## Annex No. 1. Market consultation feedback form

The Government of Armenia (hereinafter – GoA) represented by the Ministry of the Internal Affairs (hereinafter – MIA) is planning to organise a Selection Procedure in order to acquire biometric passport and national ID card issuance services (hereinafter – Services).

In order to prepare Selection Procedure conditions that meet the latest market trends and opportunities and ensure fair competition among suppliers, please submit your comments, suggestions, and answers to the questions below:

**Questions and answers form:**

| **No.** | **Questions** | **Answers** |
| --- | --- | --- |
| **Technical Requirements** |
| 1 | What requirements / conditions set in the Technical Requirements may limit your company’s willingness to participate in the Selection Procedure?  |  |
| 2 | Do you have any comments / suggestions for content of the Technical Requirements? |  |
| 3 | Do you have specific recommendations for SLAs and relevant KPIs set in the Technical Requirements? |  |
| 4 | What technological innovations you suggest including in the Technical Requirements? E.g., deep fake combating services based on biometric data, digital services, etc.  |  |
| 5 | What value added services you suggest including in the Technical Requirements? E.g., secure courier services to deliver personalized document to citizen, on site fast track queue (for citizens who did not book appointment online in advance), etc. |  |
| 6 | In the scope of Contract, it is expected that the Private Partner will be allowed to set up network of enrolment facilities according to his experience. Requirements are set that at least one enrolment facility shall be deployed, operated and maintained per geographic / administrative centre of the Republic of Armenia (at least 11 service points). It is also expected that enrolment facility in Yerevan is centralized.However, the Private Partner is allowed to establish bigger number of facilities making sure it meets standards, SLAs and requirements set in the Technical Requirements.It is expected that in general certain level of centralization would allow to achieve and maintain high level of service quality. At the same time, there are concerns how to address the needs of citizens living in the remote locations as well as citizens of limited mobility.  |  |
| 6.1 | Can you please share your experience and recommendations (incl. value added services (e.g., currier services for document delivery), technical solutions (e.g., mobile enrolment work-stations or digital services); additional KPIs related to enrolment facilities’ geographical locations) on how to best address and protect needs of the following groups of citizens:1. Citizens living in remote locations
2. Citizens with limited mobility
 |  |
| 6.2 | Based on your experience and historical passport and ID card demand data in Yerevan, would you consider a centralized passport office facility in Yerevan a feasible option? What concerns and / or necessary prerequisites you would consider? |  |
| 7 | What organizational measures do you typically apply to be able to provide fast track services (document available for in 1 day after enrolment), especially considering remote locations? |  |
| 8 | Given your knowledge of international standards (e.g., eIDAS, etc.) and best practices, what is your recommendations regarding the need to enrol biometric data each time citizens apply for a biometric passport and ID card (not for the first time)? Do you have experience of issuing documents based on biometric data that is stored in the data base for longer than half a year? |  |
| 9 | For the enrolment station equipment (biometric data capturing devices), state-of-art “all in one” solutions are considered as an attractive option to improve quality of service and citizen experience in the enrolment facility. Would your company be in the position to offer such solutions? Would it have a significant price implication? If yes, can you share how much (%) the total cost of ownership be increased should such solutions be requested as mandatory? |  |
| 10 | It is now considered that the user interface of the middleware shall have the modular architecture to enable support of other types of chips in the future, as well as current ID cards issued before 15th of February 2023. The current ID card chips support PKCS#11 interface. Would you be able to meet this requirement? What implications on price / service performance you see? |  |
| 11 | Would your suggested ID card applet be compatible with OpenSC (open-source smart card)? |  |
| 12 | Would your company be able to meet a requirement of a colour photo for the ID cards? Would it have a significant price implication? If yes, how much (%) you would expect to increase your price per ID card? |  |
| 13 | It is now considered that eID applet and middleware shall support the following service: “Match on Card user authentication with fingerprint, Face, or Iris biometrics”. Would it have a significant price implication? If yes, how much (%) you would expect to increase your price per ID card? |  |
| 14 | GoA is considering possibility to introduce biometric data based advanced digital services allowing to combat deep fake technology-based fraud attempts.Do you have experience of implementing such services / use cases in the context of ABIS (Automated Biometric Identification Solution) or similar solutions? If yes, can you please indicate cost of implementing such services? |  |
| 15 | Government of Armenia foresees that by January 2024, citizens of Armenia will be able to obtain new travel and identity documents. Given it is an ambitiuos timeline to fulfil all requirements set in the scope of the Contract, it is foreseen that gradual implementation of full obligations set the in Technical Requirements may be acceptable, e.g.:1. ID cards may start to be issued earlier then biometric passports
