent (employer)	Other income	Filled in automatically by the SRC (not editable)	Tax agent's (employer's) TIN	Filled in automatically by the SRC (not editable)
				Tax agent's (employer's) name	Filled in automatically by the SRC (not editable)
				Income being received (received) (AMD)	Filled in automatically by the SRC (not editable)

Type of income	Source of information	Name of field	Type of field	Name of sub-field	Type of sub-field
				Income tax (AMD)	Filled in automatically by the SRC (not editable)
	Received from other sources	Other income	Filled in by the user	Income (AMD)	Filled in by the user
				Rate	20%
				Income tax (AMD)	Filled in automatically (according to the formula)=income*rate

The individual must provide information on the type of deductible income and income received in the “Non-taxable incomes” section of the declaration.

The “Type of deductible income” field must be filled in according to Article 147 of the Tax Code.

After filling in the relevant fields in the table presented above, the user will be prompted to indicate whether they have paid taxes in other countries. If they have paid taxes in another country, they must fill in the following information: “Amount of tax paid in other countries”, “Deductible part of the amount of tax paid in other countries”, “Income tax payable to the state budget”. The user also indicates whether he/she wants to make social payment. If they choose to do so, they must fill in the following information: “Income from self-employment”, “Social payment rate from self-employment income” (5% - is filled in automatically), “Social payment on income from self-employment” (filled in automatically according to the formula: “Income from self-employment”* “Social payment rate from self-employment income” (5 %)). In this case, the social payment amount will be included in the declaration related to self-employment income.

In addition to income and expenses sections, the declaration should also have a section for calculation of the income tax subject to payment or compensation (refund), the result of which should be reflected in the income tax PAC of the natural person.

The following fields should be reflected in the proposed format of the calculation of the income tax subject to payment or compensation (refund):

Proposed format of the calculation of the income tax subject to payment or compensation (refund)

	Field name	Description
1.	Income tax calculated and paid from the income being received (received) from the tax agent	Calculated according to the formula: = Point 7 of Section 1 + Point 13 of Section 1 of Declaration
2.	Amount of compensation for interest paid for mortgage loan servicing	Filled in automatically by SRC (not editable)
3.	Tuition fee reimbursement amount	Filled in automatically by SRC (not editable)
4.	Amount of compensation for dividend invested in authorized or share capital	Filled in automatically by SRC (not editable)
5.	Deductible amount of income tax withheld by a tax agent	Calculated according to the formula: = 1-2-3-4
6.	Deductible amount of income tax payable according to annual declaration	Calculated according to the formula: = Point 5 of Section 5 + Point 4 of Section 3 of Declaration
7.	Amount of compensation for social expenses	Filled in automatically, Point 4 of Section 4 of Declaration is reflected
8.	Income tax payable to the state budget	Calculated according to the formula: = 6-7-5 (if the calculation result is greater than 0)
9.	Income tax to be refunded from the state budget	Calculated according to the formula: = 6-7-5, (if the calculation result is less than 0)

If an individual owes income tax to the state budget, the amount owed is recorded in their income tax account and must be paid to the PAC in accordance with the general order set forth in the Tax Code. Income tax reimbursement from the state budget is also recorded in the individual's income tax PAC and is automatically returned to the unified account in accordance with the general order stipulated by the Tax Code. To withdraw money from the unified account, the individual must submit an application in accordance with the procedure established by Article 327 of the Tax Code.

During the tax year, social expenses of an individual as defined by Article 147.1 of the Tax Code are calculated and/or paid (including by the tax agent) at rates defined by Article 150 of the Tax Code, based on the taxation base defined by Article 143 of the Tax Code. These expenses are compensated (returned) from the unified account in accordance with the procedure established by the Government. However, if the Government has not yet defined their decision, changes may be made in the process of returning the compensation money.

The natural person should be able to view the submitted calculation, view the declaration in PDF format, sign it electronically and submit it to the SRC.

In case the tax agent submits corrections in the calculations (information) that are the basis for the annual declaration of a natural person, the system must notify the user about the need to make a relevant change in the declaration.

The declaration must have the submission characteristics (attributes) specific to submission of similar documents, in particular, document registration number, submission date, etc. After submitting the declaration to the SRC, the system should automatically generate a receipt, which, in addition to other data, also reflects the DRN, which justifies the fact that the calculation was accepted by the SRC.

The declaration form should be defined by the SRC.

Suggested Form of the Declaration

CALCULATION (DECLARATION) OF INCOME TAX AND SOCIAL PAYMENT										
ANNUAL _____ (year)										
1. Name, surname, patronymic of a natural person										
2. Social Security Number (SSN) or Number of reference on not having a Social Security Number (SSN)										
3. Taxpayer identification number										
4. Bank account number										
5. Phone number										

SECTION 1. INCOME BEING RECEIVED (RECEIVED) FROM A TAX AGENT, INCOME RECEIVED FROM EMPLOYER EXEMPTED FROM TAX AGENT LIABILITIES UNDER EMPLOYMENT CONTRACT, CIVIL CONTRACTS ON PROVISION OF SERVICES (PERFORMANCE OF WORKS), INCOME TAX FROM THOSE INCOMES

1. Incomes received under employment contracts, civil contracts on provision of services (performance of works) and income tax

Type of income	Tax agent's (employer's)		Income being received (received) (AMD)	Income tax (AMD)
	TIN	name		
1. Salary and other equivalent payments				x

2. Remuneration for work (service) under a civil contract				X
3. Temporary incapacity, maternity allowance				X
4. Other income of the employee				X
5. Amount of reduction of the employee's tax base (amount of voluntary pension contributions)			()	X
6. Taxable income				
7. Total				

2. Other income and income tax

Type of income	Tax agent's		Income received (AMD)	Income tax (AMD)
	TIN	name		
1. Royalty				
2. Interest				
3. Rental				
4. Dividend				
5. Donation				
6. Income from alienation of property				
7. Income from alienation of the building, its apartments or other premises by the developer				
8. Winning				
9. Prize				
10. Insurance premium				
11. Voluntary pension				
12. Other income				
13. Total				

SECTION 2. NON-TAXABLE INCOME

Deductible type of income	Income (AMD)

SECTION 3. ANNUAL INCOME TAX CALCULATION

Type of income	Income (AMD)	Rate	Income tax (AMD)
1. income and income tax, including:			
1) income under employment contract		20%	x
2) income for performance of work (provision of service) under a civil contract		20%	x
3) voluntary pension contributions		x	x
4) taxable income		20%	
5) royalty		10%	
6) interest		20% (10%)	
7) rental		10%	
8) amount exceeding AMD 60 million of rental		10%	
9) dividend		5% (10%)	
10) income from alienation of property (except for the one mentioned in sub-clause 11 of this clause).		10%	
11) income from alienation of the building, its apartments or other premises by the developer		20%	
12) income from the alienation of participation in the statutory (shareholding) capital (share, stock, unit) or other securities evidencing investment		10%	
13) prize		20%	
14) donation		20%	
15) passive income not paid in the 12-month period following the tax year in which the income is earned		5% (10%, 20%)	
16) other income		20%	
17) total	x	x	
2. amount of tax paid in other states	x	x	
3. offset (deductible) part of the amount of tax paid in other states	x	x	()
4. Income tax payable to the state budget	x	x	

SECTION 4. SOCIAL EXPENSES

Directions	Expense (AMD)	Reimbursement amount (AMD) (certain percentage or part of expenses)
1. Health (medical) insurance		
2. Education		
3. Total		

SECTION 5. INCOME TAX CALCULATION SUBJECT TO PAYMENT OR COMPENSATION (REFUND)

	Income tax (AMD)
1. Income tax calculated and paid from the income being received (received) from the tax agent (employer).	
2. Amount of compensation for interest paid for mortgage loan servicing	()
3. Tuition fee reimbursement amount	()
4. Amount of compensation for dividend invested in authorized or share capital	()
5. Deductible amount of income tax withheld by a tax agent	
6. Deductible amount of income tax payable according to annual declaration	
7. Amount of compensation for social expenses	()
8. Income tax payable to the state budget	
9. Income tax to be reimbursed from the state budget	

SECTION 6. CALCULATION OF SOCIAL PAYMENT

1. Income from self-employment	
2. Social payment rate from self-employment income	5%
3. Social payment on self-employment income	

2.1.3.1.4. Social expenses

The data in the “Social expenses” page is filled in based on the data of settlement documents received for social expenses incurred by a natural person.

Social expenses are considered to be social expenses of a natural person during the tax year, for himself/herself and his/her family members, as defined by Clauses 1-4 of Part 2 of Article 55 of the Tax Code of the Republic of Armenia (tax invoice, adjusting tax invoice, tax bill, adjusting tax bill) on health (medical) insurance and education supported by settlement documents.

The data of settlement documents issued with the SSN of a natural person are reflected on the page automatically from the e-invoicing system of the SRC.

If changes are made to settlement documents through the e-invoicing system, the data on the page should be automatically updated.

Within the framework of the project, it is necessary to carry out information exchange with the CSARA. The System should send information request to Civil Status Acts Registration Agency related to the user’s family members, if there are issued settlement documents with the user’s SSN in the e-invoicing system, as the declarant can also pay these expenses for the family members and get the deduction.

The entered information is used for the annual self-declaration of the natural person. Additionally, the expenses should be displayed separately according to their relevant category, such as health (medical) insurance and education.

It is necessary to obtain the information presented below from settlement documents and make them visible to the user in the system.

Proposed format for expenses reflecting “Social expenses”

TIN	The identification number of the taxpayer who issued the invoice
Name of the taxpayer	Name of the taxpayer who issued the invoice
Date of issue	The date of issue of the settlement document is displayed
Date of delivery	The date of delivery of the settlement document is displayed
Type of expense	There can be 2 types, health (medical) insurance and education
Sum	The total sum of the invoice is displayed

Serial number of settlement document	The number of the settlement document is displayed, which must also be a link, and when opening it the invoice must be displayed in PDF format.
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The page should have search and sort fields according to the above parameters.

The procedure for reducing social expenses is defined by Government Decree.

2.1.3.1.5 Income

The page is designed to display income paid by tax agents to natural persons (filled in automatically based on the information received from the Taxpayer 3 system), as well as for registering and viewing income received from other sources (filled in by the user), which were not taxed by the tax agent. It must be possible for the user to modify or delete the data entered if necessary. The information entered in this section will be used during the pre-filling of the natural person's annual declaration.

