**Answers to the Questions for BH8090-2024-005 – Tender for Website Design and Development**

1. Do you have any preferences regarding the programming languages in which the website will be created?

There are no special preferences for programming languages. All technologies may be acceptable.

2. What technologies and programming languages are used for the government platform.

eGov platform is based on Python.

3. And clarification: did I understand correctly that you expect the completion of work on creating a website within 18 weeks?

Yes, the project is envisaged to be completed in 18 weeks.

4. The project, along with other activities, envisions the creation of a communication

platform for the Medical Ethics Committee. ***Could you elaborate on the components***

***that this communication platform would include?***

According to the requirements (See 1.3 Objectives and key results) the communication platform has the following components:

* The website to ensure publication of the official information about the Medical Ethics Committee's operations (See 2.2 General requirements for the website)
* The CMS to manage the content of the website (See 2.3 Requirements for CMS)
* A platform for communication between the beneficiaries and the Committee will be provided to the Supplier. (See 2.4 General requirements for configuration of e-gov platform) The platform has two main components:
	+ Front-end, which enables submitting applications to the Committee.
	+ Back-end, which manages the application's workflow within the committee and includes functionality to communicate with the applicant by sending feedback and final results to the front end.

The e-gov platform is a no-code constructor that enables the creation of application forms and document workflows.

The supplier is expected to map the end-to-end business processes and draft the detailed forms of the applications. In case, the Supplier prefers to use the e-gov platform provided by the Government, during the implementation, they will receive full support from the platform operator.

Below are examples of such platforms implemented for different state entities: migration.e-gov.am, urban.e-gov.am, health.e-gov.am, nature.e-gov.am, etc.

2. Efficient and secure digitalization of their internal document exchange processes. ***Can***

***you elaborate on this or provide examples of well-known platforms with similar functionality that you would like to see incorporated into this platform?***

Please see above.

3. The supplier should use the platform operated by the Government of Armenia for

digitizing state services. ***Can you provide more information on what is meant by "digitizing state services"? Additionally, could you elaborate on the configurations part and what it entails?***

As mentioned above, the e-gov platform is a no-code constructor that enables the creation of application forms and document workflows.

Configurations in the platform mean incorporating the developed forms and business processes into the platform, which does not require extensive code writing. The Supplier will get full support during the configurations. The main task of the Supplier is to understand the needs of the Medical Ethics Committee, develop structured forms for applications, and map all business processes that the application will go through while being discussed within the Committee.

4. “Compliance of the website with accessibility and digitization standards is approved by

the Ministry of High-tech Industries“: ***Can you name the standards you will use for the acceptance process?***

The Ministry of High-tech Industries published standards, which are available at <https://standards.hightech.gov.am>. (See 1.4 Main legal acts).

5. “The website and the CMS are hosted in Armenia“: ***Will it be ok to host the digital***

***items on providers such as team telecom or ucom? Or will we need to host it on a***

***physical server?***

The Supplier has the discretion to select the hosting option, provided that it complies with the security measures specified in the Terms of Reference (See 3.2.1 Hosting).

6. The business processes of communication between the Committee and the

beneficiaries are mapped using advanced BPMN tools like Lucidchart or equivalent:

***Does this mean we should integrate this tool into the website platform that we build? Can you provide more insight into how it will work?***

No. The Supplier, as a deliverable, provides a detailed business process description of the communication between the committee and the potential beneficiaries. These business process documents should be created with advanced BPMN tools. At a later stage, these descriptions will be used as a guide to configure the e-gov platform. (See 3.3.1 Deliverables).

7. Search functionality. Users should be able to search for content on the website using keywords and filters to find relevant information quickly: ***What kind of content users will be able to search? Would we provide the ability to search in documents?***

The users should be able to search for all information on the website, which will be agreed with MEC. The content of documents is not mandatory to be searchable on the website, however, the e-gov platform (back-end) has such functionality for inner users (MEC members).

8. Processing: The Committee should be able to process the received case in a digital

manner: ***Can you provide the flow of the case, what statuses will it have and what steps it will follow?***

This is the task of the Supplier to investigate the flow of the case and map it in the business process description document. (See 3.3.1. Deliverables)

9. The Committee should be able to notify the beneficiary about the need for resubmission

of the form: ***How will the notifying process work? Will it be an email or notification within the platform?***

It requires different notification channels depending on the case. It can be inner notification within the platform, e-mail, sms, messengers, etc. This functionality is covered in the e-gov platform.

