STATE POPULATION REGISTER

MARKET-SOUNDING MASTER DOCUMENT

Overall Business Scope, Shared Requirements and Vendor Response Framework

SPR Portal	CMS / Back Office	Data Provider Body Interface	Evidence Document Management Service

TECHNOLOGY-NEUTRAL | NON-BINDING | MARKET FEEDBACK REQUESTED

This document is not a tender, procurement notice, binding request for quotation or commitment to award a contract.

Document Control and Administrative Fields

Document field	Value
Document title	SPR Market-Sounding Master Document
Purpose	Non-binding market feedback on feasibility, solution approach, indicative cost and delivery timeline
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Expected project start period	Q4 2026, indicative and subject to procurement procedures and required approvals.

Document use. This master document defines the common project-level business outcomes, boundaries, assumptions and response framework. Detailed module-level outcomes are provided in four separate annexes. Vendors should read the master document and all applicable annexes together.

Contents

1. Purpose and Document Status

1.1 Purpose

The State Population Register (SPR) programme seeks non-binding market feedback on the feasibility, indicative cost, delivery duration, risks and implementation approach for an integrated solution comprising the SPR Portal, Case Management / Back Office, a Role-Based Data Provider Body Interface and an Evidence Document Management Service.

The solution is technology-neutral at market-sounding stage. Vendors may propose any suitable technology, architecture or product combination, provided that the proposal achieves the required business outcomes, respects the non-negotiable programme boundaries and clearly identifies assumptions, dependencies, licences and recurring costs.

1.2 Requested Market Feedback

- Indicative implementation price, calendar duration and person-day effort for a Preliminary MVP and Full Implementation.
- High-level solution approach, including major components, configuration, custom development, integrations and reusable products.
- Assessment of complexity, dependencies, risks, cost drivers and areas requiring clarification before procurement.
- Justified sizing assumptions for unknown peak loads, provider-user volumes, document volumes, storage growth and notification traffic.
- Separate description and indicative price for 12 months of warranty and support.

1.3 Document Status

This document is self-contained for market sounding and does not require vendors to review internal programme working documents. It intentionally defines required outcomes and boundaries rather than prescribing detailed screens, workflows, API schemas, storage products or deployment components.

2. Business Need and Intended Outcomes

SPR Core is the authoritative system for official person registration, PSN generation and authoritative population-register data updates. The integrated solution described in this package provides the subject-facing, provider-facing and internal process capabilities around SPR Core. It manages applications, cases, evidence, validations, decisions, submissions, statuses and exceptions without directly editing the SPR database.

- Enable SPR Subjects to initiate approved actions, provide information or evidence, follow progress and receive clear results.
- Enable authorized internal users to manage case-based processing, review, decisions, exceptions, deadlines and traceability.
- Enable data-provider bodies to submit only the data categories for which they are authorized and to receive clear outcomes.
- Enable approved authoritative provider systems to submit designated data categories directly to SPR Core through approved integrations.
- Open CMS cases automatically where a case-based workflow is required and open exception cases where direct processing fails or human review is mandatory.
- Maintain end-to-end traceability across applications, submissions, evidence, decisions and SPR Core transactions.

3. Integrated Solution Overview

3.1 Main Modules

Module	Business purpose	Detailed annex
SPR Portal	Subject-facing channel for approved actions, applications, permitted direct updates, evidence responses, status and notifications.	Annex A

Module	Business purpose	Detailed annex
CMS / Back Office	Internal case-processing environment for automatic routing, review, decisions, exception/manual cases, escalation and history.	Annex B
Data Provider Body Interface	Organization-scoped capability for authorized submissions, clarification/correction and status tracking, including support for system-to-system channels.	Annex C
Evidence Document Management Service	Shared service for secure evidence storage, references, linkage, access, lifecycle and traceability outside SPR Core.	Annex D

3.2 Shared Outcomes

- Consistent identity, role and organization controls across modules.
- Configurable routing, ownership, approval, status, notification and evidence rules.
- Secure integration and transaction orchestration with SPR Core and approved external systems.
- Audit, reporting, monitoring, operational oversight and controlled administration.
- A coherent subject, provider and Back Office experience without duplicating authoritative data ownership.