The page should consist of two sections:

1. Income received from the tax agent (employer) section

The income being received from the tax agent, the income received under ETAL employment contract, civil contract for provision of services (performance of works) and the income tax calculated (withheld) from these incomes are filled in this section.

The information in this section is filled in automatically from relevant calculations and cannot be edited by the user, but the user should have the ability to input the information as they deem correct.

The information on the income paid by the tax agent and the income tax withheld is automatically filled in from the monthly calculation of income tax and social payment. This information is displayed by month.

The information on this page regarding the income received from ETAL employer is filled in from the simplified calculation of the income tax and social payment submitted by natural persons. The information is displayed by month.

The information regarding other incomes is filled in from the “Information about the incomes and income tax of natural persons” reporting form submitted by employers, on the basis of personalized information on incomes received by natural persons. This information should be filled in annually.

In particular, the following information must be displayed on the page:

Table 1 Proposed format for the Income received from the tax agent (employer) section

Income payer's TIN	The income payer's TIN from the relevant calculation is displayed automatically, in the case of an ETAL employer the TIN filled in if available.
Period	The reporting period of receipt of income from the relevant calculation is automatically displayed, it can be year/month, for income received from annual information – year.
Income type	<p>The type of income is displayed in accordance with the types of income of the annual declaration.</p> <p>It can have the following values:</p> <ul style="list-style-type: none"> – Salary and other equivalent payments – Remuneration for work (service) under a civil contract – Temporary incapacity, maternity allowances – Other incomes of the employee – Royalty – Interest – Rental – Income from alienation of property – Income from alienation of the building, its apartments or other premises by the developer – Winning – Prize – Insurance premium – Voluntary pension – Other income
Income amount	The amount of income from relevant calculation is automatically displayed
Withheld tax amount	The amount of income tax from relevant calculation is automatically displayed
Registration Date	The relevant calculation/information submission date is automatically displayed

The section should have search and sort fields according to the above parameters

2. Income information not received from tax agent

On this page, the user should be able to enter other income received during the year, the data from which must be automatically transferred to the annual declaration.

It should be possible to edit the data in this section of the declaration.

In particular, the following information must be displayed on the page:

Table 2 Proposed format for entry of income from other sources

Income type	<p>The type of income is filled in according to the types of income of the annual declaration.</p> <p>The field can have the following values:</p> <ul style="list-style-type: none"> – income under an employment contract – income for performance of work (provision of service) under a civil contract – royalty – interest – rental – an amount exceeding AMD 60 million of rental – dividend – income from alienation of property (except for the one mentioned in sub-clause 11 of this clause). – income from alienation of the building, its apartments or other premises by the developer – income from the alienation of participation in the statutory (shareholding) capital (share, stock, unit) or other securities evidencing investment – proze – donation – an unpaid liability in the 12-month period following the tax year in which the right to receive income is acquired
Period	The reporting period of income receipt (start-end) is filled in by selecting the year/month
Income amount	The amount of income is filled in
Rate	The rate is automatically displayed according to the type of income
The amount of tax payable	The amount of tax to be paid is automatically calculated
Registration Date	The date of completion of the information is indicated

The section should have search and sort fields according to the above parameters.

2.1.3.1.6 Payment

Through this page, a natural person should be able to pay the amount of tax formed on the basis of the submitted declaration. A natural person must be able to make a payment both with a bank card and, if technically possible, with other payment instruments available in the Republic of Armenia (in agreement with the customer).

The payment must be made using the “electronic payment” system toolkit in the SRC Electronic Reporting System (file-online).

This page should also reflect the amount of the natural person’s liability according to separate tax types (income tax, social payment)¹¹, the amounts to be refunded and the balance of the unified account, which is received from the Taxpayer 3 system.

Through this page, natural person should be able to submit application for return of the amount of unified account.

2.1.3.1.7 Notifications

The notifications page is intended to display all the notifications sent by the SRC to natural persons, including reminders, announcements, notices, and other information as required by law. When a notification is sent to the system, an email and/or a text message should be sent to the natural person's registered email address and phone number, informing them that a notification has been sent to them.

For formation, processing, sending, storage, logging of notifications, it is necessary to develop a relevant subsystem, through which the employee of the SRC with the appropriate system powers must be able to design the content of notifications, forms of notifications, stages, user groups, etc. with the tools of the system.

Notifications can also be submitted from various modules of the “Taxpayer 3” system, in particular from the “Legal Proceedings”, “Cameral Studies”, “Transactions Monitoring” systems.

2.1.3.1.8. Chat bot/ Live chat

The Chat bot should contain predefined questions and their respective answers. These questions and their respective answers should be displayed as frequently asked questions. Users can input their queries, and the chat bot will provide predefined answers based on the programmed knowledge base. The chat bot offers a quick and convenient self-help option for users seeking immediate information. In Live chat section, users can access a live chat feature

¹¹ If the System's scope is expanded and appropriate legal regulations are in place, other types of taxes can also be reflected.

where they can communicate directly with tax authority employees. Users can submit their questions and receive personalized responses in real-time from knowledgeable tax authority representatives. The live chat ensures direct interaction and tailored support for more specific inquiries or complex scenarios.

2.2 Software Customization / Development

2.2.1 The Supplier MUST perform Software Customization / Development using a formal software development methodology with the following characteristics and/or with the following technologies and/or tools.

2.2.1.1 The Supplier must offer technologies that are equivalent to the technologies currently used by the Purchaser (grails technologies), the existing infrastructure and the existing IT infrastructure must be maximally used to promote the processes.

During the design, development, implementation of changes and additions to the system, the Supplier must take into account compatibility with currently used information systems.

The system must be implemented in three separate environments: production, test, backup.

The unified Role Management System currently in use should be used. An effective role, authority and access management tool should be provided to allow the creation of permissions, groups, etc. for the use of any module and function of the system.

The applied classifiers must be unified with the systems operating within the Taxpayer3 system, Electronic Settlement Documents and Electronic Reporting System.

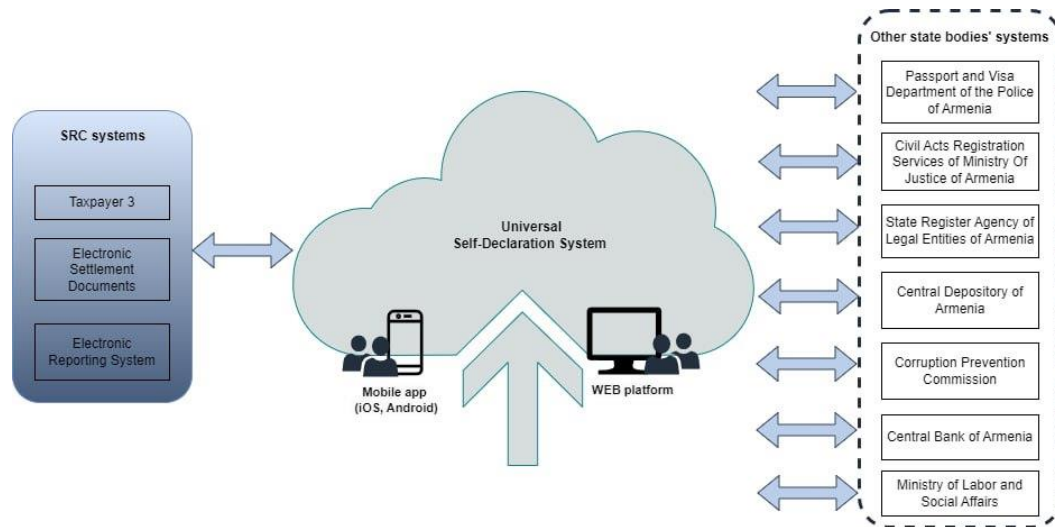
Operating system RedHat Linux

Database: Oracle 11 RDBMS

2.3 System Integration (to other existing systems)

2.3.1 The system should be integrated with the SRC information systems, including the “Taxpayer 3”, “Electronic Settlement Documents” systems and the “Electronic Reporting System”.

The system should also be integrated with the systems of other state bodies. The list of other state bodies can be increased.



Integration with the systems of other state bodies should be done through APIs.

2.3.1.1 Data exchange with other state bodies

To ensure the proper functioning of the System, data exchange with other state bodies/agencies should be carried out through web services or other appropriate methods. The exchange of data with each body/agency must comply with the relevant technical and legal regulations that define the interaction between that body/agency and the SRC. These regulations should specify the methods of data exchange and the scope of exchanged information. In particular, data exchange should be carried out with the following bodies:

- Data exchange with the Passport and Visa Department of the Police of Armenia - within the framework of passport data verification processes of natural persons;
- Data exchange with Civil Status Acts Registration Agency of Armenia - within the framework of the process of determining the composition of the declarant’s family;
- Data exchange with the Agency for State Register of Legal Entities of the Ministry of Justice of Armenia - to collect information on founders of organizations and persons considered real beneficiaries;
- Data exchange with the Central Depository of Armenia - to collect information on shareholders and equity holders of joint stock companies;
- Data exchange with the Corruption Prevention Commission of Armenia - to receive information about the citizens engaged in state service, community service and/or holding public positions as defined by the Law of the Republic of Armenia “On Public Service”;

- Data exchange with the Central Bank of Armenia - to verify the authenticity of the bank account of natural person.
- Data exchange with the Ministry of Labor and Social Affairs – to collect information on pensions and other information

2.3.2. Interaction with other systems

2.3.2.1 Necessary changes in the “Taxpayer 3” system

Due to the introduction of the System, appropriate changes need to be made in the “Taxpayer 3” system to ensure the functionality described in section 4. In addition to these changes, the following features should also be provided in the “Taxpayer 3” system.

It is necessary to add a new “Declaration” page in the “Taxpayer 3” system. At the same time, it is necessary to make changes in different pages of the system. The “Declaration” document must be added to all those pages where reporting forms are used. In particular, to the “Legal Proceedings”, “Cameral studies”, “Transactions Monitoring” pages, through which notifications, notices and other documents must be created in accordance with the logic of the given page and transferred to the “Declaration” system.

2.3.2.1.1. “Declaration” page

The page should reflect all the information of the submitted declarations, as well as the information which is the basis for the declaration, which is available in the SRC information systems and was submitted by other bodies/agencies.

