

REQUEST FOR EXPRESSIONS OF INTEREST (REOI)

Government IT Services Transformation Initiative (GITS)

Public Notice and Market Consultation Invitation

Information Systems Agency of Armenia (ISAA), on behalf of the Government of the Republic of Armenia

At a glance

Organizer	Information Systems Agency of Armenia (ISAA), on behalf of the Government of the Republic of Armenia
REOI reference	GITS-REOI-2026-01
Project	Government IT Services Transformation Initiative (GITS)
Publication date	17 July 2026
Deadline for clarification requests	21 August 2026, 18:00 Yerevan time (UTC+4)
Deadline for EOI submissions	28 August 2026, 18:00 Yerevan time (UTC+4)
Submission language	English
Submission method	Electronic submission to the official contact email: gits@isaa.am

1. Invitation

The Information Systems Agency of Armenia (ISAA) invites qualified international and local market participants to submit Expressions of Interest in relation to the Government IT Services Transformation Initiative (GITS). **The REOI is intended to support structured market consultation before the final procurement documents are prepared.**

Interested participants may include technology manufacturers and original equipment manufacturers (OEMs), managed service providers, systems integrators, local IT service providers, leasing and financing partners, network and cybersecurity vendors, print and unified communications providers, and consortia or joint ventures capable of delivering the service model described below.

2. Strategic context

GITS is a Government digital transformation initiative designed to move end-user IT environments in public institutions from fragmented, asset-based procurement toward a standardized, secure, and service-based operating model. The intended model will combine lifecycle accountability, measurable service levels, predictable recurring service costs, stronger cybersecurity governance, transparent reporting, and controlled exit or transition arrangements.

The first pilot is expected to cover approximately 1,200-1,300 end users, with an indicative service and lease structure of 36 months, subject to final institutional, legal, budgetary and procurement decisions. These figures are planning assumptions for consultation and do not constitute binding quantities or a commitment to procure.

3. Purpose of this REOI

- **Identify market capability and interest:** understand which market participants can support the GITS service model individually or through a consortium, joint venture, subcontracting or financing structure.
- **Validate the draft procurement approach:** collect feedback on the draft Terms of Reference, conformity tables, service obligations, SLA/KPI framework, security baseline, transition requirements and exit/reversibility approach.
- **Test market realism and proportionality:** identify requirements that may be unclear, restrictive, commercially impractical, costly, difficult to evidence or inconsistent with market-standard delivery models.

- **Improve the future tender package:** reduce the risk of non-responsive tenders, insufficient competition, implementation failure, excessive cost drivers or impractical contract conditions.
- **Map delivery models:** understand feasible models for prime contractor responsibility, OEM participation, local service delivery, leasing/financing, subcontracting, support coverage and scale-up readiness.

4. Scope of the REOI market consultation

The REOI scope covers end-user computing and related managed services for the GITS pilot and possible future scaling. The scope below is provided for market consultation and feedback only. Final scope, quantities, lots, contract structure and procurement method will be determined by the Contracting Authority in accordance with applicable law and final project decisions.

Service domain	REOI status	Indicative coverage for market feedback
Workplace / Workstation-as-a-Service (WaaS)	Core scope	End-user devices, accessories, deployment, configuration, enrolment, asset records, service desk, desk-side support, maintenance, break/fix, replacement, refresh, secure return and data sanitization.
Desktop-as-a-Service / VDI (DaaS)	Core consultation scope, targeted use cases	Virtual desktop and centrally managed desktop service models for relevant user groups, including prerequisites, performance assumptions, security, support and transition requirements.
Managed Network Equipment Services	Core scope	L2 and L3 switches, routers, Wi-Fi access points, NGFW / SD-WAN / Zero Trust related equipment, including installation, configuration, monitoring, support, firmware lifecycle management and secure decommissioning.
Managed Print Services / Printing Equipment-as-a-Service	Optional scope	Network printers and multifunction devices, secure print functions where required, consumables workflow where applicable, maintenance, usage monitoring and reporting.
Managed VoIP, IP Telephony, Meeting Room and Collaboration Equipment Services	Optional scope	VoIP / IP telephony devices, conference room and collaboration equipment, installation, support, inventory control, replacement and service reporting.
Common service obligations	Applicable to all selected categories	Governance, transition-in, service management, service desk, field support, monitoring, reporting, SLA/KPI management, security operations, patch and vulnerability management, acceptance evidence, subcontractor control, pricing transparency, exit and reversibility.

Excluded scope: Microsoft 365, Microsoft Cloud products, licenses, subscriptions, tenant services and related support services are excluded from this REOI and will be handled under a separate workstream. Apple-related scope is also excluded unless separately authorized. Data center services, core hosting services and unrelated central platform services are outside the scope unless expressly stated otherwise in future procurement documents.

5. Who should respond

ISAA welcomes responses from qualified entities capable of acting as a single integrated service provider for the REOI scope, either directly or through a consortium, joint venture, subcontracting arrangement, OEM partnership, leasing/financing partner, or other delivery structure. Respondents should demonstrate the ability to assume end-to-end responsibility for the coordination, delivery, management, support, reporting, security, lifecycle operation, and transition of the in-scope services under one coherent service delivery model.

Where a respondent relies on partners or subcontractors for specific service domains, the response should clearly describe the proposed delivery structure, the role of each participant, and the manner in which single-point accountability would be ensured. ISAA's expectation is that any future contractual model should avoid fragmented

responsibility and should be based on one Prime Contractor or Lead Member bearing full responsibility for integrated service delivery.

