**ANNOUNCEMENT**

Open tender with the code "CBA-2023-060" for the selection of an organization for the purpose of acquiring an Information Management System for the needs of the Central Bank of RA

**ABOUT THE CLARIFICATION OF THE INVITATION Nr. 2**

*This text of the announcement is published in accordance with Article 29 of the RA Law "On Purchases".*

The Central Bank of the Republic of Armenia presents below the questions and clarifications dated 15.01.2024 regarding the invitation to the procurement procedure with the code "CBA-2023-060" organized for the purpose of acquiring an "INFORMATION MANAGEMENT SYSTEM" for the needs of the Central Bank of the Republic of Armenia.

1. QUESTION FOR CLARIFICATION
2. How many document templates do you plan to have in the system?
3. Can you provide examples?

CLARIFICATION

1. It is planned to add/change forms as needed, without quantitative restrictions.
2. Please see the corresponding attached MS Excel link, which is mentioned in the invitation and attached to this letter.



1. QUESTION FOR CLARIFICATION

If the provided examples describe all possible coordination routes, how many unique negotiation routes exist?

**CLARIFICATION**

The processes presented are only part of the required processes, which describe all the ways to coordinate applications included in these processes. In other processes, the coordination methods may be different, so the system should not have restrictions in this sense. Please provide information, does the system have any restrictions?

1. QUESTION FOR CLARIFICATION

Is it correct that a mechanism is needed to track OLA?

**CLARIFICATION**

The question should be more specific. The stated requirement implies OLA analysis. In his proposal, the participant may provide details of his own process analysis mechanisms.

1. QUESTION FOR CLARIFICATION

Is it correctly understood, that it is necessary to be able to configure the task chain? For example, when performing a task with type A and a certain result, do you need to automatically create a task with type B, etc.?

**CLARIFICATION**

It is correct.

1. QUESTION FOR CLARIFICATION
2. Is it correctly understood that the SMS option remains? Will there be integration with AD, and if so, which one?
3. Is it only about user identification in the system or also about other operations, such as approval for example?

**CLARIFICATION**

1. SMS is not the only option as stated in the functional requirements.
2. It is planned to get all possible functionality as a result of integration with AD. It is also planned to use AD integration for other operations in the system.
3. QUESTION FOR CLARIFICATION

Are accesses defined purely by functional or organizational role or can they be modified by additional conditions?

**CLARIFICATION**

They can change based under additional conditions.

1. QUESTION FOR CLARIFICATION

Is it necessary to be able to open files of the specified formats in editing mode?

**CLARIFICATION**

Text documents must be available for editing in the system, the rest are optional.

1. QUESTION FOR CLARIFICATION

Where exactly are the files going to be physically stored?

**CLARIFICATION**

Physical storage of files is planned on appropriate servers.

1. QUESTION FOR CLARIFICATION

Is visualization in the form of a board necessary? Is displaying in a registry with different colors, statuses and filters appropriate?

**CLARIFICATION**

At a minimum, you need a Kanban board.

1. QUESTION FOR CLARIFICATION
2. Please provide examples of reports.
3. Does it mean that each report should be able to be downloaded in different formats, or each report can have a specific format?

**CLARIFICATION**

1. Sample reports should be developed in parallel with the development of the IMS.
2. There should be developed examples of reports, as stated in the first paragraph, but with the ability to change form fields and with the ability to download in different formats (digital data: xls/pdf, other pdf).

(The participant may present his own version of the restrictions in his proposal)

1. QUESTION FOR CLARIFICATION

Please provide the number of dashboards and their descriptions.

**CLARIFICATION**

Dashboards are used to visualize statistical data to make perception more visible, and encourage diversity in visualization.

The number of dashboards depends on the number and content of reports (please see the description in field E17).

(The participant may present his own version of the restrictions in his proposal)

1. QUESTION FOR CLARIFICATION
2. Is it correct that it is necessary to search the contents of files/printed forms?
3. Please describe in more detail what is meant by local search. Do we understand correctly that it is also necessary to search not only according to the data stored in the system, but also in the location where the files are stored?

**CLARIFICATION**

1. Yes, the search should be carried out both by title and content of files.
2. In IMS, the search must be carried out in two environments: in modules (for example, a portal) and in the entire program, including in the file storage environment (can be distinguished using the checkbox method).
3. QUESTION FOR CLARIFICATION
4. Should this be a separate portal from the main application? Is it assumed that portal users and main application users are different users (clients, for example)?
5. If the Portal is another application, are there any non-functional requirements for it, including UI?

**CLARIFICATION**

1. No, it is assumed that the portal will be an integral part of IMS and, accordingly, the portal users are IMS users. The second part of the question regarding the client needs further clarification.
2. Please see the above explanation.
3. QUESTION FOR CLARIFICATION
4. Should this be a separate portal from the main application? Is it assumed that portal users and main application users are different users (clients, for example)?
5. What functionality should be available to portal users other than commenting on publications?
   * creating new records
   * sighting
   * completing tasks
   * other (list)
6. If the Portal is another application, are there any non-functional requirements for it, including UI?

**CLARIFICATION**

1. It is not implied that the portal will be a part of IMS and, accordingly, users of the portal will be users of IMS.
2. The following actions can be performed.
   * publication:
   * editing the content and structure of published materials
   * attachment and removal of files of various formats

The above actions can be implemented according to the access of IMS users.

1. Please see the 1st explanation above.
2. QUESTION FOR CLARIFICATION

Please provide an example of a warranty letter that meets your requirements.

**CLARIFICATION**

There is no approved form of a bank guarantee, but according to the point 23.4. of the Instructions to Bidders (ITB) in the invitation, in the case of provision the Bid security in a form of bank guarantee the Bid security shall be submitted in a format approved by the Purchaser prior to Proposal submission.

1. QUESTION FOR CLARIFICATION

If the bidder provides subscription licenses as part of the offer, how many years can the license contract be signed for?

**CLARIFICATION**

The contract can be concluded for up to 3 (three) years with the possibility of further extension.

Secretary of the Evaluation Committee of the RA Central Bank

Siran Yeganyan

Purchaser: The Central Bank of RA