The page should also display the bank account data of natural persons, as well as indicate whether the natural persons are registered users of the System and the method they used for registration, whether it was through identification with the "YES EM" system or by visiting the tax authority.

The page should provide the option to grant access permission to individuals who cannot be identified through the “YES EM” system. A tax authority employee should enter the natural person’s identity document data, email address, and phone number on this page. Once the data is entered, a link will be sent to the specified email address, which the natural person can use to create a system username and password.

The page must have an analytical toolkit to detect inconsistencies between the information in the SRC information system and the information submitted in declarations. The page should also generate relevant notifications automatically and manually, and send them to the personal office of the natural person.

To carry out the necessary administration within the scope of SRC functions, the tax authority must be able to determine the scope of persons considered as declarants for the given reporting year in accordance with the Tax Code of the Republic of Armenia. For this purpose, the data available in the SRC information system must be analyzed and compared with

information received from other bodies. The tax authority must obtain information related to persons engaged in state service, community service, and/or holding public positions as defined by the Law of the Republic of Armenia "On Public Service" from the Corruption Prevention Commission and compare it with the personalized registration system of natural persons existing in the SRC system.

It is recommended to plan collection of information from the Agency for State Register of Legal Entities, the Central Depository of Armenia on the participants (shareholder, equity holders, member) of the resident commercial organization of the Republic of Armenia with a gross income of AMD one billion and more as of December 31, 2023/2024 declared according to the results of 2023/2024, and to compare this information with the calculations available in the SRC database.

In addition to that, it is recommended to ensure information collection on being considered a beneficial owner as defined by the Law of the Republic of Armenia “On Combating Money Laundering and Terrorist Financing” from the Agency for State Register of Legal Entities, and to compare this information with the information available in the SRC database.

It is also advisable to provide analysis of possible information on persons who received loans in the amount of AMD 20 million or more during 2023 and 2024, as well as analysis of data of citizens of the Republic of Armenia who are considered employees and received taxable income under civil contracts during 2024.

Additionally, the page should have search options based on predefined parameters.

2.3.2.1.2. Registry

Declarations submitted by natural persons through the System should be reflected in the “Taxpayer 3” system registry with appropriate logic. DRN and other relevant attributes are assigned to the declaration submitted through this page.

2.3.2.1.3. PAC

Income tax and social payment liabilities may arise as a result of declaration submission. The liabilities incurred and the amounts to be returned are registered in the “Taxpayer 3” system tax sub-system with appropriate tax types.

The liabilities are payable up to and including May 1 of the year following the current year. In case of non-payment within the specified period, a fine is calculated in the amount and period specified by the Tax Code of the Republic of Armenia. No late fee is charged for submitting the declaration after the specified deadline.

The liabilities are repaid from payments made to the unified account.

The refundable amount reflected in the income tax PAC must be automatically returned to the unified account, and from unified account on the base of application submitted by natural

person, can be returned to the account filled in by the natural person in the “Personal Office” section.

2.3.2.1.4. Mortgage loan interest refund

The System should be integrated with the system of the SRC ensuring the income tax refund process in mortgage loan interest amount, and ensure automatic reflection of income tax amount returned to the natural person for the relevant reporting period in the respective line of the declaration.

2.3.2.1.5. Tuition fee refund

The System must be integrated with the system ensuring the tuition fee income tax refund process and ensure automatic reflection of income tax amount returned to the natural person for the relevant reporting period in the respective line of the declaration.

2.3.2.1.6 Compensation for dividends

The System should be able to collect information on individuals who received dividends from investments in statutory or share capital, as well as the amount of income tax paid on those dividends.

2.3.2.1.7. Role management

The user management functionality should be available on the Declaration page of the "Taxpayer 3" system, and it should be implemented in accordance with the existing "user management" system logic of the "Taxpayer 3" system.

2.4 Documentation Requirements

2.4.1 The Supplier MUST prepare and provide the following Documentation.

2.4.1.1 End-User Documents: User’s Manual in Armenian, Russian and English languages, with detailed descriptions of the menus and submenus of the system, steps for entering and quitting the system, pictures of the screen.

2.4.1.2 Technical Documents: Supplier shall submit to the Purchaser a monthly report (on the 15th of each month) with the following structure and content:

1. Completed services: in this section of the report the Supplier should provide the status of services performed/implemented during the previous months in accordance with the Project Plan.
2. Services in progress: in this section of the report, information is presented about the progress of the services that are planned for the given month in the Project plan.

The Supplier provides the Purchaser the Source Code of the programmed system and its description after finishing every phase. The description should be provided in a readable form so that the programmer or analyst can maintain and improve the software. The Source Code and related documentation must contain all developer comments, information models, process queue diagrams, etc.

Technical (functional) task development

A preliminary design proposal of the below-mentioned functions **MUST** be presented by the Bidder in the Bid.

The Technical tasks of the system needs to be presented.

As per the implementation schedule, the technical (functional) task **MUST** be submitted to the Purchaser throughout the Contract implementation process. The task should adhere to the following structure (subject to potential changes after mutual agreement with the Purchaser):

1. Introduction
 - 1.1. participants
 - 1.2. Links:
 - 1.2.1. Component documents
 - 1.2.2. Related documents:
 - 1.2.3. Terms:
 - 1.2.4. Abbreviations:
2. Brief description of the information system
 - 2.1. Subsystems
3. Functional design
 - 3.1. Functional overview
 - 3.1.1. Detailed functional description
 - 3.1.2. Detailed interface description
4. Technical project
 - 4.1. Structural description of information flows
 - 4.2. Information Description
 - 4.2.1. Description of incoming information
 - 4.2.2. Description of output information
 - 4.2.3. Full description of the database
 - 4.2.4. Schematic diagrams of maintenance of software and technical parts of the system

4.3. Defining implementation methodology, programming languages, database and operating system selection

4.4. Structural description of technical means

4.5. Description of minimum technical (functional) requirements

System specifications must be updated regularly if changes are made to the system during the implementation and the warranty service.

The Supplier shall submit a final report to the Purchaser. The reports must be provided electronically in the Armenian language.

During the whole project implementation the Supplier must use task assignment and tracking system (for example, Jira, RedMine, OpenProject or other similar system), to which access must be granted to the relevant employees of the RA Tax Administration.

2.5 Requirements of the Supplier’s Technical Team

2.5.1 The Supplier MUST maintain a technical team of the following roles and skill levels during the Supply and Installation Activities under the Contract:

The Bidder MUST provide detailed Curriculum Vitae (CV)/ Resumes for the staff required for this Contract.

The staff composition MUST include a minimum of 15 (fifteen) IT software design and development personnel, comprising both key personnel and non-key personnel, with the following minimum quantity and professional work experience:

	Staff	Quantity (person)	Work experience (at least year)
1	Project Manager (PM)	1	specified under ITB 35.4
2	Lead Business Analyst (BA)	1	specified under ITB 35.4
3	Lead Programmer	1	specified under ITB 35.4
4	Lead Quality assurance specialist	1	specified under ITB 35.4

The Team should also include the following additional experts (non-key personnel) with a minimum level of professional work experience to provide support to the main team.

	Staff	Quantity (person)
5	Business Analyst (BA)	around 2
6	Quality assurance specialist (QA)	around 2

7	Programmer	around 7
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D. TECHNOLOGY SPECIFICATIONS – SUPPLY & INSTALL ITEMS

3.0 General Technical Requirements

- 3.0.1 The hardware will be provided by the Purchaser upon the written request of the Supplier for the installation of the System developed in the framework of this assignment. Below are presented the specifications of the hardware which is available. If the Supplier requires additional hardware that is currently unavailable, the Supplier must provide the necessary additional hardware based on its own design and include these details in its bid (including the detailed description/technical parameters of the hardware proposed). The proposed hardware will be subject to evaluation based on the information provided.

Self Declaration system must be able to perform corresponding functions according to the hardware requirements presented below:

- Operating System – Red Hat
- Database – Oracle
- Programming language – Java
- RAM – 160 GB
- CPU – 64 core
- DISK for application – 900 GB
- DISK for database

3.1 Network and Communications Specifications

3.1.1 Local Area Network:

Protocols support – TCP/IP

Performance Levels – 1gbps

Fault tolerance – supported

3.1.2 Wide-Area Network:

Protocols support – TCP/IP

Performance Levels – 1gbps

Fault tolerance – supported

3.2 Standard Software Specifications

3.2.1 System Software and System-Management Utilities:

Processing unit type 1:

Operating system – Linux Red Hat (last version)

Backup – only data backup, passive/standby in second DC

Optimization – code optimization

Anti-virus – none

System administration – none for os (needed only for software)

Maintenance - none for os (needed only for software)

Troubleshooting - none for os (needed only for software)

3.2.2 Networking and Communications Software:

Protocols – TCP/IP

Media and equipment to be supported – copper / optic and Ethernet switches and routers

Management and administration features – none for network infrastructure

Security and failure management features – none for network infrastructure

3.2.3 General-Purpose Software: *none*

3.2.4 Database Software and Development Tools:

Database – Oracle (management tools for Oracle)

Development tools and environments – none

3.2.5 Business Application Software: *none*

E. TESTING AND QUALITY ASSURANCE REQUIREMENTS

4. Implementation of testing

4.1.

The Software must be tested in the Supplier's test environment (hereinafter called “testing system”) by the Supplier before installation, and then localized in the Purchaser's test environment. After final testing by the Purchaser, the tested part of the software will be transferred to the Purchaser's production server.

Not later than on the 300th calendar day after the conclusion of the contract, the Supplier must submit the version of the system that ensures the full functionality of the

entire set of requirements. Completeness implies access to a version of the working system without blocking or critical errors for testing by the Purchaser. After receiving approval from the Purchaser, it must be implemented in the real environment and localized on all workstations.

For testing each function of the system, an appropriate test plan shall be created that defines the sequence of testing steps and activities according to the system's use cases and scenarios.

When any function is changed, the corresponding test plan must also be changed to perform retesting.

Defects identified during system acceptance testing and operation must be recorded in the Supplier's system for assigning tasks, errors, improvements and tracking their progress (for example, Jira, RedMine, OpenProject or other similar system), to which access must be granted to the relevant employees of the RA Tax Administration. Each such entry will generate an electronic ticket, which will include a detailed description of the problem/defect, steps to reproduce, and other additional information (eg, solution proposal, link to document).

