

# REQUEST FOR PROPOSAL NOTICE

October 10, 2024

## Introduction

With this letter, the Government of Armenia (hereinafter – “**GoA**”), represented by the Ministry of Internal Affairs (hereinafter – “**MIA**”), is announcing the publication of the Request for Proposal (“**RFP**”) for the biometric passport and ID card issuance services, and the beginning of the RFP stage of the competitive selection process in accordance with Armenian law and international best practices (the “**Selection Procedure**”). As a result of the Selection Procedure, MIA aims to enter a public–private partnership (“**PPP**”) agreement for the issuance and distribution of identity documents and operation and servicing of the ID facilities in the Republic of Armenia (“**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 public–private partnership for the issuance and distribution of biometric passports and ID cards. The key objectives of this project are to:

1. Set new world-class standards for the citizen experience and service quality, including reduction of 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 Replace outdated IT infrastructure to improve process security, efficiency, and manage operational risks related to legacy solutions, as well as adopting innovative solutions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.

The Request for Proposal has been prepared and issued in accordance with Applicable Law and approved by the dedicated Evaluation Commission established to carry out the Selection Procedure for the PPP Project. The Request for Proposal document governs the matters of the RFP stage of the Selection Procedure, including the requirements applicable to the format and contents of Bids, the procedure for submission and evaluation of Bids, and other information relevant for the bidding process. The RFP is intended for Applicants that have qualified to take part in the bidding process at the RFP stage according to the Request for Qualification, as well as have signed the Confidentiality Undertaking and provided it to the Competent Authority (the “**Qualified Applicants**”).

## Structure of the Request for Proposal

The attached document package contains the following documentation:

1. **Request for Proposal** document and its annexes:
  - ANNEX 1. Data Sheet
  - ANNEX 2. Time Schedule
  - ANNEX 3. Sample Form for Requesting a Copy of the Feasibility Study
  - ANNEX 4. Content of Bid
  - ANNEX 5. Evaluation of Bids
  - ANNEX 6. Draft Agreement
  - ANNEX 7. Requirements to Reliable Banks
  - ANNEX 8. Definitions and Interpretations
2. **Technical Requirements** for the PPP Project
3. **Draft PPP Agreement**

Please note that the PPP agreement will be finalized and signed upon conclusion of the Selection Procedure and Notification of Award.

### **Submission of Bids**

The Qualified Applicants shall submit their Bids no later than **18:00 (Yerevan Time)** on **Wednesday, January 8, 2025**.

The Bid (one (1) printed original, one (1) printed copy, two (2) electronic copies (on USB drive)) shall be delivered by the Authorized Person of the Qualified Applicant to the secretary of the Evaluation Commission by hand no later than the abovementioned deadline, in accordance with the procedure set forth in Chapter 5.3. *Submission and Registration of Bids* of the Request for Proposal.

The Authorized Person shall send a prior request to the secretary of the Evaluation Commission to arrange submission of the Bid, as outlined in Chapter 5.2. *Arrangements for Submission Bids* of the Request for Proposal.

### **Contact persons for organizing the Selection Procedure**

1. [mcs@gov.am](mailto:mcs@gov.am)
2. [passidppp@isaa.am](mailto:passidppp@isaa.am)
3. [Lina.Petruskeviciute@lt.ey.com](mailto:Lina.Petruskeviciute@lt.ey.com) – EY Transaction Advisor for this PPP transaction