

REQUEST FOR QUALIFICATION NOTICE

Date: 03 January 2024

Introduction

With this letter, the Government of Armenia (hereinafter referred to as GoA), represented by the Ministry of Internal Affairs (hereinafter referred to as MIA), is announcing a Selection Procedure to acquire biometric passport and ID card issuance services. As a result of the Selection Procedure, MIA aims to enter a public-private partnership (PPP) agreement for issuing Biometric Passports and Identity Cards (PPP project).

The main goal of the PPP project is to support Armenia's digital transformation and deliver high-quality services to the population by facilitating the establishment of a long-term PPP for the issuance and distribution of biometric passports and ID cards. Key objectives focus on the following aspects:

1. Set new world-class standards for the citizen experience and service quality, including reducing waiting time, lead time to issue travel and identity documents, setting new customer service standards in enrollment facilities, as well as upgrading physical conditions of the facilities to the best international standards.
2. Increase uptake and usage of secure and globally standards-compliant travel and identity documents, enabling the development of a digital society in Armenia, including increased uptake of advanced eServices and other automation opportunities (e.g., identity verification for voting, automated border crossing, etc.).
3. Replace outdated IT infrastructure to improve process security, efficiency, and manage operational risks related to legacy solutions, as well as adopting innovative solutions by continuously aligning it with industry best standards.

This Request for Qualification has been approved by the dedicated evaluation commission established to carry out the Selection Procedure for the PPP Project. This document is intended solely for use by prospective Applicants in the Selection Procedure for the purposes of preparing and submitting the Qualification Bids.

This Request for Qualification sets out, among other matters, the formal and substantive requirements for Qualification Bids, the procedure for submitting and reviewing the Qualification Bids, as well as the Qualification Criteria and conditions for admission to take part in the bidding process based on the Request for Proposal, as required by Applicable Law.

Prospective Applicants are invited to provide the Qualification Bids until 18:00 (Yerevan Time) on Thursday, March 14, 2024, either (1) electronically via the Armenian electronic procurement system (ARMEPS) [<https://armeps.am/epps/home.do>] or (2) by in-hand delivery of a paper-based Qualification Bid.

Contact persons for organizing the Selection Procedure:

1. Nelli Davtyan, email: mcs@gov.am
2. Nerses Yeritsyan, email: passidppp@isaa.am and nerses.yeritsyan@isaa.am
3. Lina Petruskeviciute (EY Transaction Advisor for this PPP transaction), email: Lina.Petruskeviciute@lt.ey.com

Structure of the Request for Qualification

The attached document package contains the following documentation:

1. **Request for Qualification** document and its annexes:

- ANNEX 1. Data Sheet
- ANNEX 2. Estimated Schedule
- ANNEX 3. Key Provisions of the Project
- ANNEX 4. General Requirements to Applicants
- ANNEX 5. Qualification Criteria
- ANNEX 6. Content of Qualification Bid
- ANNEX 7. Form of Confidentiality Undertaking

For the information purposes the following draft documents are also attached:

2. Draft PPP Contract and its Annexes
3. Draft Technical Requirements and its Annexes including Statistical Information Excel Spreadsheet

Please note that draft documents are subject to further revisions and changes. They are not in any form binding and are provided solely for informational purposes for potential Applicants. Following the results of the evaluation of the Qualification Bids, selected Applicants will be invited to provide their feedback and recommendations.