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Armenia Automated Record Management System (ARMS)

Summary Report

SUBMITTED TO

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Armenia Automated Record Management System (ARMS)

Summary Report

DISCLAIMER

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Introduction

In August 2011, USAID/Armenia sought assistance from the Worldwide Support for Trade Capacity Building (TCBoost) project in developing a Web-based case management system for the State Commission for the Protection of Economic Competition (SCPEC). TCBoost partnered with Alfa XP Software LLC, a privately held software development company with experience designing automated systems on several USAID-funded projects throughout Eastern Europe and the former Soviet Union, to design and implement a case management system meeting SCPEC objectives. By June 2012, less than one year from the activity's start, Alfa XP had designed, deployed, tested and made fully operational the Automated Records Management System (ARMS).

By introducing standardization, streamlining and efficiency to the SCPEC, ARMS will better connect SCPEC staff with their customers (external actors) and with each other (internal actors). Armed with more accurate, reliable, up-to-date data on economic entities and laws and regulations, SCPEC staff will also be more knowledgeable and creative, able to prioritize critical rather than clerical tasks. The system will also improve case management, record keeping and reporting within SCPEC, increasing organizational effectiveness. In sum, ARMS can empower SCPEC staff to be more effective protectors of free and open market competition in Armenia. TCBoost has been pleased to partner with USAID/Armenia, SCPEC and other local partners on this important effort. The following report provides a brief background on the ARMS activity, presents activities undertaken to design and implement the system (including procurement and training) and recommends next steps.

BACKGROUND

The SCPEC is an independent government agency established to protect and promote free, open and fair competition, encourage entrepreneurship and defend consumer rights in Armenia. The Commission Statute legitimizes SCPEC's role in helping to implement and enforce the Law on Protection of Economic Competition. That law deems the following business practices to be illegal: anticompetitive agreements, abuse of monopolistic or dominant position, concentration leading to dominant position, unfair competition and state aid that restricts, prevents or prohibits competition.

The SCPEC has an important role to play in increasing private sector competitiveness and economic sustainability; however, the Commission has been hampered by inefficiencies in information technology and management. Several different variations of data handling systems were operating concurrently within the SCPEC; each division had created its own ad hoc systems to support their daily operations. There were also various different means of storing information

operating concurrently within SCPEC. Duplicate data was being stored in multiple different areas, data was not being synchronized, and much of the data was out of date. This lack of linkage and synchronization of data has compromised the ability of SCPEC to effectively carry out its functions.

A key function of SCPEC is to reply to demands for inquiry on competition issues, investigate as appropriate and recommend future courses of action. Inquiries have primarily been submitted and responded to in hard copy format (e.g. letter or fax), which lends itself to inefficiencies. When investigating cases, SCPEC professionals do not have ready access to appropriate data/information from other key players (e.g., the Register of Armenian Companies, the State Revenue Committee, and the Armenian Customs Service. Replies to inquiries and investigation results have been saved in electronic versions on the file server at SCPEC. The Internet web server contained partially information on investigated cases, but was not linked to data within an internal network. The data were transferred and published in manual mode. For identification purposes, those data are carrying only a stamp “SCPEC”. The Internet web server contains mechanisms to deliver support information on dominant economic entities, but it cannot be used due to legal obstacles. SCPEC was clearly in need of improved IT and case management capability to improve analysis and operations.

ACTIVITIES

TCBoost and Alfa XP’s approach to designing and launching ARMS was conducted in four phases: (1) inception; (2) elaboration; (3) construction; and (4) transition.

Phase One: Inception. The inception phase of ARMS development consisted primarily of requirements analysis. In November 2011, Alfa XP experts Sergey Chapkey and Sergiu Tarigradschi traveled to Armenia to work with USAID/Armenia and SCPEC to develop the technical specifications for ARMS. Alfa XP assessed all aspects of the ARMS, including software and hardware needs; budget estimates; connectivity; interface with other government agencies’ systems from which SCPEC will receive information; and interoperability with SCPEC’s current systems and applications. The team also identified key users and main workflows and procedures, developed data input/output forms, and specified formats and interfaces. In the end, the team recommended SCPEC procure an automated business process management system that, at a minimum, would include a:

- Case management system;
- Content repository (“database”); and
- Data analysis and reporting system (“performance dashboard”).

The proposed system would help manage work flows, cases and investigations, and documents by creating detailed and searchable records on companies and products, and enabling SCPEC investigators and methodologists to initiate market research by facilitating inquiries to companies and other economic actors. The system would also increase transparency and accountability by tagging each action/request with personalized PINs and time records, so case flows and investigations could be managed and tracked. With USAID and SCPEC approval, Alfa XP prepared functional requirements and data model specifications for review and approval by the stakeholders.

Phase Two: Elaboration. With the specifications drafted, in December 2011 Alfa XP began the second, or “elaboration” phase of the ARMS project. Alfa XP validated the conceptual model of the proposed software solution for ARMS, system architecture, hardware needs and technical specifications, network architecture and software architecture prepared during the inception phase

and developed a working prototype of the software solution. The working prototype was designed using the latest technologies. AlfaXP used its own Webassembler.NET application platform which allows rapid application development and customization. MS SQL2012 was used for storing data.

