



Central Bank of Armenia

REQUEST FOR EXPRESSION OF INTEREST (REOI)

**Modernization of Armenia's Financial Market
Infrastructure (Next-Gen Messaging & RTGS
Replacement)**

Structured Response FMI Upgrade for Armenia

Contact Information

Central Bank of Armenia
6 Vazgen Sargsyan Street
Yerevan, 0010, Armenia
Email: eps-info@cba.am



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1 Introduction - Structured Response Template for Vendors

To ensure an efficient evaluation process, all vendors are asked to prepare their Expression of Interest (REoI) responses in accordance with the structure set out in this template.

This template is designed to:

- Provide clear guidance on the information the Central Bank of Armenia (CBA) requires at this stage of the procurement process.
- Promote consistency in vendor submissions, enabling an objective and comparable assessment of capabilities.
- Ensure all relevant organisational, functional, operational, and technical details are presented in a concise and standardised manner.

Vendors should complete each section, following the instructions provided, and supply supporting documentation where applicable. Responses should be factual and aligned with the requirements and objectives described in the REoI.



2 Cover Page

2.1 Company Information

- Full Legal Name of Company (as registered)
- Trading Name (if different)
- Company Registration Number (include jurisdiction)
- Country of Registration & Headquarters Address
- Website URL

2.2 Primary Contact for this Submission

- Full Name
- Job Title / Role
- Email Address
- Direct Phone Number (with country code)
- Alternative Contact (optional – in case primary contact is unavailable)

2.3 Submission Details

- Date of Submission
- Components / Subcomponents Responded To (☐ Messaging Service / ☐ Formatting Service / ☐ Orchestration & Routing Service / ☐ Real-Time Gross Settlement (RTGS) Platform)

2.4 Authorised Signatory

- Name
- Title
- Signature
- Date



3 Component Interest Declaration

Instructions:

For each component or subcomponent, select Yes or No in the 'Interest' column.

- If selecting Yes, provide a brief Scope Description / Notes (maximum 30 words).
- Include any relevant dependencies, limitations, or assumptions that could impact delivery.

Component / Subcomponent	Interest	Scope Description / Notes
Messaging Service (part of the Financial Messaging System)	☐ Yes ☐ No	e.g. "Full ISO 20022-AM compliant messaging service with SWIFT integration"
Formatting Service (part of the Financial Messaging System)	☐ Yes ☐ No	e.g. "SWIFT HT to ISO 20022 AM transformations, enrichment, validation"
Orchestration / Routing Service (part of the Financial Messaging System)	☐ Yes ☐ No	e.g. "Dynamic routing with business rule engine and future orchestration extensibility"
Real-Time Gross Settlement (RTGS) Platform	☐ Yes ☐ No	e.g. "RTGS engine, intelligent queuing"



4 Company Overview

Instructions: Please provide concise, information in each section. Where possible, include quantitative details (e.g. number of employees, years in operation, number of central bank projects) to support evaluation.

4.1 Company Profile

- Full Legal Name
- Year Established
- Ownership Structure (e.g. private, publicly listed, government-owned)
- Headquarters Address & Country
- Global Presence (regional offices, subsidiaries, partner network)
- Mission Statement / Strategic Focus (max. 3 sentences)
- Number of Employees (global + relevant business unit)

4.2 Certifications & Compliance

- List all relevant certifications with issuing authority and validity dates (e.g. ISO/IEC 27001:2022).
- Examples: ISO 27001, PCI DSS, SOC 2, ISO 22301, ISO 20022 readiness certification, GDPR compliance.

4.3 Core Services & Specialisations

- Outline your primary business areas and services relevant to this REoI (e.g. financial messaging gateways, RTGS platforms, ISO 20022 migrations, FMI integration).
- Highlight any proprietary products, platforms, or tools.

4.4 Relevant Sector Experience

- RTGS / Market Infrastructure Experience: Describe scope (e.g. messaging platform implementation, system replacement, ISO 20022 migration, cross-border interoperability).
- Years of Experience in RTGS / Market Infrastructure projects: State duration and number of completed implementations.
- Central Bank Engagements: List projects delivered for central banks or similar national infrastructure operators.



5 Functional Requirements

As the list of requirements is quite exhausted, it is possible that you could not consider each requirement in detail in the given time frame. Please list the requirements, which were not considered in your response.

5.1 Messaging Service FR

Section	Requirement	Comments
Message Standards	<i>e.g. ISO 20022 & Format Support</i>	
Messaging Communication		
Interoperability		
Operational Capabilities		

5.2 Orchestration Service FR

Section	Requirement	Comments
Routing & Orchestration		

5.3 RTGS Service FR

Section	Requirement	Comments
Settlement & Liquidity		
Risk, Compliance & Oversight		
Operational Features		

5.4 Formatting Service FR

Requirement Type	Requirement	Comments
Message Format Coverage	Legacy & Custom Format Handling: Ingest AM-HT, batch files (CSV/Excel), and custom XML/JSON with configurable mappings.	
Transformation Logic	Message Enrichment: Enrich message fields (e.g. LEI, UETR) based upon data stored in Central Bank internal systems with the	



Requirement Type	Requirement	Comments
	flexibility of configuring access to such systems and maintain full audit traceability.	
Transformation Logic	User-Friendly Mapping Tools: Provide a no-code/low-code UI for defining transformation logic.	
Transformation Logic		
Message Validation Rules Engine		

5.5 Integration FR

Requirement Type	Requirement	Comments
General Integration Requirements		



6 Non-Functional Requirements

As the list of requirements is quite exhausted, it is possible that you could not consider each requirement in detail in the given time frame. Please list the requirements, which were not considered in your response.