10. Will users on the website have accounts? If so, will they be able to sign up/sign in, have

profile pages, and what actions will they be able to perform besides searching? Are there

any specific requirements for the user registration and verification process?

The users of the website will have accounts in e-gov platform, which is already implemented.

The authentication process implemented in e-gov is compliant with the 572-N Government Decree-“Yesem” authentication portal. For the CMS, it should be also integrated with “Yesem” authentication portal. (See 1.4 Main legal Acts and 2.3 Requirements for CMS).

11. How many languages will the website need to support approximately? How many pages

do you think the website will contain?

At least three languages should be supported.

The number of pages will be defined during the needs assessment phase. (See 3.3.1. Deliverables)

12. In section 2.2, you mention "Flexibility: The website should ensure the possibility of

extending the functionality." Is this a general requirement, or are there specific

functionalities expected to be added in the future?

It is a general requirement. The initial content will be agreed with MEC (See 3.3.1. Deliverables)

13. In section 2.3, you mention "Download and upload features should be supported." ***Can***

***you clarify what types of files or data will need to be downloaded and uploaded?***

The data to be uploaded in the CMS should be available for publishing.

This includes text content, videos, pictures, as well as the Metadata: titles, descriptions, tags for searchability and accessibility.

The same data should be available for download from the CMS.

14. Will there be any analytics in the admin panel regarding website users? Since in section

3.4, you mention "The CMS administrator should be able to enable/disable user

accounts."

The user account should be automatically disabled in case of a prescribed number of failed attempts to log in. (See 3.4 Security requirements).

The main analytics shall be based on Google Analytics (See 2.2 General requirements for the website)

Also, if not implemented in this phase, the system should be flexible to be extended with the requested functionality at the Support phase.

15. Will there be a need for integration with any external systems or databases other than

the "YesEm" National Authentication portal?

Not at this stage.

If not implemented in this phase, the system should be flexible to be extended with the requested functionality at the Support phase. (See 1.4 Main legal acts, 1093-N)

16. For multilingual support, will the translations be provided by the MEC, or will the supplier

be responsible for translating the content?

MEC will provide the content (See 4.1 Assumptions).

17. What type of training materials are expected to be delivered, and in what format? Should

the training be conducted in-person, online, or both?

See 3.5.2 Training materials and approaches.

18. Can you provide more details about the expected reports from the e-gov platform? What specific data and metrics should be included in these reports?

Application forms should be designed to store information in a structured data format. This enables the generation of reports that can combine all possible data elements stored. The e-gov platform supports the creation of these reports.

19. For the support and warranty services, what is the process for reporting and resolving

issues? Is there a specific response time that must be adhered to for addressing reported issues?

The support and warranty plans should be agreed upon during Phase 1 based on reasonable offers and suggestions. (See 3.3.1 Deliverables).

20. What are the exact criteria for the acceptance testing of the website and the e-gov

platform? Are there specific tools or methods that should be used for this testing?

Testing plan should be agreed upon during Phase 1 based on reasonable offers and suggestions. (See 3.3.1 Deliverables).

The acceptance is defined in the Requirements traceability matrix.

(See 5 Requirements traceability matrix).

21. Is there any requirement for the website to be accessible to individuals with disabilities,

in line with WCAG guidelines?

Yes. (See 3.1 User Interface)

22. What are the procedures and requirements for ensuring data privacy and compliance

with the RA Law on Protection of Personal Data?

See 3.4 Security requirements.

23. Can you provide more details about the structured complaints submission process?

What specific information and fields will be required in the submission forms?

This is the task of the Supplier to investigate the flow of the case and map it in the business process description document. (See 3.3.1. Deliverables)

Currently, the Committee receives complaints about violations of ethics in an unstructured way (paper or e-mail), but this should be redesigned, considering the requirement to store information in a structured data format. (See Comments above and 2.1 Overview).

24. Will there be any geographic restrictions on accessing the website and platform, and

how should these be managed?

Network restrictions and website access will be managed by the Government.

25. Will the system need to support any particular document formats for uploads and

downloads, such as PDFs, Word documents, or Excel spreadsheets?

The system should support various formats for the media content mentioned in the website and CMS requirements and not be limited solely to PDFs, Word documents, or Excel spreadsheets. (See requirements 2.2 and 2.3).

26. Are there any branding guidelines or design standards that must be followed for the

website and e-gov platform?

The e-gov platform is ready and there is no need for design.

The website should comply with <https://standards.hightech.gov.am>. (See 1.3 Objectives and key results).

