

**REQUEST FOR EXPRESSIONS OF INTEREST  
(CONSULTING SERVICES – FIRMS SELECTION)**

Republic of Armenia  
Second Public Sector Modernization Project  
Loan No. 7854-AM

Assignment Title: **E-services Interoperability Framework and Building Policy Analyses**

Reference No. (as per Procurement Plan): PSMP2- C- 3.1.3.1

The Republic of Armenia *has received* financing from the World Bank toward the cost of the Second Public Sector Modernization Project, and intends to apply part of the proceeds for consulting services.

Armenia adopted, for its e-government initiative, a decentralized model in which individual government agencies are responsible for the provision of electronic services to users. However, in order to avoid duplication of effort and cost, to enable and speed-up implementation of e-services and to provide the required integration between government agencies, some of the e-government elements will be shared and implemented centrally. The shared part of the architecture will consist of the integration infrastructure (integration bus, user interaction toolkit, security gateway and payment gateway), e-government portal.

The objective of the Consultant services will be responsibility for all aspects of development of e-Services interoperability framework and development requirements for e-services integration infrastructure. This project will assist the Office of Government in producing standards as well as model processes for policy formulation, consultation, communication and adoption in e-services development for public institutions, which will then be incorporated into ministerial business processes. The project will also assist the government in introducing relevant guidelines, methods, templates and other toolkits required for formulating policy in e-Services to all public institutions. A consequential goal is that these plans of action are formulated in a way that compliance and performance can be measured; by government as a whole, by other ministries and agencies that shall cooperate to reach common objectives and by the public, in terms of what they shall reasonably expect from government.

Implementation period of the assignment is about 4 months.

Government staff of RA and Foreign Financing Projects Management Center (FFPMC) now invite eligible consulting firms (“Consultants”) to indicate their interest in providing the Service. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The shortlisting criteria are:

- A minimum of 7 years of proven experience in ICT project development, implementation and management on the national, local and organizational level;
- Comprehensive knowledge in the area of electronic information exchange and interoperability in public sector;
- Proven track record in policy development processes associated with e-governance strategy;
- Experience in transition economies, in Central and Eastern Europe, as well as in EU countries will be considered as an advantage.

The attention of interested Consultants is drawn to paragraph 1.9 of the World Bank's "Guidelines: Selection and Employment of Consultants under IBRD Loans & IDA Credits & Grants by World Bank Borrowers" May 2004, Revised October 1, 2006 & May 1, 2010. ("Consultant Guidelines"), setting forth the World Bank's policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a subconsultancy to enhance their qualifications.

A consulting firm will be selected in accordance with the Section II, Quality and Cost-Based Selection (QCBS) procedures set out in the World Bank's "Guidelines: Selection and Employment of Consultants under IBRD Loans & IDA Credits & Grants by World Bank Borrowers" May 2004, Revised October 1, 2006 & May 1, 2010.

Further information can be obtained at the address below during office hours from *09:00 to 18:00 hours*.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by fax, or by e-mail) by April 1, 2014, 18:00 (local time).

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