3.3 Principal Boundaries

- SPR Core remains the authoritative source of truth and performs final person registration, authoritative updates and PSN generation.
- No module may directly edit the SPR database or bypass SPR Core validation, duplicate-check or authorization rules.
- Actual evidence files remain outside SPR Core; only approved references or metadata are transferred where required.
- MyData remains an important data-viewing environment and possible entry/redirect channel; it is not replaced by the SPR Portal and is not the only Portal entry point.
- IAM/SSO, interoperability infrastructure, address/cadastre services, provider systems and other external systems are integrated but not rebuilt under this scope.
- The Data Provider Body Interface is not a general government correspondence or document/certificate issuance platform.

4. Preliminary Logical Context

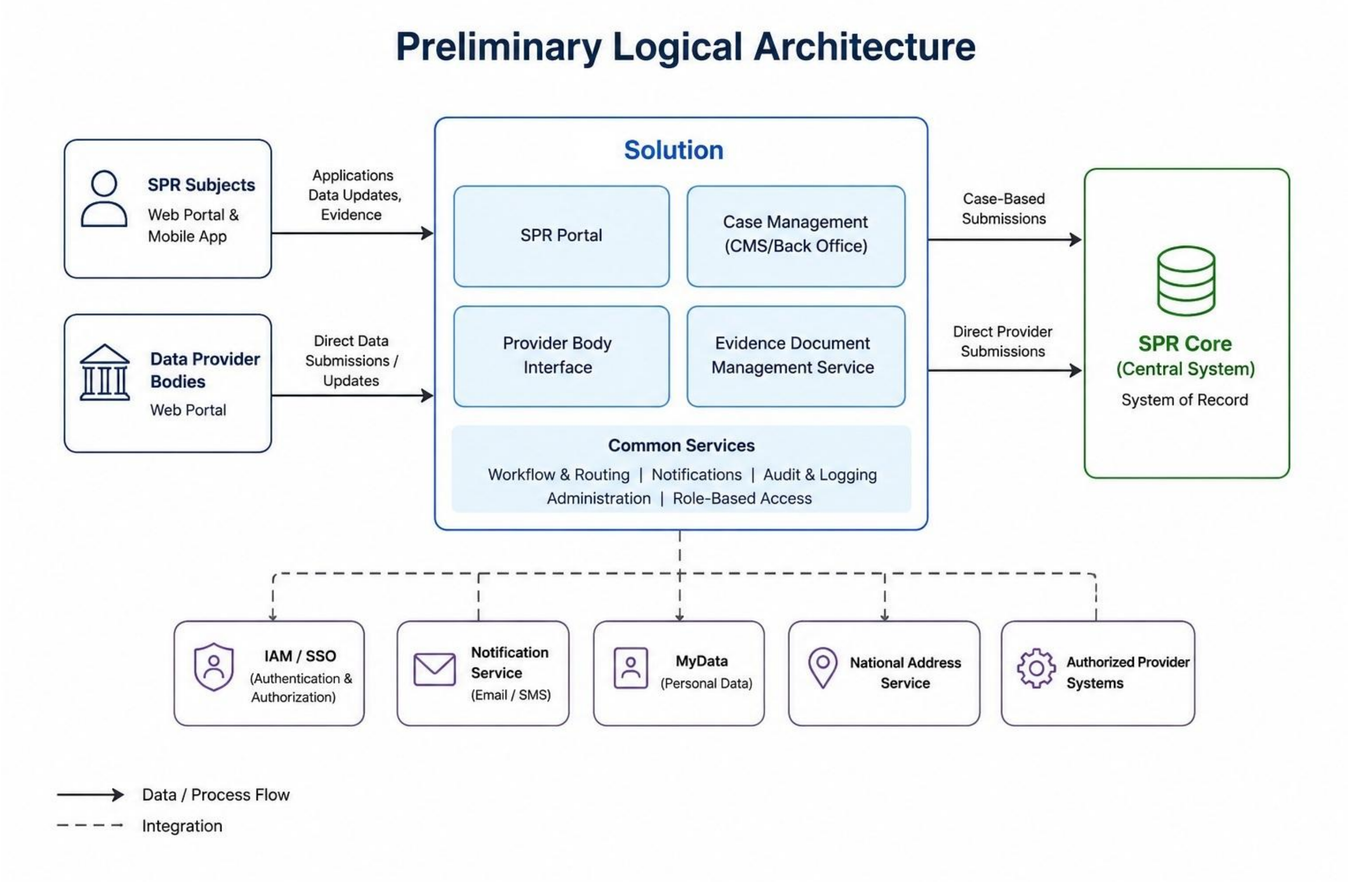

Figure 1. High-level responsibility boundaries and information flows for market-sounding purposes. This is not a final solution or deployment design.

