

Government IT Services Transformation Initiative (GITS)

Request for Expressions of Interest (REOI)

Information Memorandum and Instructions to Interested Parties

Organizer	Information Systems Agency of Armenia (ISAA), on behalf of the Government of the Republic of Armenia
REOI reference	GITS-REOI-2026-01
Purpose of this document	To explain how interested parties should review the REOI package, submit an EOI, provide structured feedback, and participate in the consultation process.
Submission language	English

Document discipline

This memorandum does not restate the full project background, public announcement, technical specifications, or draft contractual requirements. Those matters are addressed in the Public Notice, Draft TOR, Conformity Tables, and related annexes. This document is the procedural and instructional guide for the REOI process.

1. Role of this Memorandum

This Information Memorandum and Instructions to Interested Parties is issued as part of the GITS REOI market consultation package. Its purpose is to provide practical instructions to interested parties on the status of the REOI, the documents to be reviewed, the information requested from respondents, the clarification and consultation process, and the manner in which submissions may be used by ISAA for procurement preparation.

The memorandum should be read together with, and not as a substitute for, the REOI Public Notice, Draft Terms of Reference, Conformity Tables, response forms, and declarations.

2. Document Structure and How to Use the Package

Document	Function	Expected use
Public REOI Notice	Public-facing announcement of the opportunity, key scope boundary, deadlines, and contact rules.	For general awareness and registration.
Invitation letter / email	Cover communication for direct outreach to local and international market participants.	For communication only; not a separate source of requirements.
This memorandum	Procedural guide explaining how to respond and how the consultation will be managed.	Primary instruction document for respondents.
Draft TOR	Service, governance, delivery, transition, SLA, acceptance, and commercial assumptions proposed for consultation.	Respondents should comment using the TOR Comment Matrix.
Conformity Tables	Technical baseline requirements for specific equipment/service categories.	Respondents should comment using the Conformity Table Comment Matrix.
Vendor Response Workbook	Standard forms for EOI submission, capability information, comments, declarations, and supporting data.	Primary response format.

3. Consultation Context

The REOI follows the first phase of market engagement, which included an initial RFI and preliminary market discussions. ISAA appreciates the participation and feedback received from local vendors, technology partners, and other market participants during that phase.

The present REOI is a more structured consultation step. It seeks formal expressions of interest and targeted comments on the draft service scope, delivery model, conformity tables, SLA/KPI logic, security and reporting obligations, commercial assumptions, and implementation feasibility.

4. Status of the REOI

Non-binding market consultation

This REOI is not a tender, not a request for binding technical or financial proposals, and not a formal prequalification process unless expressly approved and announced under the applicable legal framework. Participation in this REOI does not create any right to be shortlisted, invited, evaluated, or awarded any contract. Non-participation in this REOI shall not by itself restrict participation in any future procurement procedure, unless otherwise expressly stated in future procurement documents and applicable law.

- The REOI is intended to support procurement design and market capability mapping.
- EOI submissions will not be treated as final bids or binding offers.
- All participants must be treated equally and provided access to the same material information.
- Any future procurement will be conducted separately, under its own approved procurement documents and applicable legal framework.

5. Scope Boundary for the REOI

The detailed service requirements are set out in the Draft TOR and the Conformity Tables. For the purposes of this memorandum, the REOI scope is summarized only to define the consultation boundary.

Core scope	Workplace / Workstation-as-a-Service (WaaS), selected Desktop-as-a-Service / VDI profiles, and Managed Network Equipment Services.
Optional consultation areas	Managed Print Services; Managed VoIP / IP Telephony; Meeting Room and Collaboration Equipment as a Service, where relevant to future procurement planning.
Common service elements	Transition, deployment, configuration, service desk, field support, lifecycle management, monitoring, reporting, SLA/KPI management, acceptance evidence, secure return, and exit support.
Expected delivery model	ISAA is testing the feasibility of one integrated service model under one Prime Contractor or Lead Member with end-to-end accountability, including where partners or subcontractors are used.
Excluded scope	Microsoft 365, Microsoft Cloud products, licenses, subscriptions, tenant services, and related support services are outside this REOI. Apple-related scope, data center/core hosting services, and unrelated central platform services are also excluded unless separately authorized.

6. Who May Respond

Responses are welcomed from qualified entities or groups of entities capable of contributing to, or leading, an integrated managed service model within the REOI scope.