The results of the system acceptance test will be classified according to the following principle:

Blocker	A blocking error that causes the system to fail, as a result of which further work with the system or its basic functions becomes impossible.
Critical	A critical error that causes the system's business logic to be incorrect, has a security issue, causes a server crash, etc.
Major	The main part of the business logic does not work correctly, the defect is not critical, it is possible to continue working with the system under test.
Minor	A minor bug that doesn't break the business logic of the part under test, an obvious UI issue.
Trivial	A trivial problem that does not involve business logic, a poorly reproducible bug that is mostly invisible from the user interface, a problem with third-party libraries, services that has no impact on the overall quality of the system.

As a result of testing, the systems will not be accepted by the Purchaser in the following cases:

- Presence of any Blocker error,
- Presence of any critical error,
- Presence of 2 or more Major errors, or 1 Major and 4 or more Minor errors, or 1 Major and 7 or more Trivial errors
- Knowledge of 5 or more Minor errors or 4 Minor and 5 or more Trivial errors
- Knowledge of 10 or more Trivial errors
- Presence of an error in another system or another function and/or feature of the same system as a result of an update in the real environment.

At a minimum, the following types of functional and non-functional testing should be used for system testing:

Test Type	Aim
Code testing	Implemented by software engineers during the implementation of a software unit.
Unit testing	Applies a ready-made single unit for sub-function verification.
Integration testing	Addressed to identify issues arising from integration with various subsystems and third-party systems.
Regression testing	Performed during the introduction of a new software unit or new system function to exclude defects in previous functions resulting from new additions.
Performance testing	Identifies system responses to non-standard and unanticipated situations, as well as system productivity issues caused by interactions with third-party systems.
Load testing	The goal is to find out the capabilities of the system during concurrent jobs of large numbers of users or large data flows.
Compatibility testing	Evaluates system compatibility with various computing environments, including operating system, hardware, network bandwidth, databases, and more.

Security testing	Checks the security of the system, the security and validity of access to the data exchanged and stored there.
Data leak testing	Checks the exclusion of data leakage from the system.
Vulnerability testing	The vulnerability of the system is assessed.
User Acceptance Testing (UAT)	Performed by the Project Principal/Beneficiary with the assistance of the Supplier's business analysts to validate the full functionality of the system. Usually performed before the full release of the overall system or any of its subsystems.

F. SERVICE SPECIFICATIONS

5.1 Warranty Defect Repair

5.1.1 The Supplier MUST provide the following services under the Contract or, as appropriate under separate contracts (as specified in the bidding documents).

5.1.1.1 Warranty Defect Repair Service:

Supplier shall provide 12 months warranty service for installed and accepted software. Warranty Period shall commence from the date of Operational Acceptance of the System and shall extend for twelve (12) months. During warranty service, all current defects must be eliminated at the expense of and through the Supplier.

System operating hours are 9:00 AM to 6:00 PM Monday through Saturday, excluding holidays. If necessary, in order to ensure uninterrupted operation of the system, the Supplier will also carry out extended maintenance, receiving a notification about this from the Purchaser.

Software maintenance should at least include:

- adjustments to the System per purchaser’s request,
- implementation of non-extensive changes necessary to ensure the uninterrupted operation of systems (non-extensive software changes of systems, which are related to legislative changes, as well as to the solution of individual issues of tax administration),
- Server maintenance.
 - updating and fixing system changes,
 - provision of clarifications on issues arising in terms of software at specialized groups providing advice and technical support to system users,
 - provision of advice on the organization of ensuring the integrity and security of the information contained in the servers,
- setting up and maintenance of the database (DB).
 - Implementation of TS software updates,
 - Software maintenance and archiving organization consulting,
 - Consulting on the settlement of problems related to TS, and if necessary, intervention to eliminate the problems,
 - Consulting on TS optimization issues.

- Providing advice on securing servers and channels, as well as countering unauthorized intrusions, virus threats, installation of unauthorized programs and other unauthorized activities on users' computers,
- provision of advice on the regulation and maintenance of the data exchange network between the systems and its users,
- provision of advice on the regulation and maintenance of equipment that ensures uninterrupted operation of systems,
- investigating and fixing errors/defects in systems, including providing temporary solutions and bypassing defects until systems are fixed and updated;
- development, testing, installation of updates,
- provision and installation of new versions of software, as well as updating relevant documents and materials,
- setting up systems when their inoperability is attributed to software defects or errors;
- support for recovery and correction of lost, damaged files, correction of incorrect data,
- provision of other advice,
- creation and integration of new modules as needed.

Implementation Schedule

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A. IMPLEMENTATION SCHEDULE TABLE

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
0	Project Plan	TC			1	2	NO
1	PHASE 1 Study of the operating system, Developing technical documentation of the system, Development, Deployment	TC	1		25	27	

¹² Before Final Delivery/ Installation of the relevant Subsystem / Component/ Item, the Bidder will submit the Draft/Preliminary version of the deliverables for consideration of Purchase.

¹³ Liquidated Damages will be applied in the event the delay of the deliverables that the Supplier fails to submit by its respective due date specified under Column No 6 “Final Delivery/ Installation”.

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
	and Customization (Line Item No 1.1-1.5)						
1.1	Study of the operating system	TC		3	4	5	NO
1.2	System requirements analysis, development general functionalities description of the proposed system	TC		3	4	5	NO
1.3	Development of system interface design	TC		3	4	5	NO
1.4	Development of software requirements specification document including system architecture, integration and interoperability requirements/Submission of a comprehensive document on System operational requirements	TC		3	4	5	YES

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
1.5	Development of the functionality of registration, login, integration with 'YES EM' national identification platform, integration with Passport and Visa department of the Police of Armenia, development of the below mentioned pages and their functionality: Homepage, Personal page and functionality of getting TIN, page Declaration of the self-declaration system and it's functionality, the Income and Social expenses pages and their functionality, Payments, Notifications, Chat bot/live chat, development of the	TC		23	25	27	YES

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
	necessary changes in the Registry page and PAC subsystem (pages of Taxpayer 3), functionality of giving username and password from page “Declaration” of Taxpayer 3, compilation, programming and operation of technical requirements in the testing system						
	Acceptance of Phase 1	TC	25			27	
2.	PHASE 2 System Interoperability and Technology Transfer	TC	25		28		
2.1	Testing of the phase 1	TC		26	28	30	YES

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
2.2	Pilot operation of the phase 1	TC		26	28	30	YES
2.3	Operation of the phase 1	TC		26	28	30	YES
2.4	Delivery of user manuals	TC		26	28	30	YES
	Acceptance of Phase 2	TC	28			30	
3.	PHASE 3 Development, Deployment and Customization (Line Item No 3.1)	TC	19		51		
3.1	Development of “Declaration” page and Role management (pages of Taxpayer 3), development of the integration with the other modules of Taxpayer 3 and necessary changes, development of data exchange with other state	TC		49	51	53	YES

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
	bodies, compilation, programming and operation of Technical requirements in the testing system						
3.2	Acceptance of Phase 3	TC	51			53	
4.	PHASE 4 System Interoperability and Technology Transfer	TC	48		54		
4.1	Testing of the system and changes in Taxpayer 3	TC		52	54	56	YES
4.2	Pilot operation of the system and changes in Taxpayer 3	TC		52	54	56	YES
4.3	Operation of the system and changes in Taxpayer 3	TC		52	54	56	YES
4.4	Delivery of user manuals and system administration documents (including transfer of source codes, requirements	TC		52	54	56	YES

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
	documentation, including business rules, use cases and user stories. Software architecture documentation, designed APIs, and diagrammatic representation of the overall system and underlying infrastructure, Maintenance documentation, describing limitations and known problems within the system and implemented solutions. Dependencies between system components shall also be presented in this document. User manuals, including end user manual, system installation and administration guide, etc.)						
4.5	Acceptance of Phase 4	TC	54			56	

Line Item No.	Subsystem / Component/ Item	Site / Site Code	Start/Commencement date (weeks from Effectiveness)	Preliminary Delivery, if required (weeks from Effective Date) ¹²	Final Delivery/Installation (weeks from Effective Date)	Acceptance (weeks from Effective Date)	Liquidated Damages Milestone ¹³
1	2	3	4	5	6	7	8
5	Operational Acceptance of the System as an integrated whole	TC			56	58	YES
6	Warranty Period	TC	58		110		

B. SITE TABLE(S)

Site Code	Site	City / Town / Region	Primary Street Address
TC	STATE REVENUE COMMITTEE (TRAINING CENTER)	Armenia, 0051, Yerevan	Aharonyan St., 12/3 Building

C. TABLE OF HOLIDAYS AND OTHER NON-WORKING DAYS

Month	2023-2024
1 (January)	1,2, 6, 28
2 (February)	
3 (March)	8
4 (April)	24
5 (May)	1, 9, 28
6 (June)	
7 (July)	5
8 (August)	
9 (September)	21
10 (October)	
11 (November)	
12 (December)	31

System Inventory Tables

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SYSTEM INVENTORY TABLE (SUPPLY AND INSTALLATION COST ITEMS), PSMP4-GO-RFB-2.1.5

Component No.	Component	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
0	Project Plan	TC	x
1.	PHASE 1 Study of the operating system, Developing technical documentation of the system, Development, Deployment and Customization (Component No 1.1-1.5)	TC	x
1.1	Study of the operating system	TC	x
1.2	System requirements analysis, development general functionalities description of the proposed system	TC	x
1.3	Development of system interface design	TC	x
1.4	Development of software requirements specification document including system architecture, integration and interoperability requirements/Submission of a comprehensive document on System operational requirements	TC	x

Component No.	Component	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
1.5	Development of the functionality of registration, login, integration with 'YES EM' national identification platform, integration with Passport and Visa department of the Police of Armenia, development of the below mentioned pages and their functionality: Homepage, Personal page and functionality of getting TIN, page Declaration of the self-declaration system and it's functionality, the Income and Social expenses pages and their functionality, Payments, Notifications, Chat bot/live chat, development of the necessary changes in the Registry page and PAC subsystem (pages of Taxpayer 3), functionality of giving username and password from page “Declaration” of Taxpayer 3, compilation, programming and operation of technical requirements in the testing system	TC	x
	Acceptance of Phase 1	TC	x
2.	PHASE 2 System Interoperability and Technology Transfer	TC	x
2.1	Testing of the phase 1	TC	x
2.2	Pilot operation of the phase 1	TC	x
2.3	Operation of the phase 1	TC	x
2.4	Delivery of user manuals	TC	x
	Acceptance of Phase 2	TC	x