27. Would you prefer a general proposal or a detailed price breakdown for the initial project implementation, warranty, and support/maintenance?

The price breakdown should be presented for each phase of the ToR.

28. Should the provider deploy the project on government servers, or is it sufficient to host it in an environment provided by Armenian agencies?

The Supplier should host the product in Armenia during the whole period of support, which is 36 months. The hosting conditions should be compliant with the Government Decree 1069-N dated 20.10.2016. (See 3.2.1. Hosting)

29. Could you clarify the functionalities the e-government platform should support and what tasks the committee will perform through it? What specific documentation management features are required?

The e-gov platform is a no-code constructor that enables the creation of application forms and document workflows.

The supplier is expected to map the end-to-end business processes and draft the detailed forms of the applications. In case, the Supplier prefers to use the e-gov platform provided by the Government, during the implementation, they will receive full support from the platform operator, EKENG CJSC.

Below are examples of such platforms implemented for different state entities: migration.e-gov.am, urban.e-gov.am, health.e-gov.am, nature.e-gov.am, etc.

Configurations in the platform mean incorporating the developed forms and business processes into the platform, which does not require extensive code writing. The Supplier will get full support during the configurations. The main task of the Supplier is to understand the needs of the Medical Ethics Committee, develop structured forms for applications, and map all business processes that the application will go through while being discussed within the Committee.

30. You mentioned that the committee should be able to create various reports using data collected on the platform. Could you specify which types of data need to be visualized? Knowing the key data points will help us accurately estimate the scope.

Application forms should be designed to store information in a structured data format. This enables the generation of reports that can combine all possible data elements stored. The e-gov platform supports the creation of these reports. The final list of reports will be clarified in the first phase of project implementation; during the needs assessment phase. The MEC will provide the initial types of reports. During the Support period, the report types can be added.

31. The technical requirements are quite detailed, but we need to know the types of pages the website should include. For example, should it have sections like “About Us,” “Contact Us,” “Blog,” etc.?

This is the task of the Supplier to assess the needs of the MEC regarding the published information in the website. (See 3.3.1Deliverables).

32. Do you require a hierarchy and permissions structure for administrators in the CMS?

CMS should implement Role Based Access Control (RBAC) ensuring actions are restricted unless they are explicitly assigned to the user. (See 3.4 Security requirements).

33. Should our proposal include ongoing hosting fees, or only the setup fees for the hosting providers?

The Supplier should host the product in Armenia during the whole period of support, which is 36 months (See 3.2.1. Hosting). There is no need for an indication of fees separately.

34. Could you provide more details about the backup policies you expect to be implemented?

See 3.2.2 Backup policy.

35. Are you able to provide the YES AM and e-government API documentation?

Yes, The Supplier will be provided with the integration documentation with YESEM national authentication platform.

In case, the Supplier prefers to use the e-gov platform provided by the Government, during the implementation, they will receive full support from the platform operator, EKENG CJSC.

36. Could you provide the technical specifications for integrating with the Yes Em National Authentication Portal?

Yes, the documentation is available at <https://ekeng.am/nap.pdf>.

37. What types of forms should the e-government platform support, and what specific data needs to be collected through these forms?

This is the task of the Supplier to develop structured forms for applications, investigate the flow of the case and map it in the business process description document. (See 3.3.1. Deliverables).

Currently, the Committee receives complaints about violations of ethics in an unstructured way (paper or e-mail), but this should be redesigned, considering the requirement to store information in a structured data format. (See 2.1 Overview).

38. Can you outline the detailed workflows for processing forms and handling support requests on the platform?

This is the task of the Supplier to develop structured forms for applications, investigate the flow of the case and map it in the business process description document. (See 3.3.1. Deliverables).

39. What types of reports are required, and how often should they be generated?

Please see the comments above.

40. Are there any preferred tools or technologies for managing backups?

There are no technology preferences. This should be addressed during Phase 1, based on reasonable offers and suggestions, and should be reflected in the Project plan.

41. Should we adhere to the timeframe mentioned in your technical requirements, or should tenderers propose their own timeframe and roadmap?

The timeframe for the implementation of the project is 18 weeks. the alternative timeline can be discussed with the MEC.

42. Contract related questions

For Contract related questions please refer to the Tender File and Act of Engagement. The procedure indicated in the contract is a standard Council of Europe financial regulation that applies to all the contractors interested in the tender procedure. Any amendments to the contract clauses are not welcomed.