



ANNOUNCEMENT

OPEN TENDER WITH THE REFERENCE NUMBER “CBA-2025-048” FOR PROCUREMENT OF A SYSTEM FOR AUTOMATING ML/FT AND SANCTIONS COMPLIANCE RISK ASSESSMENT AND MONITORING PROCESSES, AND FOR THE PROVISION OF SYSTEM TECHNICAL SUPPORT AND MAINTENANCE SERVICES FOR THE SYSTEM FOR THE NEEDS OF THE CENTRAL BANK OF THE REPUBLIC OF ARMENIA

ABOUT THE CLARIFICATION OF THE INVITATION

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

The Central Bank of the Republic of Armenia presents below the questions and clarifications dated 28.10.2025 regarding the invitation to the procurement procedure with the code "CBA-2025-048" organized for the purpose of acquiring “A SYSTEM FOR AUTOMATING ML/FT AND SANCTIONS COMPLIANCE RISK ASSESSMENT AND MONITORING PROCESSES, AND FOR THE PROVISION OF SYSTEM TECHNICAL SUPPORT AND MAINTENANCE SERVICES FOR THE SYSTEM” for the needs of the Central Bank of the Republic of Armenia.

1. QUESTION FOR CLARIFICATION

How many administrators are required?

CLARIFICATION

It is anticipated that approximately two to four administrators will be needed to manage operations effectively.

2. QUESTION FOR CLARIFICATION

How many users are working with system on a daily basis and coordinate the ML/TF and Compliance Risk Assessment?

How many users / external users will be required to fill questionnaires à That are the Financial Institutions. Is the participant need to include them with Single Function User License?



CLARIFICATION

All details regarding both internal users (responsible for daily ML/TF and Compliance Risk Assessment activities, 10-50 users) and external users (Financial Institutions submitting questionnaires, 17 banks, 42 credit organizations, 16 payment and settlement organizations, 22 investment companies, and 1 depository) — are provided in the “System Performance and User Interface Requirements” section of the RFP.

3. QUESTION FOR CLARIFICATION

Is the RFP limited to the identification and delivery of a Proof of Concept for a software solution, or does it also include full implementation, integration, training, and post-go-live support?

CLARIFICATION

All information regarding vendor and client responsibilities — including full implementation, integration, training, and post-go-live support — is clearly outlined in the Testing/Validation section (table) of the RFP. Vendors are kindly requested to refer to that section for a detailed breakdown of activities, deliverables, and responsibility allocations.

4. QUESTION FOR CLARIFICATION

Are bidders expected to provide project management and change management services during the implementation?

CLARIFICATION

Yes. A dedicated Project Manager will be assigned by the CBA team to oversee and coordinate the project internally. In addition, bidders are expected to appoint their own Project Manager to support effective coordination and communication throughout the implementation.

5. QUESTION FOR CLARIFICATION

Will the engagement include defining the AML/CFT risk methodology (e.g., risk scoring models, thresholds, and indicators), or will this be provided by the CBA?



CLARIFICATION

The Central Bank of Armenia (CBA) will provide the AML/CFT risk methodology, including risk scoring models, thresholds, and key risk indicators. These will be shared in accordance with the Data Confidentiality and Protection requirements established by the CBA. Vendors are therefore not expected to design or define the core risk methodology but should ensure that the proposed solution is flexible and configurable to incorporate the provided models and parameters.

6. QUESTION FOR CLARIFICATION

Does the current regulatory framework of Armenia fall within the scope of the process model being developed, or will amendments to existing legislation be required to enable the application of AML/CFT, sanctions checks, and related norms?

CLARIFICATION

The proposed SupTech solution will operate fully within the current AML/CFT regulatory framework of the Republic of Armenia. No amendments to existing legislation are required.

7. QUESTION FOR CLARIFICATION

Are the requirements (functional, architectural, non-functional) listed in the RFP final, or will part of the engagement involve reviewing and refining these requirements while identifying suitable vendors or solutions?

CLARIFICATION

All functional, architectural, and non-functional requirements are defined and fixed in the RFP. Vendors are expected to ensure that their proposed solution, implementation plan, and architecture fully comply with these requirements. The engagement does not include reviewing or redefining the RFP specifications. However, during the Testing/Validation and Implementation stages, vendors may provide technical recommendations to optimize configuration and performance — provided these remain within the scope and requirements established in the RFP.



8. QUESTION FOR CLARIFICATION

Who will be responsible for system deployment and integration with the CBA's existing infrastructure — the CBA, the selected vendor, or a third party?

CLARIFICATION

Responsibilities related to system deployment and integration with the CBA's existing infrastructure are defined in the Testing/Validation table of the RFP.