Component No.	Component	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
3.	PHASE 3 Development, Deployment and Customization (Component No 3.1)	TC	x
3.1	Development of “Declaration” page and Role management (pages of Taxpayer 3), development of the integration with the other modules of Taxpayer 3 and necessary changes, development of data exchange with other state bodies, compilation, programming and operation of Technical requirements in the testing system	TC	x
	Acceptance of Phase 3	TC	x
4.	PHASE 4 System Interoperability and Technology Transfer	TC	x
4.1	Testing of the system and changes in Taxpayer 3	TC	x
4.2	Pilot operation of the system and changes in Taxpayer 3	TC	x
4.3	Operation of the system and changes in Taxpayer 3	TC	x
4.4	Delivery of user manuals and system administration documents (including transfer of source codes, requirements documentation, including business rules, use cases and user stories. Software architecture documentation, designed APIs, and diagrammatic representation of the overall system and underlying infrastructure, Maintenance documentation, describing limitations and known problems within the system and implemented solutions. Dependencies between system components shall also be presented in this document. User manuals, including end user manual, system installation and administration guide, etc.)	TC	x

Component No.	Component	Additional Site Information (e.g., building, floor, department, etc.)	Quantity
	Acceptance of Phase 4	TC	x
5	Operational Acceptance of the System as an integrated whole	TC	x
6	Warranty Period	TC	x

PART 3 – CONDITIONS OF CONTRACT AND CONTRACT FORMS

SECTION VIII - GENERAL CONDITIONS OF CONTRACT

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General Conditions of Contract

A. CONTRACT AND INTERPRETATION

1. Definitions

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

(a) contract elements

- (i) **“Contract”** means the Contract Agreement entered into between the Purchaser and the Supplier, together with the Contract Documents referred to therein. The Contract Agreement and the Contract Documents shall constitute the Contract, and the term “the Contract” shall in all such documents be construed accordingly.
- (ii) **“Contract Documents”** means the documents specified in Article 1.1 (Contract Documents) of the Contract Agreement (including any amendments to these Documents).
- (iii) **“Contract Agreement”** means the agreement entered into between the Purchaser and the Supplier using the form of Contract Agreement contained in the Sample Contractual Forms Section of the bidding documents and any modifications to this form agreed to by the Purchaser and the Supplier. The date of the Contract Agreement shall be recorded in the signed form.
- (iv) **“GCC”** means the General Conditions of Contract.
- (v) **“SCC”** means the Special Conditions of Contract.
- (vi) **“Technical Requirements”** means the Technical Requirements in Section VII of the bidding documents.
- (vii) **“Implementation Schedule”** means the Implementation Schedule in Section VII of the bidding 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) **“bidding documents”** refers to the collection of documents issued by the Purchaser to instruct and inform potential suppliers of the processes for bidding, selection of the winning bid, and Contract formation, as well as the contractual conditions governing the relationship between the Purchaser and the Supplier. The General and Special Conditions of Contract, the Technical Requirements, and all other documents included in the bidding documents reflect the Procurement Regulations that the Purchaser is obligated to follow during procurement and administration of this Contract.
 - (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, Subcontractors’ 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 Project 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) **“Project Manager”** means the person **named as such in the SCC** or otherwise appointed by the Purchaser in the manner provided in GCC Clause 18.1 (Project Manager) to perform the duties delegated by the Purchaser.
- (iv) **“Supplier”** means the firm or Joint Venture whose bid to **perform the Contract** has been accepted by the Purchaser and is named as such in the Contract Agreement.
- (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 bid. 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 these bidding documents (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 1^{er}, 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 Electronic Data Interchange (EDI), 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 Project Manager, while notices from/to the Supplier are normally given by, or addressed to, the Supplier's Representative, or in its absence its deputy if any. If there is no appointed Project Manager or Supplier's Representative (or deputy), or if their related authority is limited by the SCC for GCC Clauses 18.1 or 18.2.2, or for any other reason, the Purchaser or Supplier may give and receive notices at their fallback addresses. The address of the Project Manager and the fallback address of the Purchaser are as **specified in the SCC** or as subsequently established/amended. The address of the Supplier's Representative and the fallback address of the Supplier are as specified in Appendix 1 of the Contract Agreement or as subsequently established/amended.

- 5. Governing Law**
- 5.1 The Contract shall be governed by and interpreted in accordance with the laws of the country **specified in the SCC**.
- 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 bidding 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 bid, such as consumables, spare parts, and technical services (e.g., maintenance, technical assistance, and operational support), are as **specified in the SCC**, including the relevant terms, characteristics, and timings.

**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 carry out 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 bid submission. The Supplier acknowledges that any failure to acquaint itself with all such data and information shall not relieve its responsibility for properly estimating the difficulty or cost of successfully performing the Contract.
- 9.3 The Supplier shall be responsible for timely provision of all resources, information, and decision making under its control that are necessary to reach a mutually Agreed 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 Project 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 Project 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 Project 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 Project Manager's consent. The Supplier shall be subject to regular monitoring by the Project 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.

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 bidding documents or in another form acceptable to the Purchaser. The amount of the security shall be reduced in proportion to the value of the System executed by and paid to the Supplier from time to time and shall automatically become null and void when the full amount of the advance payment has been recovered by the Purchaser. **Unless otherwise specified in the SCC**, the reduction in value and expiration of the Advance Payment Security are calculated as follows:

$P \cdot a / (100 - a)$, where “P” is the sum of all payments effected so far to the Supplier (excluding the Advance Payment), and “a” is the Advance Payment expressed as a percentage of the Contract Price pursuant to 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 bidding documents, or it shall be in another form acceptable to the Purchaser.

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

- 13.3.4 Upon Operational Acceptance of the entire System, the security shall be reduced to the amount **specified in the SCC**, on the date of 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 bid submission in the Purchaser's Country (also called "Tax" in this GCC Clause 14.4). If any Tax rates are increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Supplier, its Subcontractors, or their employees in connection with performance of the Contract, an equitable adjustment to the Contract Price shall be made to fully take into account any such change by addition to or reduction from the Contract Price, as the case may be.

D. INTELLECTUAL PROPERTY

15. Copyright

- 15.1 The Intellectual Property Rights in all Standard Software and Standard Materials shall remain vested in the owner of such rights.
- 15.2 The Purchaser agrees to restrict use, copying, or duplication of the Standard Software and Standard Materials in accordance with GCC Clause 16, except that additional copies of Standard Materials may be made by the Purchaser for use within the scope of the project of which the System is a part, in the event that the Supplier does not deliver copies within thirty (30) days from receipt of a request for such Standard Materials.
- 15.3 The Purchaser's contractual rights to use the Standard Software or elements of the Standard Software may not be assigned, licensed, or otherwise transferred voluntarily except in accordance with the relevant license agreement or **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 bid), plus a backup computer(s) of the same or similar capacity, if the primary is(are) inoperative, and during a reasonable transitional period when use is being transferred between primary and backup;
 - (ii) used or copied for use on or transferred to a replacement computer(s), (and use on the original and replacement computer(s) may be simultaneous during a reasonable transitional period) provided that, if the Technical Requirements and/or the Supplier's bid specifies a class of computer to which the license is restricted, 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 Project Manager

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

18.2 Supplier's Representative

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

approved. If the Purchaser objects to the appointment within fourteen (14) days giving the reason therefor, then the Supplier shall appoint a replacement within fourteen (14) days of such objection in accordance with this GCC Clause 18.2.1.

18.2.2 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 Project Manager and staff, act within their own authority, and abide by directives issued by the Purchaser that are consistent with the terms of the Contract. The Supplier's Representative is responsible for managing the activities of 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 Project 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 Project 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 bid, the Supplier shall develop a Project Plan encompassing the activities specified in the Contract. The contents of the Project Plan shall be as **specified in the SCC** and/or Technical Requirements.

- 19.2 **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 Project 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; 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 Project 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. Submission 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 Project Manager or not, provided that such discrepancies, errors, or omissions are not because of inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

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

21.2 Codes and Standards

Wherever references are made in the Contract to codes and standards in accordance with which the Contract shall be executed, the edition or the revised version of such codes and standards current at the date twenty-eight (28) days prior to date of bid submission shall apply. 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 Project 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 Project Manager's approval or review.

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

GCC Clauses 21.3.2 through 21.3.7 shall apply to those documents requiring the Project Manager's approval, but not to those furnished to the Project Manager for its review only.

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

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

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

21.3.5 If any dispute occurs between the Purchaser and the Supplier in connection with or arising out of the disapproval by the Project Manager of any document

and/or any modification(s) to a document that cannot be settled between the parties within a reasonable period, then, in case the Contract Agreement includes and names an Adjudicator, such dispute may be referred to the Adjudicator for determination in accordance with GCC Clause 43.1 (Adjudication). If such dispute is referred to an Adjudicator, the Project Manager shall give instructions as to whether and if so, how, performance of the Contract is to proceed. The Supplier shall proceed with the Contract in accordance with the Project Manager's instructions, provided that if the Adjudicator upholds the Supplier's view on the dispute and if the Purchaser has not given notice under GCC Clause 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 Project Manager's approval, with or without modification of the document furnished by the Supplier, shall not relieve the Supplier of any responsibility or liability imposed upon it by any provisions of the Contract except to the extent that any subsequent failure results from modifications required by the Project Manager or inaccurate information furnished in writing to the Supplier by or on behalf of the Purchaser.

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

22. Procurement, Delivery, and Transport

22.1 Subject to related Purchaser's responsibilities pursuant to GCC Clauses 10 and 14, the Supplier shall manufacture or procure and transport all the Information Technologies,

Materials, and other Goods in an expeditious and orderly manner to the Project Site.