- Managed service providers and system integrators with relevant end-user computing, network, support, and lifecycle-management capability.
- Technology manufacturers, OEMs, distributors, leasing or financing partners, and service partners interested in participating directly or through delivery structures.
- Consortia, joint ventures, and subcontracting arrangements, provided that the response clearly identifies the proposed Prime Contractor or Lead Member and explains how single-point accountability would be ensured.
- Local vendors and international firms able to support the Government’s service transformation objectives through a credible delivery, partnership, or support model.

7. Information Requested from Respondents

Information area	Expected response
Expression of Interest	Confirm interest in the REOI scope and indicate the proposed role: Prime Contractor, Lead Member, consortium member, subcontractor, OEM, leasing/financing partner, or other.
Capability information	Provide evidence of relevant experience, delivery capacity, service management maturity, cybersecurity and compliance capability, staffing, local presence or support arrangements, and supply-chain readiness.
Delivery model	Describe how the respondent would organize integrated delivery, partner management, service desk, field support, escalation, monitoring, reporting, and lifecycle accountability.
TOR comments	Identify unclear, restrictive, impractical, high-cost, or market-inconsistent requirements in the Draft TOR and propose alternative wording where appropriate.
Conformity comments	Comment on technical baseline requirements, mandatory/preferred classifications, evidence requirements, interoperability assumptions, availability of compliant models, and cost or lead-time implications.
Commercial feedback	Provide views on recurring service pricing, lease/service payment logic, one-time transition costs, expansion options, indexation, service credits, and volume flexibility.
Risks and assumptions	Identify key legal, operational, implementation, financing, market, cybersecurity, supply-chain, or public-sector delivery risks that should be considered before tender finalization.
Declarations	Submit required integrity, conflict of interest, confidentiality, and information-use declarations using the standard forms, if required.

8. Instructions for Preparing the Response

- Responses must be prepared in English and submitted electronically through the official submission channel stated in the REOI Notice.
- Respondents should use the standard REOI response forms and matrices. Free-form submissions should be limited to concise supporting documents where necessary.
- Comments should be specific, traceable to the relevant TOR section or conformity-table requirement, and should include proposed alternative wording where the respondent considers a requirement unclear, restrictive, or impractical.
- Where confidential commercial or technical information is submitted, the respondent should clearly mark the relevant material as confidential and provide a non-confidential summary where possible.
- Respondents should avoid marketing-only submissions. ISAA is seeking practical feedback that can improve the future procurement package.
- Any proposed partnership, consortium, subcontracting, OEM, distributor, or financing structure must be clearly disclosed.

9. Clarifications, Workshops, and Market Consultation Meetings

Process step	Instruction
Clarification requests	Must be submitted in writing through the official clarification channel by the deadline stated in the REOI Notice.
Clarification responses	Responses of general relevance may be consolidated, anonymized, and shared with all registered participants.
Online workshops / information sessions	ISAA may organize one or more online workshops or information sessions to explain the REOI package, scope, Draft TOR, conformity tables, and response requirements.

Process step	Instruction
Structured discussions	Where useful, ISAA may hold collective or structured bilateral consultations with vendors. Any material information of general relevance may be documented and shared equally with registered participants in anonymized form.
Equal treatment rule	No respondent may receive preferential access to material information or a competitive advantage through participation in any clarification, workshop, or consultation meeting.

10. Review and Use of Submissions

ISAA may review submissions for completeness, relevance, capability mapping, delivery-model maturity, implementation feasibility, commercial insight, cybersecurity and service-management maturity, and the practical value of comments submitted on the Draft TOR and Conformity Tables.

The review will support market analysis and procurement preparation. It will not constitute final tender evaluation, scoring, ranking, or award decision-making.

- Submissions may be used to refine service scope, requirements, conformity-table wording, SLA/KPI thresholds, commercial assumptions, risk allocation, response forms, and future procurement packaging.
- ISAA may prepare an internal or public summary of consultation findings in anonymized or aggregated form.
- ISAA may decide to amend, retain, remove, reclassify, or further test requirements based on the consultation outcome, internal review, legal review, budgetary considerations, and procurement strategy decisions.

11. Submission Checklist

No.	Document / information to submit
1	Completed EOI Submission Form
2	Completed Vendor Capability Questionnaire
3	Completed TOR Comment Matrix
4	Completed Conformity Table Comment Matrix
5	Consortium / subcontractor / partner disclosure, where applicable
6	Integrity and conflict of interest declaration, where applicable
7	Confidentiality and information-use declaration, where applicable
8	Concise supporting evidence, references, certificates, or explanatory documents, where requested or necessary