9. QUESTION FOR CLARIFICATION

Is data migration from legacy systems required? If so, what is the estimated data volume and format?

CLARIFICATION

No data migration from legacy systems is required. The solution will utilize existing data sources as specified in the RFP through defined integration and data exchange mechanisms (e.g., APIs, secure file transfer, or other interfacing methods). Vendors should ensure compatibility with these existing data sources and formats as outlined in the RFP.

10. QUESTION FOR CLARIFICATION

What project governance structure will the CBA apply (e.g., Steering Committee, PMO involvement)?

CLARIFICATION

The project will be governed under the CBA's established governance framework, which includes both the Tender Committee and the Steering Committee, depending on the stage and nature of the issues raised.

11. QUESTION FOR CLARIFICATION

Are there dependencies on external vendors or government systems (e.g., tax authority, FIU, registry databases)?



CLARIFICATION

The solution has dependencies on data from the Financial Intelligence Unit (FIU) database (limited) and other internal CBA databases (overall 3), all of which are specified in the RFP. These integrations are entirely within the CBA's internal infrastructure and data environment. The survey tool mentioned in the RFP represents a new component to be introduced under this solution and is not considered an existing dependency. Additionally, there is a requirement to ingest data from standardized file formats (e.g., CSV, XML, JSON, or XLSX) as part of the system's data input and exchange mechanisms.

12. QUESTION FOR CLARIFICATION

To what extent is customization of the solution expected (e.g., workflows, reporting formats, language support)?

Are there specific localization requirements (Armenian language, regulatory templates, etc.)?

Does the CBA require alignment of data models with existing regulatory reporting taxonomies (e.g., XBRL, ISO 20022, national AML templates)?

CLARIFICATION

The RFP specifies the expected level of customization, which primarily concerns configuration rather than core software redevelopment. Vendors should ensure that the proposed solution allows for flexible workflow customization, reporting template configuration, and parameterization of analytical rules in line with the requirements.

Localization is an important consideration. Availability in Armenian language and/or compliance with WCAG 2.1 accessibility standards will be considered an advantage. Strict alignment with international standards such as XBRL is not mandated.

13. QUESTION FOR CLARIFICATION

Will the engagement require onsite workshops, training sessions, or stakeholder presentations?

Is remote implementation and support acceptable, or is onsite presence mandatory at any project stage?

CLARIFICATION

The requirements for onsite workshops, training sessions, and stakeholder presentations are clearly defined in the RFP, including the specific project stages where onsite presence may be required.



In general, remote implementation, communication, and support are acceptable, except for the cases explicitly indicated in the RFP where onsite engagement is necessary to ensure effective coordination, validation, or user training. Vendors should plan their project resources accordingly and reflect these requirements in their implementation approach and timeline.

14. QUESTION FOR CLARIFICATION

What are the preferred technology stacks, integration protocols, and security standards?

CLARIFICATION

Information regarding the technology stack is outlined in the RFP under the sections “**ARCHITECTURAL REQUIREMENTS**,” and “**DESCRIPTION OF FUNCTIONAL REQUIREMENTS**” in Appendix 1.

Details on the integration protocol can be found on **page 69** under the “**REQUIRED FUNCTIONS FOR SYSTEM ADMINISTRATION, INTEGRATION, AND MANAGEMENT**” in Appendix 1.

Information related to security standards is provided on **page 72** the “**SYSTEM SECURITY REQUIREMENTS**” in Appendix 1.

15. QUESTION FOR CLARIFICATION

Are there any restrictions regarding cloud deployment or data residency?

CLARIFICATION

Yes. As explicitly stated in the RFP, cloud-based solutions are not accepted. The system must be deployed entirely on-premises within the Central Bank of Armenia’s secure infrastructure, in full compliance with the CBA’s data residency, confidentiality, and information security policies. All data processing, storage, and access must remain within the CBA’s controlled environment.

16. QUESTION FOR CLARIFICATION

Are the project timelines fixed, or is there flexibility based on bidder recommendations?

What are the key project milestones and acceptance criteria?



CLARIFICATION

All details regarding the expected deliverables and timelines are provided in the “Expected Deliverables and Planned Timelines” section of the RFP. Vendors should align their proposed implementation plan and resource allocation with these established requirements.

17. QUESTION FOR CLARIFICATION

What are the expectations for ongoing technical support and system maintenance?

Is there a minimum required Service Level Agreement (SLA)?

CLARIFICATION

All expectations related to technical support, system maintenance, and minimum Service Level Agreement (SLA) requirements are defined in detail in the “Technical Support and Maintenance Requirements” section of the RFP. Vendors are expected to ensure full compliance with these provisions as outlined in the RFP.