Interpretation. Vendors are not expected to reproduce this diagram as a prescribed architecture. They should propose a coherent solution that achieves the stated outcomes and explains any alternative boundaries or integration patterns.

5. Scope Classification

To support comparable estimates, scope is divided into three categories. A design-stage decision does not remove the required configurable capability from the mandatory baseline.

Category	Included scope	Commercial treatment
Mandatory Baseline Scope	The four modules; shared identity/access, workflow, integration, notification, administration, audit, reporting and monitoring; approved direct provider route; exception handling; Core and external integrations; security and scalability.	Included in principal MVP and Full Implementation estimates.
Separately Priced Optional Scope	Authorized Representative functionality; document/certificate issuance; OCR and automatic extraction from evidence.	Excluded from baseline totals and priced separately where feasible.
Design-Stage Decisions	Detailed primary-address process; authorized providers/data categories for direct submission; evidence metadata and retention exceptions; human-review rules; detailed statuses, SLA and API contracts; final infrastructure configuration.	Vendor includes necessary configurable capability, states assumptions and identifies cost sensitivity. Final rules are approved during analysis/design.

6. Common Principles and Business Outcomes

Principle	Required outcome
SPR Core remains authoritative	The solution prepares, controls, submits and tracks work; SPR Core executes authoritative registration and data updates.
No direct database editing	All access to authoritative SPR functions uses approved services or interoperability mechanisms.
PSN generated only by Core	No Portal, Back Office, provider interface or external component may create, select, alter or override a PSN.
Automatic routing by default	Case-based correction and update processes are created and routed according to configured ownership and workflow rules.
Manual cases are exceptions	Manual case creation is limited to approved offline, failed-integration, unmatched-person, unavailable-system, inconsistency or human-review situations.
Controlled direct provider route	Only authorized provider systems and approved data categories may submit directly to SPR Core.
Exception-based CMS involvement	Successful direct transactions need not create full cases; failures, conflicts, duplicates, rejections or mandatory review create exceptions.
Evidence outside Core	Actual files remain in the evidence service; SPR Core receives approved references or metadata only.
Purpose-limited access	Access depends on role, organization, task, case, data category, document sensitivity and legal basis.

Principle	Required outcome
Full traceability	Applications, submissions, routing, reassignment, evidence access, decisions and integration outcomes are auditable.

7. High-Level Processing Patterns

Processing pattern	High-level business outcome
Subject correction or update	The subject initiates an approved action through the Portal. The solution validates completeness, automatically creates/routes a case where required, supports review and evidence handling, submits the approved request to Core and returns a clear result.
Permitted direct update	Where legal and business rules allow, a verified subject action may be processed without a full case. A case is opened when validation, conflict or review rules require it.
Provider case-based submission	An authorized provider submits data and evidence through an approved channel. CMS supports clarification, review or approval where required before submission to Core.
Approved direct provider submission	An authorized provider system submits an approved data category directly to Core. Status and traceability are retained; CMS opens an exception case only where needed.
Manual or exception case	An authorized user initiates a structured case only for an approved exception. The same validation, duplicate, decision, evidence and audit principles apply.
Evidence lifecycle	Evidence is securely received, referenced, linked to the relevant process, accessed according to authorization and retained with full history under approved rules.

8. Shared Integration and Dependencies

System / service	Purpose and boundary
SPR Core	Authoritative person search/matching, duplicate checking, registration, validation, updates, PSN generation, transaction status and evidence-reference handling.
IAM / SSO	Authentication and authorization for subjects, internal users, provider users and system accounts.
MyData / eGov entry channels	Approved viewing, entry or redirect mechanisms; these platforms are not replaced by the SPR Portal.
Notification services	Portal, SMS and email delivery, status, retry and failure handling.
Address / Cadastre services	Address search, validation and related checks where applicable to approved processes.
Data-provider systems	System-to-system submissions, acknowledgements, status, reconciliation and exception handling for approved providers.

System / service	Purpose and boundary
Audit / monitoring services	Security, operational events, service health, capacity and alerts where required by the target environment.

Integration detail. Detailed endpoint catalogues, protocols, credentials, message schemas, error codes, retry, idempotency, reconciliation and ownership are design-stage decisions. Vendors must state assumptions and include reasonable interface-definition effort.