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

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

22.4 Transportation

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

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

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

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

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

Upon shipment, the Supplier shall notify the Purchaser and the insurance company contracted by the Supplier to provide cargo insurance by 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 bid and still to be delivered, the Supplier shall be obligated to offer to the Purchaser the latest versions of the available Information Technologies having equal or better performance or functionality at the same or lesser unit prices, pursuant to GCC Clause 39 (Changes to the System).
- 23.2 At any point during performance of the Contract, for Information Technologies still to be delivered, the Supplier will also pass on to the Purchaser any cost reductions and additional and/or improved support and facilities that it offers to other clients of the Supplier in the Purchaser's Country, pursuant to GCC Clause 39 (Changes to the System).
- 23.3 During performance of the Contract, the Supplier shall offer to the Purchaser all new versions, releases, and updates of Standard Software, as well as related documentation and technical support services, within thirty (30) days of their availability from the Supplier to other clients of the Supplier in the Purchaser's Country, and no later than twelve (12) months after they are released in the country of origin. In no case will the prices for these Software exceed those quoted by the Supplier in the Recurrent Costs tables in its bid.
- 23.4 **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 Bid) and shall not exceed the prevailing rates charged by the Supplier to other purchasers in the Purchaser's Country for similar services.

**25. Inspections and
Tests**

- 25.1 The Purchaser or its representative shall have the right to inspect and/or test any components of the System, as specified in the Technical Requirements, to confirm their good working order and/or conformity to the Contract at the point of delivery and/or at the Project Site.
- 25.2 The Purchaser or its representative shall be entitled to attend any such inspections and/or tests of the components, provided that the Purchaser shall bear all costs and expenses incurred in connection with such attendance, including but not limited to all inspection agent fees, travel, and related expenses.
- 25.3 Should the inspected or tested components fail to conform to the Contract, the Purchaser may reject the component(s), and the Supplier shall either replace the rejected component(s), or make alterations as necessary so that it meets the Contract requirements free of cost to the Purchaser.
- 25.4 The Project Manager may require the Supplier to carry out any inspection and/or test not specified in the Contract, provided that the Supplier's reasonable costs and expenses incurred in the carrying out of such inspection and/or test shall be added to the Contract Price. Further, if such inspection and/or test impedes the progress of work on the

System and/or the Supplier's performance of its other obligations under the Contract, due allowance will be made in respect of the Time for Achieving Operational Acceptance and the other obligations so affected.

- 25.5 If any dispute shall arise between the parties in connection with or caused by an inspection and/or with regard to any component to be incorporated in the System that cannot be settled amicably between the parties within a reasonable period of time, either party may invoke the process pursuant to GCC Clause 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 Project Manager shall, within fourteen (14) days after receipt of the Supplier's notice under GCC Clause 26.1, either issue an Installation Certificate in the form specified in the Sample Contractual Forms Section in the bidding documents, stating that the System, or major component or Subsystem (if Acceptance by major component or Subsystem is specified pursuant to the SCC for GCC Clause 27.2.1), has achieved Installation by the date of the Supplier's notice under GCC Clause 26.1, or notify the Supplier in writing of any defects and/or deficiencies, including, but not limited to, defects or deficiencies in the interoperability or integration of the various components and/or Subsystems making up the System. The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies that the Project Manager has notified the Supplier of. The Supplier shall then promptly carry out retesting of the System or Subsystem and, when in the Supplier's opinion the System or Subsystem is ready for Commissioning and Operational Acceptance Testing, notify the Purchaser in writing, in accordance with GCC Clause 26.1. The procedure set out in this GCC Clause 26.2 shall be repeated, as necessary, until an Installation Certificate is issued.

- 26.3 If the Project Manager fails to issue the Installation Certificate and fails to inform the Supplier of any defects

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

**27. Commissioning
and Operational
Acceptance**

27.1 Commissioning

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

- (a) immediately after the Installation Certificate is issued by the Project Manager, pursuant to GCC Clause 26.2; or
- (b) as otherwise specified in the Technical Requirement or the Agreed 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 bid, 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 Project Manager requesting the issue of an Operational Acceptance Certificate.

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

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

27.3.4 The Supplier shall use all reasonable endeavors to promptly remedy any defect and/or deficiencies and/or other reasons for the failure of the Operational Acceptance Test that the Project Manager has notified the Supplier of. Once such remedies have been made by the Supplier, the Supplier shall notify the Purchaser, and the Purchaser, with the full cooperation of the Supplier, shall use all reasonable endeavors to promptly carry out retesting of the System or Subsystem. Upon the successful conclusion of the Operational Acceptance Tests, the Supplier shall notify the Purchaser of its request for Operational Acceptance Certification, in accordance with GCC Clause 27.3.3. The Purchaser shall then issue to the Supplier the Operational Acceptance Certification in accordance with GCC Clause 27.3.3 (a), or shall notify the Supplier of further defects, deficiencies, or other reasons for the failure of the Operational Acceptance Test. The procedure set out in this GCC Clause 27.3.4 shall be repeated, as necessary, until an Operational Acceptance Certificate is issued.

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

- (a) the Purchaser may consider terminating the Contract, pursuant to GCC Clause 41.2.2;
- or
- (b) if the failure to achieve Operational Acceptance within the specified time period is a result of the failure of the Purchaser to fulfill its obligations under the Contract, then the Supplier shall be deemed to have fulfilled its obligations with respect to the relevant technical and functional

aspects of the Contract, and GCC Clauses 30.3 and 30.4 shall not apply.

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

27.4 Partial Acceptance

27.4.1 If so specified in the SCC for GCC Clause 27.2.1, Installation and Commissioning shall be carried out individually for each identified major component or Subsystem(s) of the System. In this event, the provisions in the Contract relating to Installation and Commissioning, including the Operational Acceptance Test, shall apply to each such major component or Subsystem individually, and Operational Acceptance Certificate(s) shall be issued accordingly for each such major component or Subsystem of the System, subject to the limitations contained in GCC Clause 27.4.2.

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

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

F. GUARANTEES AND LIABILITIES

28. Operational Acceptance Time Guarantee

- 28.1 The Supplier guarantees that it shall complete the supply, Installation, Commissioning, and achieve Operational Acceptance of the System (or Subsystems, pursuant to the SCC for GCC Clause 27.2.1) within the time periods specified in the Implementation Schedule 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 licensors of Goods included in the System, including without limitation assignment or transfer in favor of the Purchaser of the benefit of any warranties given by such producers or licensors to the Supplier.

30. Functional Guarantees

- 30.1 The Supplier guarantees that, once the Operational Acceptance Certificate(s) has been issued, the System represents a complete, integrated solution to the Purchaser's requirements set forth in the Technical Requirements and it conforms to all other aspects of the Contract. The Supplier acknowledges that GCC Clause 27 regarding Commissioning and Operational Acceptance governs how technical conformance of the System to the Contract requirements will be determined.
- 30.2 If, for reasons attributable to the Supplier, the System does not conform to the Technical Requirements or does not conform to all other aspects of the Contract, the Supplier shall at its cost and expense make such changes, modifications, and/or additions to the System as may be necessary to conform to the Technical Requirements and meet all functional and performance standards. The Supplier shall notify the Purchaser upon completion of the necessary changes, modifications, and/or additions and shall request the Purchaser to repeat the Operational Acceptance Tests until the System achieves Operational Acceptance.
- 30.3 If the System (or Subsystem[s]) fails to achieve Operational Acceptance, the Purchaser may consider termination of the Contract, pursuant to GCC Clause 41.2.2, and forfeiture of the Supplier's Performance Security in accordance with GCC Clause 13.3 in compensation for the extra costs and delays likely to result from this failure.

31. Intellectual Property Rights Warranty

- 31.1 The Supplier hereby represents and warrants that:
- (a) the System as supplied, installed, tested, and accepted;
 - (b) use of the System in accordance with the Contract; and
 - (c) copying of the Software and Materials provided to the Purchaser in accordance with the Contract
- do not and will not infringe any Intellectual Property Rights held by any third party and that it has all necessary rights or at its sole expense shall have secured in writing all transfers of rights and other consents necessary to make the assignments, licenses, and other transfers of Intellectual Property Rights and the warranties set forth in the Contract, and for the Purchaser to own or exercise all Intellectual Property Rights as provided in the Contract.

Without limitation, the Supplier shall secure all necessary written agreements, consents, and transfers of rights from its employees and other persons or entities whose services are used for development of the System.

**32. Intellectual
Property Rights
Indemnity**

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

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

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

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

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

than the Supplier or a person authorized by the Supplier.

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

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

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

- 32.6 Such indemnity shall not cover

- (a) any use of the design, data, drawing, specification, or other documents or materials, other than for the purpose indicated by or to be reasonably inferred from the Contract;

- (b) any infringement resulting from the use of the design, data, drawing, specification, or other documents or materials, or any products produced thereby, in association or combination with any other Goods or Services not provided by the Purchaser or any other person contracted by the Purchaser, where the infringement arises because of such association or combination and not because of the use of the design, data, drawing, specification, or other documents or materials in its own right.

32.7 Such indemnities shall also not apply:

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

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

33. Limitation of Liability

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

- (a) the Supplier shall not be liable to the Purchaser, whether in contract, tort, or otherwise, for any

indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Supplier to pay liquidated damages to the Purchaser; and

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

G. RISK DISTRIBUTION

34. Transfer of Ownership

- 34.1 With the exception of Software and Materials, the ownership of the Information Technologies and other Goods shall be transferred to the Purchaser at the time of Delivery or otherwise under terms that may be agreed upon and specified in the Contract Agreement.
- 34.2 Ownership and the terms of usage of the Software and Materials supplied under the Contract shall be governed by GCC Clause 15 (Copyright) 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 Project Manager to order the Supplier from time to time during the performance of the Contract to make any change, modification, addition, or deletion to, in, or from the System (interchangeably called “Change”), provided that such Change falls within the general scope of the System, does not constitute unrelated work, and is technically practicable, taking into account both the state of advancement of the System and the technical compatibility of the Change envisaged with the nature of the System as originally specified in the Contract.

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

39.1.2 The Supplier may from time to time during its performance of the Contract propose to the Purchaser

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

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

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

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

39.2 Changes Originating from Purchaser

39.2.1 If the Purchaser proposes a Change pursuant to GCC Clauses 39.1.1, it shall send to the Supplier a “Request for Change Proposal,” requiring the Supplier to prepare and furnish to the Project Manager as soon as reasonably practicable a “Change Proposal,” which shall include the following:

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

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

unless subject to an agreement between the Purchaser and the Supplier to the contrary.

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

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;¹⁴ (ii) to be a nominated¹⁵ 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 inspect¹⁶ all accounts,

¹⁴ 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.

¹⁵ 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.

¹⁶ 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.

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.