All required modules and functionalities were designed and configured. Modules and functionalities included:

- Document management (handles document registration and evidence process through the system)
- Task management module (provides task creation, monitoring and solving. It works with tasks related to registered documents or cases processed by the SCPEC;
- Market data collection and bulk import module [allows specific users to insert market data coming from outside (companies, Customs, tax department) or bulk imports from a specially formatted Microsoft Excel files]
- Cases management module (provides functionality for initiating, processing and monitoring cases. It is based on automated workflow which move case through all specific stages and generates specific tasks to assigned users)
- Sessions management module (provides functionalities for scheduling and managing commission sessions)
- Decisions management module (manages decisions adopted by commission and monitor decision execution, deadlines and appeals)
- Personal calendar (provides schedule of all sessions which specific users must attend, as well as allows users to schedule their own activities)
- Reporting provides basic statistical reports specific to their job;
- Personal workplace provides all needed modules to specific user according to assigned role. Here are some samples of specific functionalities:
 - Market survey collecting for Analytical Department users;
 - Control purchases, monitoring and markets checking for Inspection Department users;
 - Document management for General Department users;
 - Decisions and appeals management for Legal Department users; and
 - Product price monitoring for Monitoring Department users.

During this period, the TCBoost team also submitted the required ADS 548 review documentation for ARMS to the USAID Bureau for Management, Business Consulting and Client Services, Office of the Chief Information Officer. After several rounds of correspondence, the review was successfully completed, making the activity compliant with USG regulations.

Phase Three: Construction. In January 2012, the Alfa XP team returned to Armenia to work with SCPEC to finalize and present the ARMS prototype. This included helping the SCPEC with acceptance testing, by organizing a comprehensive functional walk-through for all system functions as specified in the agreed upon functional test plan (acceptance checklist). This testing was done through one-on-one meetings with key users to learn how system features could be amended or added. The Alfa XP experts also conducted training/extended demos to all groups of users, prepared and translated user manuals (adjusting them as appropriate to reflect stakeholder comment), prepared Armenian-language labels for the system, and reviewed test cases with the SCPEC. This work continued throughout March 2012.

The team also began developing RFPs to solicit bids from local vendors for required hardware and software. After finalizing the list of items with SCPEC and USAID/Armenia, Alfa XP sought six quotes from potential Armenian vendors; in the end the quote from Microring represented the

best value. The equipment procured included computers, notebooks, printers for all core employees' workplaces.

Two high performance servers were provided to commission to host ARMS and one server was provided to host the public website. SCPEC accepted the quality and quantity of this hardware and software in a set of documents, attached as Appendix A.

Phase Four: Transition. In June 2012, Alfa XP experts returned to Armenia to implement the final "transition" phase under the TCBoost scope of work. This deployment assistance was intended to facilitate ARMS use and began transferring ownership to SCPEC. Working with Microring, the team delivered and installed the procured equipment to/for SCPEC, and installed ARMS on the new SCPEC servers and tested. The team also finalized the user manuals and conducted seven training sessions for a total of 44 SCPEC staff. Trainees included representatives from every relevant department. The final list of trainees is attached as Appendix B. Alfa XP expert Sergiu Tarigradschi also delivered a presentation on ARMS at a USAID-sponsored event highlighting the USAID-SCPEC partnership. At the end of this assignment, the Alfa XP team performed the final acceptance test and SCPEC signed the acceptance checklist, effectively approving the ARMS deliverable. The acceptance checklist table of contents and the last page (indicating full signoff by SCPEC) has been included as Appendix C. A fully signed acceptance checklist is available upon request.

DELIVERABLES

As a result of this project, the SCPEC has received the following deliverables:

- a) Compiled, deployed, tested and fully operational version of the ARMS system;
- b) Database (backup)
- c) Source code for the developed software solution;
- d) System guides and user manuals;
- e) Training for more than 40 business users and system administrators;
- f) Fully configured application and database servers;
- g) Equipment – three servers, 40 desktop and 10 laptop computers, two heavy-duty and 12 departmental multifunctional devices (printer/scanner/copier), one color printer, 60 Microsoft Windows 7 licenses and 50 MS Office licenses, 5 Android tablets, one multimedia projector, UPS, 1TB data backup device, network equipment and cabling for 150 points.

RECOMMENDATIONS/NEXT STEPS

Under TCBoost, Alfa XP and their local partners laid a strong foundation for designing and implementing ARMS. There is more work to be done to enhance the system; however, TCBoost has arrived at both the end of its period of performance, as well as its contract ceiling. Below we elaborate on possible activities to be undertaken by Alfa XP under an alternate contract mechanism.

1. *Facilitate data collection from Armenia Customs Service and the State Revenue Committee.* SCPEC periodically collects data from different sources in order to perform market analysis. The ARMS provides them two ways of doing that – manually or by bulk import from a formatted Excel file. This method has a number of issues. First of all, every time SCPEC must officially request this information and wait until file is submitted. Secondly, the data is

not always accurate, nor is the file format. We recommend designing, developing and implementing an additional ARMS module that will automate the procedure of collecting, cleansing, validating, aggregating, storing and preparing this data for analysis on a regular basis.