18. QUESTION FOR CLARIFICATION

Are there any specific regulatory certifications or compliance audits required for the solution?

CLARIFICATION

Yes. The required regulatory certifications and compliance audit obligations are explicitly defined in the RFP. Vendors must ensure that their proposed solution fully complies with these specified standards and certifications (e.g., ISO 27001), as outlined in the relevant sections of the RFP.

19. QUESTION FOR CLARIFICATION

Is there a defined budget range for the project?

CLARIFICATION

The budget allocation depends on the proposals and their distribution over the years. A lump sum amount has been set for 2026, but its final approval will be based on the financial proposals.



20. QUESTION FOR CLARIFICATION

What are the payment milestones and terms?

CLARIFICATION

The Bidder shall provide the detailed terms and conditions of payment as part of its financial proposal.

In addition, and in accordance with point 8.6 of the Invitation, if the contract stipulates the provision of an advance payment by the Purchaser, the selected Bidder shall provide the Purchaser with an advance payment security in the amount equal to the advance payment, in the form of a bank guarantee, which must be valid at least until the 30th day, inclusive, after the date of complete performance of all contractual obligations.

21. QUESTION FOR CLARIFICATION

The RFP documentation requests a Manufacturer's Authorization Form (MAF) and information on the existence of a certified service center in Armenia authorized by the manufacturer, or confirmation that the manufacturer provides servicing through a centralized service center.

Could you please clarify whether these requirements apply only to suppliers delivering ready-made software products, or whether they are also mandatory for service providers proposing custom-developed or implementation-based solutions?

CLARIFICATION

Yes, the MAF requirement outlined in the RFP applies to all cases where a service or third-party software-hardware solution is included as a distinct component of the proposal. For example, when a computer is purchased with a pre-installed operating system, confirmation is required that updates for the operating system are available within the relevant region.

22. QUESTION FOR CLARIFICATION

Is it applicable for a foreign legal entity to provide the required bank guarantee issued by a foreign bank? Specifically, must the guarantee be issued by a bank operating in Armenia (an Armenian bank or a foreign bank's branch in Armenia), or would a guarantee from a reputable international bank outside Armenia be generally accepted?



CLARIFICATION

It is not specified from which bank the bank guarantee must be issued. The key requirement is that, if the bid security is provided in the form of a bank guarantee, it must be transmitted through the SWIFT system in accordance with the Invitation.

It is therefore essential that, **if the guarantee is issued by a foreign institution, it be confirmed via an authenticated SWIFT message**, which serves as the standard and recognized method for verifying the authenticity and validity of the bank guarantee.

23. QUESTION FOR CLARIFICATION

A request is made for a brief clarification meeting or call to gain a better understanding of the technical and compliance scope prior to submission. Confirmation is sought regarding the preferred date and time, or the appropriate channel for submitting clarification questions.

CLARIFICATION

At this stage, no meeting or conference call is foreseen as part of the clarification process. In accordance with **Clause 5 (“Clarification of Invitation and Procedure for Making Changes to the Invitation”)** of the RFP, all clarification requests shall be submitted **in writing** to the Tender Committee at procurement@cba.am.

Specifically, as stated in **Sub-clause 5.1**, bidders have the right to request clarifications in writing at least **five (5) calendar days before the deadline** for submission of proposals. As outlined in **Sub-clause 5.2**, the Committee will provide written clarifications within **two (2) calendar days** following receipt of the request. The content of each clarification, together with the corresponding question (excluding the bidder’s identity), will also be published on the official website of the Central Bank of Armenia, under the “Tenders” section, as per **Sub-clause 5.3**.

Accordingly, clarification requests should be submitted in writing, in compliance with the procedure and within the timeframe specified in **Clause 5** of the RFP.

24. QUESTION FOR CLARIFICATION

Confirmation is requested regarding whether a contract negotiation will take place after the submission of all bids.



CLARIFICATION

Negotiation may be conducted only in accordance with Clause 6, Point 6.12 of the Invitation (Reference No. CBA-2025-048).

25. QUESTION FOR CLARIFICATION

In the event that contract negotiations are conducted, clarification is requested regarding the possibility of removing Point 1 from the Application Statement, which requires the bidder to acknowledge that no reservations are applicable.

CLARIFICATION

Contract negotiations may be conducted after official confirmation of the successful bidder; however, such negotiations cannot include any changes to the price or key terms.

*The Secretary of the Tender Committee of the Central Bank of the Republic of Armenia:
Siran Yeganyan*

Purchaser: The Central Bank of the Republic of Armenia