2. Personalization facility with new IT infrastructure may become operational earlier then full scope redesign of enrolment facilities network
3. Conformity assessment to relevant standards (e.g., PCI, ISO 27000) may be completed prior the start of operations, but relevant certification (e.g., ISO 27000, eIDAS) may be completed in later stages
 | NA |
| 15.1 | Can you please provide your view and recommendations how to best structure project implementation plan, to make sure that Government commitment to start issuance of travel and identity cards at least in certain capacity is possible by the January 2024? |  |
| 15.2 | What is the shortest possible time to start issuing ID cards? What are the necessary conditions for it? |  |
| 15.3 | What is the shortest possible time to start issuing passports? What are the necessary conditions for it? |  |
| 15.4 | What is the shortest possible time to complete personalisation facility conformity assessment to PCI standard? |  |
| 15.5 | What is the shortest possible time to complete overall operations conformity assessment to ISO27000? |  |
| 15.6 | What is the shortest possible time to complete eIDAS conformity assessment? |  |
| 15.7 | What are your recommendations for the takeover of operations? Would you prefer takeover of all enrolment and personalization operations at once or prefer gradual take over (e.g., personalization facility at first, enrolment facilities gradually)?  |  |
| 16 | Given your experience in different countries, can you please share your recommendations towards split of roles and responsibilities when setting up enrolment necessary equipment in foreign missions (embassies and consulates): | NA |
| 16.1 | Who is responsible for the equipment setup and configuration? In what form you provide guidance, consultations, and technical support? |  |
| 16.2 | What are the typical post warranty and maintenance services and SLAs you offer? E.g., specific reaction times, equipment fix / replacement times, approach to availability of spare parts on site, etc. |  |
| 17 | GoA would like to make sure that services and their infrastructure is kept upgraded to meet evolving relevant standards, include innovative technologies and services that may emerge through the course of the Contract duration of the 10 years.  | NA |
| 17.1 | What measures you would propose to make sure an ongoing dialogue between Service provide and GoA to make sure those new standards and technologies are leveraged when providing passport and ID card related services? |  |
| 17.2 | Should GoA set the expectation that at the end of the Contract assets are returned meeting the requirements of the standards and their versions relevant to that date, what commercial implications you foresee at the bidding stage? What commercial conditions you propose to be included in the technical requirements and / or contractual terms? |  |
| 18 | GoA aims to ensure safety and, when necessary, law enforcement at the enrolment facilities. For this reason, it is considered now that each of the enrolment facility shall be guarded by Police officers free of charge for Service provider (cost assumed by GoA). Service provider shall take into account workstations for Police guards when designing the facilities, so that it meets physical working conditions regulated by local law.On the other hand, this may also be replaced by ensuring enrolment facilities are connected to Police patrol service remotely and patrol services react in case triggered by the front office employees or the security system of the Service provider.Please share you experience and recommended approach for ensuring physical security of the enrolment facilities. |  |
| **Qualification Criteria and Proposal Evaluation Criteria** |
| 19 | What requirements / conditions set in the Qualification Criteria may limit your company’s willingness to participate in the Selection Procedure? Do you have any comments / suggestions for the document? |  |
| 20 | What requirements / conditions set in the Proposal Evaluation Criteria may limit your company’s willingness to participate in the Selection Procedure? Do you have any comments / suggestions for the document? |  |
| 21 | Please indicate what additional information may be necessary for you to be able to provide a suggestion regarding geographical network / locations of enrolment stations in the proposal stage? |  |
| 22 | It is expected that compliance of the biometric passport and ID cards to the standards and requirements below shall be tested in the accredited laboratory and compliance certificate shall be presented when submitting the proposal:* ISO/IEC 14443-1, -2, -3 (ID card)
* ISO/IEC 14443-4 A or B (ID card)
* ISO 10373-1 (ID card)
* ISO 24789 using 3-D profile (ID card and passport)
* Composition of the substrate for the ID - 1 format documents, as well as the composition of the substrate of the page with the owner's details for the ID - 3 format documents (passports)
* Excellent level of bonding of the substrates to each other and the complete integration of the owner's photo, in one of the internal substrates of the form or page respectively
* Overall compliance to safety specifications provided in the Technical Requirements, proven by the macroscopic, microscopic and spectroscopic inspection
 |  |
| 22.1 | Please confirm such certificates can be obtained within the expected proposal submission timeline (9 weeks). |  |
| 22.2 | Please inform what data / what format of data shall be necessary to be provided by the Government, so that the laboratory tests can be completed on time. |  |
| **Term Sheet and commercial conditions** |
| 23 | What requirements / conditions set in the Term Sheet may limit your company’s willingness to participate in the Selection Procedure? Do you have any comments / suggestions for the document? |  |