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
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations.</p> <p><input type="checkbox"/> (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.</p>
<p><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></p>
<p>Period of disqualification: From: _____ To: _____</p>

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

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Special Conditions of Contract

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

A. CONTRACT AND INTERPRETATION

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: The State Revenue Committee of the Republic of Armenia and the Office of the Prime-Minister of the Republic of Armenia
GCC 1.1 (b) (ii)	The Project Manager is: Ashot Muradyan, Deputy Chairman of RA SRC.
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 Section VII and other Clauses of SCC.
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Notices (GCC Clause 4)

GCC 4.3	Address of the Project Manager: RA State Revenue Committee 3, 7 Movses Khorenatsi St., Yerevan 0015, Armenia
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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 Bid: 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 of Advance Payment pertain 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. Within each such category, the Contract Implementation Schedule may trigger pro-rata payments for the portion of the total Contract Price for the category
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corresponding to the goods or services actually Delivered, Installed, or Operationally Accepted, at prices and in the currencies specified in the Price Schedules of the Contract Agreement.

Advance Payment

Ten percent (10%) 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:

1. PHASE 1 - Study of the operating system, Developing technical documentation of the system, Development, Deployment and Customization

For Phase 1, a payment of twenty-five percent (25%) of the total Contract Price envisaged for the Information System shall be paid against acceptance of Phase 1, upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

2. PHASE 2. System Interoperability and Technology Transfer

For Phase 2, a payment of twenty-five percent (25%) of the total Contract Price envisaged for the Information System shall be paid against acceptance of Phase 2, upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

3. PHASE 3. Development, Deployment and Customization

For Phase 3, a payment of fifteen percent (15%) of the total Contract Price envisaged for the Information System shall be paid against Acceptance of Phase 3, upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

4. PHASE 4. System Interoperability and Technology Transfer

For Phase 4, a payment of fifteen percent (15%) of the total Contract Price envisaged for the Information System shall be paid against Acceptance of Phase 4, upon submission of claim supported by the Act of Acceptance issued by the Purchaser.

5. Complete System Integration

For Complete System Integration, a payment of twenty percent (20%) of the total Contract Price envisaged for the Information

	<p>System, as final payment against Operational Acceptance of the System as an integrated whole, shall be paid upon submission of claim supported by the Act of Acceptance issued by the Purchaser.</p> <p>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 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 implemented services, issued by the SRC.</p>
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.

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	<i>There are no Special Conditions of Contract applicable to GCC Clause 15.3</i>
GCC 15.4	<p>The rights and obligations of the Purchaser and the Supplier regarding Custom Software or its elements are outlined as follows:</p> <p>The Supplier grants the Purchaser a permanent, irrevocable license for the Custom Software and associated materials. This license allows the Purchaser, its subordinate organizational units, and any legal successors</p>

	<p>to use, modify, extend, duplicate, and create derivative software or materials for normal activities conducted by the Purchaser.</p> <p>Prior to Operational Acceptance, the Supplier shall provide the Purchaser with a copy of the Source Code of the Custom Software, along with all relevant documents, as specified in the deadlines outlined in the Implementation Schedule Table and Technical Requirements of the Information System.</p> <p>Ownership of the System should belong to the Purchaser. The full source code of the system should be submitted to the Purchaser after completion of the project. The Purchaser will have right to transfer the source code to third parties for modernization, audit, backup and maintenance purposes.</p> <p>The Intellectual Property Rights will be finalized in the contract given the specifics of the system. The Ownership of the System and/or the customized components of it should belong to the Purchaser. The full source code of the system should be submitted to the Purchaser after completion of the project.</p> <p>By signing the agreement, the contracting organization, within 3 days, should hand over all rights to system developed on the basis of this contract and to maintain, service, improve and make any necessary changes during the term of the contract and the entire system, including all components, software modules, technical solutions used, rights to use and access to information about the Information system developed under this Contract (software programs that run the programs, all software support required for their operation, source codes, all rights of ownership of computer programs, graphic, audio elements, databases, necessary preparatory materials for creating the relevant computer program).</p> <p>The Supplier represents and warrants the following to the Purchaser:</p> <p>(a) The Source Code and related documents supplied to the Purchaser for the customized part are complete, accurate, and up-to-date, reflecting the exact version of the software in production at the time of Final Acceptance.</p> <p>(b) During the warranty period, if any changes occur in the production release, the Supplier will provide the Purchaser with updated Source Code and related documents within fifteen (15) days. These updates shall also be complete, accurate, and up-to-date, corresponding to the current production release.</p>
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	(c) The Source Code includes all necessary information in human-readable form for a reasonably skilled programmer or analyst to maintain and enhance the Custom Software. This includes programmers' comments, data and process models, logic manuals, flowcharts, and any other relevant documentation.
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 (a) (iv)	There are no Special Conditions of Contract applicable to GCC Clause 16.1 (a) (iv)
GCC 16.1 (b) (vi)	There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vi)
GCC 16.1 (b) (vii)	There are no Special Conditions of Contract applicable to GCC Clause 16.1 (b) (vii)
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
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E. SUPPLY, INSTALLATION, TESTING, COMMISSIONING, AND ACCEPTANCE OF THE SYSTEM

Representatives (GCC Clause 18)

GCC 18.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 18</i>
GCC 18.2.2	<i>There are no Special Conditions of Contract applicable to GCC Clause 18.2.2</i>

Project Plan (GCC Clause 19)

GCC 19.1	<p>Chapters in the Project Plan shall address the following subject:</p> <ul style="list-style-type: none"> (i) <i>Project Organization and Management Sub-Plan, including management authorities, responsibilities, and contacts, as well as task, time and resource-bound schedules (in GANTT format);</i> (ii) <i>Implementation Sub-Plan;</i> (iii) <i>Delivery and Installation Sub-Plan;</i> (iv) <i>Warranty Defect Repair Service Sub-Plan;</i> (v) <i>Architectural design of the Proposed solution;</i> (vi) <i>System Integration Sub-Plan.</i>
GCC 19.2	<p>The timeline for the Project Plan review and correction process is as follows:</p> <p>The Supplier shall present the Project Plan to the Purchaser according to the timeframe specified in the Implementation Schedule.</p> <p>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.</p>
GCC 19.6	<p><i>The Supplier shall submit to the Purchaser:</i></p> <ol style="list-style-type: none"> 1. Supplier shall submit to the Purchaser a monthly report (on the 15th of each month) with the following structure and content: <ul style="list-style-type: none"> (i) Completed services: in this section of the report the Supplier should provide the status of services performed/implemented during the previous months in accordance with the Project Plan. (ii) Services in progress: in this section of the report, information is presented about the progress of the services that are planned for the given month in the Project plan.

	<p>2. The Supplier provides the Purchaser the Source Code of the programmed system and its description after finishing every phase. The description should be provided in a readable form so that the programmer or analyst can maintain and improve the software. The Source Code and related documentation must contain all developer comments, information models, process queue diagrams, etc.</p> <p>3. The Supplier shall submit a final report to the Purchaser.</p> <p>The reports must be provided electronically in the Armenian language.</p>
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Design and Engineering (GCC Clause 21)

GCC 21.3.1	After completion of each Phase identified under Implementation Schedule the Supplier shall prepare and furnish to the Project Manager Phase Report, which should include all services performed under the relevant Phase attaching all documents developed under it and existing Source Code(s).
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Product Upgrades (GCC Clause 23)

GCC 23.4	<i>There are no Special Conditions of Contract applicable to GCC Clause 23.4.</i>
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Inspections and Tests (GCC Clause 25)

GCC 25	<i>There are no Special Conditions of Contract applicable to GCC Clause 25.</i>
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Commissioning and Operational Acceptance (GCC Clause 27)

GCC 27.2.1	<i>There are no Special Conditions of Contract applicable to GCC Clause 27.2.1.</i>
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F. GUARANTEES AND LIABILITIES

Operational Acceptance Time Guarantee (GCC Clause 28)

GCC 28.2	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 28.2.</i></p> <p>Note: The Liquidated damages milestones are specified in the Implementation Schedule or the Agreed Project Plan.</p>
GCC 28.3	Liquidated damages payable under GCC Clause 28.2 shall be applied to the failure Delivery or Installation of the relevant Subsystem / Component/ Item as indicated in the Implementation Schedule.

Defect Liability (GCC Clause 29)

GCC 29.1	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 29.1.</i></p>
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 twelve (12) months.
GCC 29.10	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 29.10</i></p>

Functional Guarantees (GCC Clause 30)

GCC 30	<p><i>There are no Special Conditions of Contract applicable to GCC Clause 30.</i></p>
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G. RISK DISTRIBUTION

Insurances (GCC Clause 37)

GCC 37.1 (c)	<p>The Supplier shall obtain Third-Party Liability Insurance</p> <p style="margin-left: 40px;">(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 US\$1,000/person without deductible;</p>
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	<p>(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 US\$100,000/occurrence without limit of a number of occurrences.</p> <p>The Insurance shall cover the period from relative to the Effective Date of the Contract until its completion.</p>
GCC 37.1 (e)	<i>There are no Special Conditions of Contract applicable to GCC Clause 37.1 (e).</i>

H. CHANGE IN CONTRACT ELEMENTS

Changes to the System (GCC Clause 39)

GCC 39.4	<p>Value Engineering</p> <p>The Purchaser <i>will not</i> consider a Value Engineering Proposal.</p>
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I. SETTLEMENT OF DISPUTES

Settlement of Disputes (GCC Clause 43)

GCC 43.1.4	The Appointing Authority for the Adjudicator is: <i>not applicable.</i>
GCC 43.2.3	<p>If the Supplier is from outside the Purchaser's Country arbitration proceedings shall be conducted in accordance with the rules of arbitration of <i>UNCITRAL</i>. These rules, in the version in force at the time of the request for arbitration, will be deemed to form part of this Contract.</p> <p>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.</p>

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NOTIFICATION OF INTENTION TO AWARD

[This Notification of Intention to Award shall be sent to each Bidder that submitted a Bid.]

[Send this Notification to the Bidder's Authorized Representative named in the Bidder Information Form]

For the attention of Bidder'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 Bidders. The Notification must be sent to all Bidders 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 RFB is issued**]*

Loan No. /Credit No. / Grant No.: *[insert **reference number for loan/credit/grant**]*

RFB No: *[insert **RFB 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 Bid, and/or
- b) submit a Procurement-related Complaint in relation to the decision to award the contract.

