Reply to the Clarification Questions

**BIDDING DOCUMENT (SINGLE-STAGE)**

**Issued on: February 17, 2017**

**project: third public sector modernization project**

**loan number: 8539-am**

**for the**

**Supply and installation of**

**of e-Consulate System (modules) and IT equipment**

**IFB No: PSMP3-GO-2-2-8**

We have received request for clarifications regarding the BIDDING DOCUMENTS for above-mentioned tender. Below are the consolidated questions with corresponding answers:

1. ***Question***: In Clause 21 (Design and Engineering) it is stated, that all technical documents (Technical specifications, detailed design etc.) should be prepared a per Standards.  
   Please clarify, if there are unique standards we need to follow?  
   ***Answer:* No any particular standards are applied, except of those mentioned in the software and hardware technical specifications section of the BDs.**
2. ***Question***: Is the protection of Personal Data regulated by the Armenian legislation? What are the requirements for the protection of personal data? Is the development of the Personal Data Protection Subsystem included in the project work.  
   ***Answer:* Yes personal data protection is regulated by Armenian legislation. The responsibly authority is personal data protection office under the Ministry of Justice. Please find attached the relevant law in Armenian and English.**
3. ***Question***: There is a lack of information for Subsystems requirements. Can we ask for more detailed requirements?  
     
   ***Answer:* The requirements are as they published, the beneficiary did not announce additional information and is considering that the provided information is sufficient for understanding the scope of the tasks.**
4. ***Question***: Does the following subsystems exist in any way? Is there a need to improve them, or they need to be developed from scratch.  
     
   - Electronic system for online provision of criminal record certificates available to the public  
   - A subsystem for providing certificates about family status, birth and other CARO records  
   - A subsystem for providing certificates about RA citizenship.   
   - CARO registrations subsystem  
   - A subsystem for online following the cases of granting or termination of RA citizenship  
   - subsystem for exchange of RA citizens’ passports and passport validity extension  
   - An electronic subsystem for providing a Certificate of Return to Republic of Armenia to RA citizens  
   - A subsystem for reports  
   - A subsystem for maintaining electronic registers in “e-consulate” system  
     
   ***Answer:* Some of the subsystems exist but need to be modernized. As the Terms of reference states independent of existence any subsystem that will not be compatible with new system they have to be rewritten.**
5. ***Question***: As there is no more detailed description of system functionality, a little bit longer time may be needed for implementation. Can we request for more detailed information as there is no way to ask for implementation prolongation?  
     
   ***Answer:* The requirements are as they published, the beneficiary did not announce additional information and is considering that the provided information is sufficient for understanding the scope of the tasks.**

**Prolongation of implementation will be possible and the contract will include specific condition point.**

1. ***Question***: A question regarding Server's processor. You need a server with very high parameters, at the same time indicated very low processor. Can we propose server with a processor that better fits other requirements?

***Answer:* Yes, the requirements are stated as minimum, bidders are free to provide higher performance options.**