- International and local technology manufacturers / OEMs;
- Managed service providers and systems integrators;
- Local IT service providers with public-sector or enterprise support capacity;
- Network, cybersecurity, wireless, firewall and SD-WAN solution providers;
- Print, IP telephony, meeting room and collaboration equipment providers;
- Leasing, financing or device lifecycle financing partners;
- Consortia, joint ventures or prime-contractor led delivery partnerships.

6. Information requested from respondents

Respondents are expected to provide structured information using the forms and matrices included in the REOI package. At a minimum, responses should address:

1. Company or consortium profile, including role, legal status, countries of operation and relevant experience;
2. Service domains covered and proposed delivery model;
3. Capability to act as prime contractor, consortium member, subcontractor, OEM, financing partner or specialist provider;
4. Comments on the Draft Terms of Reference, including service scope, governance, transition, service management, SLA/KPI, security, acceptance, reporting, pricing and exit requirements;
5. Comments on the applicable conformity tables, including feasibility, evidence requirements, cost drivers, restrictive specifications, alternative market-standard approaches and proposed clarifications;
6. Indicative commercial and financing considerations, including recurring service pricing logic, leasing or rental model, transition costs, optional expansion pricing and cost assumptions;
7. Implementation risks, dependencies, prerequisites, market constraints and recommendations for the future procurement package.

7. REOI package documents

The REOI package is expected to include the following documents and annexes:

Document	Purpose
Public REOI Notice	Market-facing announcement and invitation to submit an Expression of Interest.
REOI Information Memorandum and Instructions	Project context, process rules, submission requirements and clarification process.
Draft Terms of Reference	Consultation draft setting out the service model, scope, governance, transition, support, security, acceptance, reporting, pricing and exit expectations.
Conformity Tables	Technical consultation annexes for laptops/end-user devices, network equipment, Wi-Fi, firewalls/SD-WAN, printers and VoIP/conference categories, as applicable.
Vendor Response Forms and Comment Matrices	Standard templates for capability information, TOR comments, conformity-table comments, risks and recommendations.
Integrity, Conflict of Interest and Information Use Declarations	Governance safeguards for transparent and equal treatment during market consultation.

8. REOI status, equal treatment and use of information

- This REOI is a market consultation and expression-of-interest process only. It is not a procurement procedure, not a tender and not a request for binding technical or financial proposals.
- Submission of an EOI does not create any right to participate in a future procurement, any right to be shortlisted, or any expectation of contract award.
- Non-participation in this REOI shall not by itself restrict participation in any future procurement procedure, unless otherwise expressly provided by applicable law and the future procurement documents.
- ISAA and the relevant public authorities may use the information received to refine the procurement strategy, service scope, technical requirements, contract model, market engagement approach and future tender documents.
- Commercially sensitive information submitted by respondents will be handled with appropriate care. Respondents should clearly mark any information they consider commercially confidential and should avoid submitting unnecessary proprietary information.
- All participants will be treated equally. Any clarifications of general relevance may be consolidated, anonymized and shared with all registered participants.

9. Submission and clarification process

Process step	Indicative requirement
Clarification requests	Clarification requests must be submitted in writing through the official clarification channel by [date and time, Yerevan time (UTC+4), to be inserted] . Respondents are encouraged to raise questions on scope, service model, delivery structure, SLA/KPI requirements, conformity tables, contractual assumptions, and submission requirements.
Clarification responses	Responses of general relevance may be issued as a consolidated, anonymized Q&A and shared with all registered participants to ensure transparency and equal access to information.
Market consultation meetings / workshops	Where considered useful by ISAA, one or more online workshops, information sessions, or structured bilateral/collective discussions may be organized with interested vendors to clarify the REOI scope, discuss the draft TOR and conformity tables, and receive market feedback. Any information of general relevance shared during such discussions may be documented and circulated to all registered participants in an anonymized form.
EOI submission	Expressions of Interest must be submitted electronically in English by [End July 2026, 18:00 Yerevan time (UTC+4) – to be confirmed] .
Submission format	Submissions should include the completed REOI response forms, capability questionnaire, TOR comment matrix, conformity table comment matrix, declarations, and any concise supporting documents requested in the REOI package.
Costs	All costs related to preparing and submitting an EOI, participating in clarification processes, and attending any consultation meetings or workshops shall be borne by the respondent. No reimbursement will be made by ISAA.

10. Indicative next steps after the REOI

1. Register interested participants and receive clarification requests;
2. Receive EOIs, completed questionnaires and structured comments on the Draft TOR and conformity tables;
3. Prepare a market capability and feedback summary, including key risks, cost drivers, technical comments and recommended changes;
4. Refine the service scope, technical annexes, qualification principles, SLA/KPI framework, security baseline, commercial model and procurement documentation;
5. Proceed with the next procurement preparation step, subject to internal approvals, legal review, budgetary decisions and applicable procurement rules.

11. Official communication rule and contact points

All communications concerning this REOI must be submitted only through the official contact channel(s) indicated below. Informal or direct communications with other officials concerning the REOI are not permitted. This rule is intended to protect transparency, equal treatment and the integrity of the market consultation process.

Primary contact	Siran Yeganyan, Procurement and Market Engagement Advisor, GITS / ISAA Email: siran.yeganyan@isaa.am Phone: +374 96 886271
Second contact	Vardges Stepanyan, Head of Cloud Transformation, GITS/ISAA Email: vardges.stepanyan@isaa.am Phone: +374 99 472509
Official submission mailbox	gits@isaa.am

12. Closing statement

ISAA encourages interested international and local market participants to review the REOI package and provide practical, evidence-based feedback. The objective is to ensure that the future GITS procurement approach is realistic, competitive, secure, scalable and suitable for Armenia's public-sector operating environment.

Sincerely,

Information Systems Agency of Armenia (ISAA)