Mr. Carel Hofstra

Head of ICMPD office in Armenia

Dear Mr. Hofstra,

In response to your letter dated September 28, 2021, I would like to provide you with some clarifications on our preferences to organize the procurement of queuing machines locally:

1. Procurement of equipment also provides for the purchase of the appropriate software, which must have Armenian interface. As one can reasonably assume, a foreign company will not be able to provide the delivery of fully operational software firmware in Armenian. In addition, the company will have to install and test the software throughout the territory of Armenia, which may cause logistical problems for the foreign company.

2. The purchase and installation of the system also implies the provision of further maintenance, which is preferable to be organized by a company and who installs the system and develops the software. It should also be noted that the installation of such system involves daily based maintenance.



Kind Regards

Armen Ghazaryan