

**The evaluation method of the private partner selection procedure, the requirements submitted to the technical and financial proposals and the weights given to them, the procedure for determining the winning bidder**

During the selection of the private partner, the evaluation of the proposals of the bidders will be carried out by the following method:

% of the total points are given to the price, 70% to the quality of the technical proposal, including:

- 1) There is non-compliance with technical standards.
- 2) Descriptions of some sub-criteria were not provided as requested;
- 3) The score for each criterion is below 70% of the maximum score.

Evaluation Criteria	Score for the quality criterion	Sub-criteria / assessment aspect	Assessment approach / scale	Assessment basis	Maximum score for the sub-criterion	Sub-criteria score in total evaluation
1. Physical infrastructure	25%	Quality, completeness, and feasibility of suggested approach to <b>enrolment facilities</b> : 1) Accessibility of <b>geographical network</b> , incl. suggested locations, types of premises 2) <b>Concept / layout and design guidelines</b> of the enrolment facilities (centers) of different category (e.g., small, medium, large, stationary, movable), incl. amount of the workstations in each of the service station	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other market - 3 4) Justified considering Armenia country context and experiences in other markets, in addition to that innovation aspect and citizen-oriented approach is clearly addressed - 4	Description <b>Up to 5 pages.</b>	80%	20.0%

Evaluation Criteria	Score for the quality criterion	Sub-criteria / assessment aspect	Assessment approach / scale	Assessment basis	Maximum score for the sub-criterion	Sub-criteria score in total evaluation
		Compliance with requirements in the technical specification in respect to sections on: 1) Enrolment facilities 2) Personalization facility 3) Data center and Disaster Recovery Site	1) Compliance is justified providing description of solutions suggested 2) Optional requirements met / not (if relevant)	Compliance matrix	20%	5.0%
2. Travel and Identity documents	25%	<b>Proposed biometric passport security concept:</b> Quality, security, and commitment to evolution (innovation) of the design of the biometric passport	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other market - 3 4) Justified considering Armenia country context and experiences in other markets, in addition to that innovation aspect is clearly addressed - 4	Description <b>Up to 3 pages.</b>	30%	7.5%
		Compliance with requirements in the technical specification in respect to passports	1) Compliance is justified providing description of solutions suggested + test passports (where applicable) 2) Optional requirements met / not (if relevant)	Compliance matrix	20%	5.0%
		<b>Proposed ID card concept:</b> 1) Security concept: quality, security, and commitment to evolution (innovation) of the design of the ID cards	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other markets - 3 4) Justified considering Armenia country context and experiences in other market, in addition to that innovation aspect is clearly addressed - 4	Description <b>Up to 5 pages.</b>	10%	2.5%

Evaluation Criteria	Score for the quality criterion	Sub-criteria / assessment aspect	Assessment approach / scale	Assessment basis	Maximum score for the sub-criterion	Sub-criteria score in total evaluation
		2) ID card applet: quality, security, and commitment to evolution (innovation) of the proposed chip, approach to the product roadmap, maintenance, and certification	As above		10%	2.5%
		3) Middleware: quality, security, and commitment to evolution (innovation) of the proposed middleware, approach to the maintenance	As above		10%	2.5%
		Compliance with requirements in the technical specification in respect to: 1) ID card 2) ID card applet 3) Middleware	1) Compliance is justified providing description of solutions suggested + test passports (where applicable) 2) Optional requirements met / not (if relevant)	Compliance matrix	20%	5.0%
<b>3. Identity and Document Management Information System</b>	25%	<b>IT software, hardware, and equipment solution:</b> technology innovation, a proven approach to ensuring the citizen facing solutions providing a good user experience, and approach to IT security for the following components: 1. Citizen eService application (web portal) 2. Enrolment solution 3. Identity management and document issuance solution 4. Biometric data and document registry 5. Automated Biometric Identification Solution (ABIS) 6. Public key infrastructure 7. On-site queuing management solution 8. Reports and statistics solution 9. Integrations with external data sources	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other markets - 3 4) Justified considering Armenia country context and experiences in other market, in addition to that innovation aspect is clearly addressed - 4	Description <b>Up to 10 pages.</b>	60%	15%

Evaluation Criteria	Score for the quality criterion	Sub-criteria / assessment aspect	Assessment approach / scale	Assessment basis	Maximum score for the sub-criterion	Sub-criteria score in total evaluation
		Fulfilment of required <b>demonstration scenarios</b> from user experience, innovation, and security point of view: 1) Citizen eService application (web portal): booking of appointment 2) Citizen enrolment in Armenia 3) Citizen enrolment in an embassy 4) Identity proofing and validation workflow at the back-end system 5) Biometric data matching	1) Customer centricity: scale 1-4 2) Employee centricity: scale 1-4 3) Innovation aspect: scale 1-4 4) Security aspect: scale 1-4	Demonstration	20%	5%
		Compliance with requirements in the technical specification in respect to all IT software, hardware, and equipment components	1) Compliance is justified providing description of solutions suggested 2) Optional requirements met / not (if relevant)	Compliance matrix	20%	5%
4. Requested services	25%	<b>SLAs:</b> 1) Proposed governance mechanism: monitoring of KPIs, approach to improvement plan, if needed 2) Suggested improvements to the minimum service levels	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other market - 3 4) Justified considering Armenia country context and experiences in other markets, in addition to that innovation aspect and citizen-oriented approach is clearly addressed - 4	Description <b>Up to 1 page.</b>	25%	6%
		Quality, completeness, and feasibility of the <b>design and implementation approach:</b> 1) Project plan 2) Proposed project team 3) Structure and roles of the consortium members and suppliers	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other market - 3 4) Justified considering Armenia country context and experiences in other markets, in addition to that innovation aspect and citizen-oriented approach is clearly addressed - 4	Description <b>Up to 5 pages.</b>	25%	6%

Evaluation Criteria	Score for the quality criterion	Sub-criteria / assessment aspect	Assessment approach / scale	Assessment basis	Maximum score for the sub-criterion	Sub-criteria score in total evaluation
		Quality, completeness, and feasibility of <b>approach to operations:</b> 1) Customer service quality control measures 2) Quality control of the processes, the organization, and the security measures for the whole of the supply chain (incl. production, inventory management, personalization, logistics).	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other market - 3 4) Justified considering Armenia country context and experiences in other markets, in addition to that innovation aspect and citizen-oriented approach is clearly addressed - 4	Description <b>Up to 3 pages.</b>	25%	6%
		Quality, completeness, and feasibility of approach to <b>handover at the end of the contract</b>	1) Description provided, but lacks justification, only repeats requirements - 1 2) Description provided and somewhat justified - 2 3) Justified considering Armenia country context and experiences in other market - 3 4) Justified considering Armenia country context and experiences in other markets, in addition to that innovation aspect and citizen-oriented approach is clearly addressed - 4	Description <b>Up to 1 page.</b>	25%	6%
	<b>100%</b>					<b>100.0%</b>

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