9. Security, Access, Privacy and Audit

- Role-, organization-, task-, case-, data-category-, document- and legal-basis-aware access control.
- Least privilege and configurable segregation of duties between officers, reviewers, approvers, supervisors, administrators and auditors.
- MFA for internal and provider users where required by security policy and strong identity controls for system integrations.
- Encryption in transit and at rest, secure secrets/key handling, session controls and protection against unauthorized disclosure or alteration.
- Data minimization, purpose limitation and controlled subject/provider-facing disclosure of statuses, documents and reasons.
- Tamper-resistant audit records covering user and system actions, decisions, evidence access, administrative changes and integration outcomes.
- Security monitoring, vulnerability management, secure development practices and security testing appropriate to the proposed solution.
- Access review, privileged-access governance and operational incident traceability.

10. Non-Functional Requirements and Sizing

10.1 Confirmed Baseline Volumes

Sizing parameter	Baseline
Registered persons	300,000+
Back Office users	1,000+
Provider organizations	10-30
Concurrent users	200
Cases per year	100,000+

10.2 Quality and Operational Direction

Area	Baseline / direction
Availability	99.9% monthly, excluding approved maintenance.

Area	Baseline / direction
Recovery Time Objective (RTO)	4 hours.
Recovery Point Objective (RPO)	15 minutes.
Deployment assumption	Government-controlled infrastructure/private cloud with high availability and separate disaster-recovery capability; final topology remains subject to confirmation.
Scalability	Support the stated baseline and at least 50% growth without major architectural redesign.
Performance	Vendor to propose measurable response-time and throughput targets for common actions, searches, submissions, evidence operations and integrations.
Localization and accessibility	Armenian is mandatory. Additional languages and the final accessibility standard are design-stage decisions.
Maintainability and exit	Supportable components, documented interfaces, controlled releases, monitoring and a credible transition/export approach.

Unknown sizing data. Peak hourly load, provider-user numbers, documents per case, storage growth and notification volumes are not confirmed. Vendors shall state and justify assumptions, identify cost/capacity drivers and explain how the proposed solution scales.

11. Market-Sounding Estimate Boundaries

Include in indicative implementation estimate	Exclude from requested baseline price
Requirements validation and detailed analysis necessary to implement the stated outcomes.	Platform and third-party licence fees, unless explicitly identified separately.
Solution architecture, user experience and application/service design necessary for the proposed build.	Infrastructure, hosting, hardware, cloud services and environment procurement.
Configuration, development and required custom components.	Data migration and historical-data cleansing/loading.
Application-side integrations, orchestration, security, retry, error and reconciliation logic.	Formal training delivery and training-material production.
Project management and implementation coordination.	Dedicated formal testing workstreams, independent testing and UAT execution; normal developer verification remains included.
Normal developer verification, code review and integration checks inherent in producing working software.	Environment provisioning, production deployment, cutover and go-live execution.

Include in indicative implementation estimate	Exclude from requested baseline price
Configuration of workflows, roles, evidence/provider rules, templates and reports.	Formal final handover-document deliverables beyond implementation documentation necessary for the estimate.
Application packaging and technical readiness for the assumed environment.	Changes to external systems and separately priced optional modules.

Commercial clarity. Vendors must clearly state all inclusions, exclusions, licences, recurring charges, assumptions and conditions that materially affect price or timeline.

12. Preliminary MVP and Full Implementation

12.1 Preliminary MVP

Vendors should propose a coherent Preliminary MVP that demonstrates the end-to-end architecture and the highest-priority mandatory outcomes. The proposal should identify which modules, business processes, integrations, roles and controls are included, what is deferred, and the implications of any proposed change to the baseline.

- At least one representative subject-facing process through the Portal and CMS to SPR Core.
- Automatic case creation/routing and a controlled exception/manual-case pattern.
- An initial provider submission route and clear exception handling.
- Core evidence upload, secure storage, linkage, access and reference handling.
- IAM/SSO, notifications, audit and essential administration/configuration.
- Indicative deployment-ready packaging, capacity assumptions and operational dependencies.

12.2 Full Implementation

The Full Implementation estimate should cover the complete mandatory baseline across all four modules, the approved integration landscape, configuration breadth, onboarding of 10-30 provider organizations, reporting/monitoring, security, scalability and the design-stage decisions under stated assumptions.

Optional modules must be priced separately and excluded from baseline totals.