6.1 Non-Functional Requirements

Requirement Type	Requirement	Comments
All Services – Performance & Reliability		
All Services – Resilience & Availability		
Messaging Service specific NFRs		



7 Business Functions / Processes

For each process listed in the table below, select Yes or No in the Support column.

If selecting Yes, provide a concise comment (maximum 100 words) explaining how the process is supported.

Process	Description	Support	Comments
Automated transfer of Xml-based financial messages among two parties	Automatic exchange and routing of ISO 20022-compliant messages (e.g. pacs.008) via the Messaging Gateway and Messaging Hub. Messages are validated, signed, and securely delivered between participants through the central infrastructure.	☐ Yes ☐ No	
Manual capturing of a Customer Credit Transfer	Both business users at participant and CBA side (e.g. non-RTGS entities who have an account with CBA) input payment instructions manually via the web portal interface. Messages are created as pain.001, pass through authorization steps (4- or 6-eyes principle), and are pro-cessed as pacs.008 or as pacs.008 or pacs.004 (Return of Funds) or pacs.002 (Reject payment) by the RTGS Service.	☐ Yes ☐ No	
Manual capturing of a Financial Institution Transfer	CBA or authorized participant users enter interbank transfer instructions manually for direct credit/debit between RTGS accounts.	☐ Yes ☐ No	
Participant / User Management	Functions include user onboarding, role-based access control (RBAC), credentials management, and assignment of privileges	☐ Yes ☐ No	
Administration and Monitoring functions	Based upon integration requirement Web-based Portal described, the platform shall provide web-based administration and monitoring access for the following functions: For the Central Bank: • Administer (add, change, delete) reference data related to market participants • Monitor all activities within the platform • Search for transactions based upon well-defined search criteria e.g. UETR for single transactions or participant id and time window for multiple transactions • Export / download search results to a local Excel-/PDF-document For Market Participants: • Administer business and IT users including their access rights (add, change, delete) under a given SLA for market participant's users	☐ Yes ☐ No	



Process	Description	Support	Comments
	• Monitor incoming and outgoing transactions (payment)		
Queries & Reports	The platform shall provide secure, web-based capabilities for users to query operational and reference data, with flexible search criteria and export options. Queries shall support both real-time and historical data access; results must be available in user-friendly formats. • Query modified data: changed attributes, new values, user, timestamps • Query system time for synchronization • Query incoming and outgoing messages with date/time, direction, type, service, and optional filters • Query reference data for parties or participants, with optional filters	☐ Yes ☐ No	



8 Technical Requirements

As the list of requirements is quite exhausted, it is possible that you could not consider each requirement in detail in the given time frame. Please list the requirements, which were not considered in your response.

8.1 Messaging Service TR

Section	Requirement	Comments
Security	Access Control & Permissions: Must support granular RBAC with dynamic permission management and audit logging for all access events.	
Deployment & Architecture	Deployment Flexibility: Supports on-premise, public/private cloud, and hybrid deployments with minimal configuration changes. Vendors must describe supported models and constraints.	

8.2 Formatting Service TR

Section	Requirement	Comments
Security		
Technical Architecture		

8.3 RTGS Service TR

Section	Requirement	Comments
Security		
Technical Architecture		



9 Expected Deliverables

For each deliverable listed in the table below, select Yes or No in the Support column.

Deliverable Type	Expected Deliverables	Support	Comments
Project Planning	Project Management Plan	☐ Yes ☐ No	
Project Planning	Status Reports	☐ Yes ☐ No	
Requirements Analysis	Business Requirements Document	☐ Yes ☐ No	
Requirements Analysis	Functional Specifications	☐ Yes ☐ No	
Requirements Analysis	Traceability Matrix	☐ Yes ☐ No	
Architecture & Design	Solution Architecture Document	☐ Yes ☐ No	
Architecture & Design	Security Architecture	☐ Yes ☐ No	
Architecture & Design	Integration Design	☐ Yes ☐ No	
Implementation Planning	Implementation Strategy	☐ Yes ☐ No	
Implementation Planning	Release Notes	☐ Yes ☐ No	
Implementation Planning	Deployment Plan	☐ Yes ☐ No	
Testing	Master Test Plan	☐ Yes ☐ No	
Testing	Test Reports	☐ Yes ☐ No	
Testing	Data Migration Validation Report	☐ Yes ☐ No	
Maintenance & Support	System Maintenance Plan	☐ Yes ☐ No	
Maintenance & Support	Incident Logs	☐ Yes ☐ No	
Maintenance & Support	Support Documentation	☐ Yes ☐ No	
Training & Knowledge Transfer	Training Materials	☐ Yes ☐ No	
Training & Knowledge Transfer	User Manuals	☐ Yes ☐ No	
Training & Knowledge Transfer	Knowledge Transfer Strategy	☐ Yes ☐ No	



10 Declaration

Declaration:

I, the undersigned, being an authorised representative of the company named in this submission, hereby declare that:

1. All information provided in this document is, to the best of my knowledge and belief, true, accurate, and complete.
2. I am duly authorised to submit this Expression of Interest on behalf of the company.
3. The company is not aware of any conflict of interest that would affect its ability to perform the services described herein.

Authorised Signatory

- Signature: _____
- Full Name: _____
- Title / Position: _____
- Date: _____
- Company Legal Name: _____
- Company Seal / Stamp (if applicable):