1. The successful Bidder

Name:	<i>[insert name of successful Bidder]</i>
Address:	<i>[insert address of the successful Bidder]</i>
Contract price:	<i>[insert contract price of the successful Bidder]</i>
Total combined score:	<i>[insert the total combined score of the successful Bidder]</i>

2. Other Bidders *[INSTRUCTIONS: insert names of all Bidders that submitted a Bid. If the Bid's price was evaluated include the evaluated price as well as the Bid price as read out.]*

Name of Bidder	Technical Score (If applicable)	Bid price	Evaluated Bid Cost	Combined Score (if applicable)
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>
<i>[insert name]</i>	<i>[insert Technical score]</i>	<i>[insert Bid price]</i>	<i>[insert evaluated cost]</i>	<i>[insert combined score]</i>

3. Reason/s why your Bid was unsuccessful *[Delete if the combined score already reveals the reason]*

[INSTRUCTIONS; State the reason/s why this Bidder's Bid was unsuccessful. Do NOT include: (a) a point by point comparison with another Bidder's Bid or (b) information that is marked confidential by the Bidder in its Bid.]

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 Bid. 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 Bidder, 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 Bidder, 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 Bidder who submitted a Bid 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 BIDDERS: DELETE THIS BOX ONCE YOU HAVE COMPLETED THE FORM

This Beneficial Ownership Disclosure Form ("Form") is to be completed by the successful Bidder. In case of joint venture, the Bidder 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 Bidder is any natural person who ultimately owns or controls the Bidder 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 Bidder*

RFB No.: [insert **number of RFB process**]

Request for Bid 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 Bidder (Yes / No)

<i>[include full name (last, middle, first), nationality, country of residence]</i>			
---	--	--	--

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 Bidder

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 Bidder 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 Bidder]

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

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

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

Signature of the person named above: _____

Date signed *[insert ordinal number]* day of *[insert month]*, *[insert year]*

* In the case of the Bid submitted by a Joint Venture specify the name of the Joint Venture as Bidder. In the event that the Bidder is a joint venture, each reference to “Bidder” in the Beneficial Ownership Disclosure Form (including this Introduction thereto) shall be read to refer to the joint venture member.

** Person signing the Bid shall have the power of attorney given by the Bidder. The power of attorney shall be attached with the Bid 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 RFB is issued]*

Loan No. /Credit No. / Grant No.: *[insert reference number for loan/credit/grant]*

RFB No: *[insert RFB reference number from Procurement Plan]*

Date: *[insert Date]*

To: *[insert Name of Bidder]*

This is to notify you that your Bid 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 Bidders 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 Forms and (ii) the additional information on beneficial ownership in accordance with BDS ITB 47.1 within eight (8) Business days using the Beneficial Ownership Disclosure Form, included in Section X, - Contract Forms, of the Bidding 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. | 1.1 Contract Documents (Reference GCC Clause 1.1 (a) (ii)) |
| Contract Documents | <p>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:</p> <ol style="list-style-type: none"> (a) This Contract Agreement and the Appendices attached to the Contract Agreement (b) Special Conditions of Contract (c) General Conditions of Contract (d) Technical Requirements (including Implementation Schedule) (e) The Supplier’s bid and original Price Schedules (f) 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.

- 4.1 The Appendixes listed below shall be deemed to form an integral part of this Contract Agreement.

Appendixes

- 4.2 Reference in the Contract to any Appendix shall mean the Appendixes listed below and attached to this Contract Agreement, and the Contract shall be read and construed accordingly.

APPENDIXES

- Appendix 1. Supplier's Representative
- Appendix 2. Adjudicator [*if there is no Adjudicator, state "not applicable"*]
- Appendix 3. List of Approved Subcontractors
- Appendix 4. Categories of Software
- Appendix 5. Custom Materials
- Appendix 6. Revised Price Schedules (if any)
- Appendix 7. Minutes of Contract Finalization Discussions and Agreed-to Contract Amendments

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed:

in the capacity of [*insert: title or other appropriate designation*]

in the presence of

For and on behalf of the Supplier

Signed:

in the capacity of [*insert: title or other appropriate designation*]

in the presence of

CONTRACT AGREEMENT

dated the [*insert: number*] day of [*insert: month*], [*insert: year*]

BETWEEN

[*insert: name of Purchaser*], “the Purchaser”

and

[*insert: name of Supplier*], “the Supplier”

Appendix 1. Supplier's Representative

In accordance with GCC Clause 1.1 (b) (iv), the Supplier's Representative is:

Name: *[insert: name and provide title and address further below, or state "to be nominated within fourteen (14) days of the Effective Date"]*

Title: *[if appropriate, insert: title]*

In accordance with GCC Clause 4.3, the Supplier's addresses for notices under the Contract are:

Address of the Supplier's Representative: *[as appropriate, insert: personal delivery, postal, cable, 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 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]							

Appendix 5. Custom Materials

The follow table specifies the Custom Materials the Supplier will provide under the Contract.

Custom Materials
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>
<i>[insert Title and description]</i>

Appendix 6. Revised Price Schedules

The attached Revised Price Schedules (if any) shall form part of this Contract Agreement and, where differences exist, shall supersede the Price Schedules contained in the Supplier's Bid. These Revised Price Schedules reflect any corrections or adjustments to the Supplier's bid price, pursuant to the ITB Clauses 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)

(Bank Guarantee)

[The bank, as requested by the successful Bidder, 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: Prime Minister Office of the Republic of Armenia and the State Revenue Committee of the Republic of Armenia

Date: *[insert date of issue]*

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)**¹⁷ 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)**¹⁷ 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*

¹⁷ 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.

guarantee)] from the date of the Operational Acceptance Certificate for the System,¹⁸ 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.

[Signature(s)]

[Note: All italicized text (including footnotes) is for use in preparing this form and shall be deleted from the final product.]

¹⁸ *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.*

2.2 Advance Payment Security Bank Guarantee

[Guarantor letterhead or SWIFT identifier code]

Beneficiary: Prime Minister Office of the Republic of Armenia and the State Revenue Committee of the Republic of 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]*)¹ 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.

¹ 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.

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**]*.

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 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 RFB**]

RFB: [insert: **title and number of RFB**]

Contract: [insert: **name and number of Contract**]

To: [insert: **name and address of Supplier**]

Dear Sir or Madam:

Pursuant to GCC Clause 26 (Installation of the System) of the Contract entered into between yourselves and the [insert: **name of Purchaser**] (hereinafter the “Purchaser”) dated [insert: **date of Contract**], relating to the [insert: **brief description of the Information System**], we hereby notify you that the System (or a Subsystem or major component thereof) was deemed to have been correctly installed on the date specified below.

1. Description of the System (or relevant Subsystem or major component: [insert: **description**]
2. Date of Installation: [insert: **date**]

Notwithstanding the above, you are required to complete the outstanding items listed in the attachment to this certificate as soon as practicable. This letter shall not relieve you of your obligation to achieve Operational Acceptance of the System in accordance with the Contract nor of your obligations during the Warranty Period.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: **“Project Manager”** or 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 RFB**]

RFB: [insert: **title and number of RFB**]

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: **“Project 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 RFB*]

RFB: [*insert: title and number of RFB*]

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 RFB*]

RFB: [*insert: title and number of RFB*]

Contract: [*insert: name of System or Subsystem or number of Contract*]

To: [*insert: name of Supplier and address*]

Attention: [*insert: name and title*]

Dear Sir or Madam:

With reference to the above-referenced Contract, you are requested to prepare and submit a Change Proposal for the Change noted below in accordance with the following instructions within [*insert: number*] days of the date of this letter.

1. Title of Change: [*insert: title*]
2. Request for Change No./Rev.: [*insert: number*]
3. Originator of Change: [*select Purchaser / Supplier (by Application for Change Proposal), and add: name of originator*]
4. Brief Description of Change: [*insert: description*]
5. System (or Subsystem or major component affected by requested Change): [*insert: description*]
6. Technical documents and/or drawings for the request of Change:

Document or Drawing No.	Description
-------------------------	-------------
7. Detailed conditions or special requirements of the requested Change: [*insert: description*]
8. Procedures to be followed:
 - (a) Your Change Proposal will have to show what effect the requested Change will have on the Contract Price.
 - (b) Your Change Proposal shall explain the time it will take to complete the requested Change and the impact, if any, it will have on the date when Operational Acceptance of the entire System agreed in the Contract.

- (c) If you believe implementation of the requested Change will have a negative impact on the quality, operability, or integrity of the System, please provide a detailed explanation, including other approaches that might achieve the same impact as the requested Change.
 - (d) You should also indicate what impact the Change will have on the number and mix of staff needed by the Supplier to perform the Contract.
 - (e) You shall not proceed with the execution of work related to the requested Change until we have accepted and confirmed the impact it will have on the Contract Price and the Implementation Schedule in writing.
9. As next step, please respond using the Change Estimate Proposal form, indicating how much it will cost you to prepare a concrete Change Proposal that will describe the proposed approach for implementing the Change, all its elements, and will also address the points in paragraph 8 above pursuant to GCC Clause 39.2.1. Your Change Estimate Proposal should contain a first approximation of the proposed approach, and implications for schedule and cost, of the Change.

For and on behalf of the Purchaser

Signed:

Date:

in the capacity of: [state: **“Project Manager”** or 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 RFB**]

RFB: [insert: **title and number of RFB**]

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 RFB**]

RFB: [insert: **title and number of RFB**]

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: **“Project 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 RFB**]

RFB: [insert: **title and number of RFB**]

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
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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*]

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 RFB**]

RFB: [insert: **title and number of RFB**]

Contract: [insert: **name of System or Subsystem and number of Contract**]

To: [insert: **name of Purchaser and address**]

Attention: [insert: **name and title**]

Dear Sir or Madam:

We hereby propose that the below-mentioned work be treated as a Change to the System.

1. Title of Change: [insert: **name**]
2. Application for Change Proposal No./Rev.: [insert: **number / revision**] dated: [insert: **date**]
3. Brief Description of Change: [insert: **description**]
4. Reasons for Change: [insert: **description**]
5. Order of Magnitude Estimation: [insert: **amount in currencies of the Contract**]
6. Schedule Impact of Change: [insert: **description**]
7. Effect on Functional Guarantees, if any: [insert: **description**]
8. Appendix: [insert: **titles (if any); otherwise state "none"**]

For and on behalf of the Supplier

Signed:

Date:

in the capacity of: [state: **"Supplier's Representative"** or specify a higher level authority in the Supplier's organization]