13. Design-Stage Decisions

ID	Decision / dependency	Required vendor treatment
DSD-01	Final primary-address process, actors, evidence and approvals.	Include configurable capability and state a baseline assumption.
DSD-02	Authorized provider organizations and data categories for direct-to-Core submission.	Include direct-route controls, status/traceability and exception handling.
DSD-03	Final Data Ownership and Approval Matrix.	Support configurable ownership, reviewer, approver, evidence and routing rules.
DSD-04	Human-review and straight-through-processing rules by data category.	Support configurable automated and approval-based processing.

ID	Decision / dependency	Required vendor treatment
DSD-05	Detailed Core and external API contracts, error codes and service ownership.	State assumptions and include interface-definition effort.
DSD-06	Evidence metadata, verification responsibility and visibility rules by document type.	Provide configurable document/evidence governance capability.
DSD-07	Retention periods, exceptions, withdrawal and deletion rules.	Provide configurable lifecycle controls; no silent deletion after processing begins.
DSD-08	Detailed statuses, SLA, pause, escalation, closure and notification rules.	Provide configurable workflow/status/SLA capability.
DSD-09	Final hosting topology, security standards and monitoring integration.	State infrastructure assumptions and dependencies.
DSD-10	Peak transaction, document/storage and notification volumes.	Provide justified sizing assumptions and sensitivity analysis.

Baseline protection. Mandatory configurable capability shall not be treated as optional scope or a chargeable change merely because its final configuration is confirmed during design.

14. Vendor Response Requirements

Response area	Requested information
Understanding of need	Summary of the programme problem, intended outcomes and non-negotiable boundaries.
Proposed solution approach	High-level architecture, major components, technology choices, configuration approach and module boundaries.
Cross-module processing	Approach to subject actions, case-based processing, direct provider submissions, exceptions and evidence.
Integration approach	SPR Core, IAM/SSO, MyData/eGov, notifications, address services, provider systems, evidence and monitoring assumptions.
Security and audit	Identity, access, segregation, data protection, audit protection, security testing and operational monitoring.
Sizing and performance	Capacity model using confirmed baseline volumes and justified assumptions for unknown peaks, evidence and storage.
Preliminary MVP	Recommended scope, sequencing, calendar duration, person-days, team, limitations and total price in AMD with VAT treatment.
Full Implementation	Calendar duration, person-days, team composition, rollout/onboarding approach and total price in AMD with VAT treatment.

Response area	Requested information
Optional scope	Separate effort, duration and price for Authorized Representative, document/certificate issuance and OCR/automatic extraction.
Warranty and support	Separate 12-month scope and price, including incident, maintenance, security-fix and capacity assumptions.
Risks and dependencies	Key Customer, Core, provider, infrastructure, legal and design-decision dependencies; risks and mitigation.
Deviations and alternatives	Any unsupported requirement, proposed alternative, exclusion or condition affecting price or timeline.

14.1 Commercial Response

- Provide all implementation prices in Armenian drams (AMD) and state VAT treatment clearly.
- Provide calendar duration and person-day effort for both Preliminary MVP and Full Implementation.
- Identify team composition, key roles, availability assumptions and any Customer resource expectations.
- Identify platform, product, component, licence, subscription, hosting, storage and support costs separately.
- Provide the 12-month warranty/support proposal separately from implementation totals.
- State the validity period of the indicative response.

15. Module Annex Overview

Annex	Module	Expected coverage
Annex A	SPR Portal	Subject-facing outcomes, approved entry channels, applications, permitted direct updates, evidence responses, status, notifications, security, sizing and vendor response requirements.
Annex B	CMS / Back Office	Case intake/routing, review, decisions, exception/manual processing, Core response handling, SLA, audit, reporting, sizing and vendor response requirements.
Annex C	Data Provider Body Interface	Authorized organization outcomes, UI and system-to-system routes, direct and case-based submission, evidence, correction/status, security, sizing and vendor response requirements.
Annex D	Evidence Document Management Service	Evidence intake, secure storage, metadata, access, linkage, lifecycle, audit, capacity, integration and vendor response requirements.

Consistency rule. The annexes may be estimated separately for transparency, but they form one integrated solution. Shared boundaries, assumptions, security, sizing and commercial instructions in this master document apply to every annex.

Market-sounding principle. Vendors are expected to propose a solution, not reproduce a predefined design. Responses should show how the proposed approach achieves the required outcomes, respects programme boundaries and provides credible effort, timeline, cost and operational assumptions.