| 24 | Do you have any comments / suggestions for the project CAPEX and OPEX estimates? |  |
| 25 | Do you have any comments / suggestions for regarding Passport and ID card demand projections (estimated volumes)? |  |
| 26 | At the current stage of the Project, GoA is considering to provide a minimum volume guarantee for the Private Partner. Different alternatives are considered:1. 50 % volume guarantee (from the estimated volumes)
2. 75 % volume guarantee (from the estimated volumes)
 | NA |
| 26.1 | Should the volume guarantee impact your price quote for the passport and ID card? |  |
| 26.2 | If yes, how much (%) you would expect to increase your price per document, given that minimum volume guarantee is provided for 50 % of estimated volumes rather than for 75 % of estimated volumes? |  |
| 27 | At the current stage of the Project, GoA is considering to impose a profit-sharing mechanism should the actual document volume exceeds the estimated amount. In such case it is considered to ask the Private Partner bid on 2 different prices – (1) price for document, when actual volumes are up to estimated volumes and (2) price for document, when actual volumes exceeding the estimated volumes.  | NA |
| 27.1 | Please share if such profit-sharing mechanism is acceptable from your point? Would you have any specific suggestions or concerns? |  |
| 27.2 | Please indicate how much (%) lower the price for documents exceeding the estimated volumes may be, compared to the document price for the volumes up to the estimated amount? |  |
| 28 | At the current stage of the Project, GoA is considering regulating and collecting fees for regular services to the GoA budget account: Public Partner would operate as payment processor, but fees would be collected to GoA budget account, GoA would pay for the Private Partner on quarterly basis for services provided. As for fast-track services it is considered to allow Private Partner to collect fees to their account directly, however, part of the fee shall be directed to the GoA budget account at the time of payment transaction (GoA surplus for services meeting minimum requirements and additional surcharge the fast-track service). | NA |
| 28.1 | Do you have comments or suggestions regarding the suggested payment mechanism? |  |
| 28.2 | How do you suggest implementing collection of fees for fast-track services, providing that part of the end user price must be paid to the Public Partner and another part of it – to the GoA budget account?  |  |
| 28.3 | What profit sharing mechanism with GoA you suggest for fast-track services? E.g., percentage of the fast-track service surcharge set by the Private Parter; regular fee set by GoA, etc. |  |
| 29 | Currently GoA of Armenia is considering that inflation risk may be at some extent assumed by GoA, while exchange risk – by the Private Partner. Please suggest what conditions for price inflation and currency exchange risk you may consider acceptable? |  |
| 30 | There are currently around 400 employees (majority of them – civil servants) currently in various positions related to the travel and identity document issuance services. It is considered that the selected Service Provider may employ, but not be mandated to employ part of them. However, obliging Service Provider to employ certain % of current employees is also considered. In this context, it is worth mentioning that GoA started the extensive training program for the employees in various positions related to the travel and identity document issuance services. The training program aims to shape professional skills related to granting asylum in the Republic of Armenia, the identification and profiling of persons crossing the RA state border, the acquisition and termination of an RA citizenship, identification of the person, the issuance of IDs, the processing of documents for changing IDs, as well as acquaint them with the structure and the main principles of maintenance of the state register of population. The program also includes a component for the development of service and communication skills. The trainings will be provided by international third-party service provider. | NA |
| 30.1 | What is your typical approach to the government employees’ take over in case of PPP projects?  |  |
| 30.2 | Should GoA seek to mandate Service Provider to employ certain part of the current employees, what amount (%) you consider a reasonable obligation? |  |
| 31 | It is expected that the Private Partner will keep services in the scope of Contract up to date according to actual versions of applicable standards throughout the Contract period, incl. necessary improvements in the relevant technologies. Can you share your experience how such expectation from GoA could be implemented and what could be a reasonable commitment by the Private Partner from your point of view? |  |
| 32 | Do you have any other observations or suggestions regarding the structure of the project, planned content, and additional information that may be necessary for you to engage in the Project? |  |

Please note that this market consultation is published before the start of the Selection Procedure. A market consultation is not a Selection Procedure announcement or a Selection Procedure pre-announcement. By announcing this market consultation, participants are not invited to compete for the Contract.

Market consultation participants provide consultations free of charge. No expenses are reimbursed to the participants of the consultations. Participation in the provision of consultations does not invalidate the right to submit a bid in a Selection Procedure in the future. The information obtained during the market consultations will be used in making decisions regarding the organization and execution of the Selection Procedure.