

**Market consultation - PPP on issuing Biometric Passports and ID Card
Feedback to questions received, 5 June 2023**

Question: In the “Information Memorandum” document, section 5.4. Implementation costs, Table 16 (indicative project CAPEX), the expenses for the “IT Systems” has been noted as 9,500,000 USD. Could you please provide the budgetary breakdown for the “IT Systems”?

Answer: Please note this is an indicative estimate made by the GoA for the business case purposes. Potential Service Providers will be in charge to place all the infrastructure necessary to meet service level requirements, therefore, specific design of the IT system and other infrastructure landscape is a responsibility of the Service Provider. GoA expects that Potential Service Providers will rely on their experience and expertise in different countries implementing similar projects to be able to design and estimate the exact budget necessary for the implementation of the project.

Question: It is indicated that the Contracting Authority “*is responsible for the provisioning and the supervision of... the personalization facilities...the data center...DRS facilities*”. Could you please detail what is meant by supervision ?

Answer: Facilities will have to be established in GoA designated premises, building owned by GoA. GoA will have rights to access and audit the facilities. All logs and information processed in the facilities shall be made available for GoA upon the request. More detailed supervision rights shall be drafted in the Contract. Should Potential Service Providers have observations or recommendations, it is welcome and please provide it in the market consultation feedback form.

Question: The internet network quality is an important factor for the respect of the SLA. What is the status of the internet network in Armenia ?

Answer:

Detailed information in Armenian language is available in annual reports of the national telecommunication sector regulatory authority “PUBLIC SERVICES REGULATORY COMMISSION OF THE REPUBLIC OF ARMENIA” site:

[ՀԱՅԱՍՏԱՆԻ ՀԱՆՐԱՊԵՏՈՒԹՅԱՆ ՀԱՆՐԱՅԻՆ ԾԱՌԱՅՈՒԹՅՈՒՆՆԵՐԸ ԿԱՐԳԱԿՈՐՈՂ ՀԱՆՁՆԱԺՈՂՎ](http://psrc.am)
(psrc.am)

Should you have more specific questions, GoA is ready provide more information.

Question: Can a citizen apply for a passport or an ID card outside his/her province (geographical administration) of residence ?

Answer: It is envisaged that a citizen must be allowed to apply for a passport or an ID card outside his/her province (geographical administration) of residence.

Question: Does the government plan to make ID cards mandatory in the future?

Answer: It is foreseen that ID card shall be made mandatory upon the commencement of the project and legislative changes will be proposed after the market sounding is completed. Besides, once regular passports are phased out, the only identity options would be biometric passports or ID cards.

Question: The Annex 1, question 9 states : “*For the enrolment station equipment (biometric data capturing devices), state-of-art “all in one” solutions are considered as an attractive option...*” Could you clarify what does “all-in-one” mean ?

Answer:

“All in one” solutions are a biometric data capture devices that integrate all necessary biometric sensors and components into a single unit / device.