2. *Facilitate data collection from the Register of Armenian Companies.* Currently SCPEC must rely on companies to provide the data required for analysis and investigation. Usually, the information provided is quite basic; to get a full company profile, an SCPEC employee must view the company profile on the Register's website and manually enter the information into ARMS. SCPEC should seek an agreement with the Register of Armenian Companies to implement an additional module to ARMS that would facilitate an automated procedure (machine-to-machine) of retrieving and processing the companies' data from the Register.
3. *Establish the legal framework to allow collaboration between ARMS and Mulberry.* SCPEC, as a state authority, is obligated to store all their documents in the "Mulberry" document management system managed by Government of Armenia. However, the SCPEC also needs all documents to be accessible from ARMS. To avoid duplication of efforts for scanning and attaching files, we propose to design, develop and implement an integration module that would facilitate seamless data exchanges between ARMS and Mulberry.
4. *Establish e-services for the business community.* The business community plays a very important role in the protection of economic competition. Companies are involved in case processing and also provide important data for market analysis. Currently, companies exchange information on paper, which is slow and can lead to inaccuracies. A special set of e-services should be established for the business community, including a special communication workspace for exchanging case-related notifications, as well as for collecting market data based on SCPEC electronic requests.
5. *Introduce advanced data analytics.* The current version of ARMS provides basic reports and has been integrated with Microsoft Reporting Service to generate custom reports. However, SCPEC needs more analytics which can be provided by implementing OLAP technology. Specific dimensions and cubes should be designed and provided to allow SCPEC to generate advanced analytical reports.
6. *Develop a mobile price monitoring application to run on Android OS (offline).* The SCPEC Monitoring department was provided five tablet PCs to collect price data in the markets. The tablet PCs require 3G connectivity to operate online. Due to the connectivity price and quality, it may not be always cost-effective. As an alternative, we propose to develop a special application which will run on Android OS in offline mode and will synchronize the collected data with the ARMS central database when the officer is back in the office.

Implementing the recommendations above will further increase the efficiency and efficacy of SCPEC to carry out its mandate to protect free and open competition in Armenia. For more information, USAID/Armenia and/or SCPEC should contact Alfa XP.

Appendix A. Acts of Acceptance of Goods by Quality

ԸՍՏ ՈՐԱԿԻ ԸՆԴՈՒՆՄԱՆ-ՀԱՆՁՄԱՆ ԱԿՏ No. 29/12
 Acts of Acceptance of Goods by Quality No. 29/12

ք. Երևան

09 հունիսի 2012թ. Yerevan

09 June 2012

Սույն ակտը կազմվեց առ այն, որ «Alfa XP Web Software Company» LLC և «Միկրոռինգ» ՍՊԸ միջև 2012 թվականի ապրիլի 3-ին կնքված MR-AXP/01 Պայմանագրի (այսուհետ՝ Պայմանագիր) 1.4 կետի համաձայն փորձարկվել են 2012թ. հունիսի 08-ին առաքված և ըստ քանակի ակտով Գնորդի վստահված կազմակերպության՝ ՀՀ Տնտեսական մրցակցության պաշտպանության պետական հանձնաժողովի կողմից ընդունված Պայմանագրի Հավելված 2-ում նշված ապրանքները համաձայն ստորև բերված ցուցակի:

Առաքված ապրանքները, ըստ որակի համապատասխանում են Պայմանագրի պահանջներին: Ապրանքները բոլորովին նոր են, չօգտագործված և գտնվում են աշխատունակ վիճակում:

This Act is made up to state that in accordance with clause 1.4 of the contract number MR-AXP/01 signed on 03 April 2012 between "Microring" LLC and "Alfa XP Web Software Company" LLC (hereinafter the Contract), testing of goods delivered in accordance with Annex 2 to the Contract to the deputed organization of the Buyer - State Commission for the Protection of Economic Competition of the Republic of Armenia on June 8, 2012 and accepted according to the act of acceptance of goods by quantity, is carried out according to the following list.

Delivered products by their quality are in full conformity with requirements of the Contract. Delivered products are absolutely new, have not been previously used and are in working condition.

h/h / No	Քանակը / Qty	P/N	Ապրանքի անվանումը / Product Description
1	1	640015-425	HP DL360-G7 E5606 (Intel® Xeon® E5606 (2.13GHz/4-core/8MB/80W, DDR3-800) RAM 12GB / P410i/512+FBWC 2x600 GB SAS HDD/ DVDRW 1x460W/HP Insight Control ML/DL/BL Bundle E-LTU
2	2	470065-546	HP DL380-G7 E5620 (Intel Xeon 2.40GHz/4-core/12MB/80W, DDR3-1066, HT, Turbo 1/1/2/2) RAM 12 GB RDIMM, 410i/512+BBWC, 2x600 GB SAS HDD / DVD-RW 1x460W/ HP Insight Control ML/DL/BL Bundle E-LTU
3	3	LWA-01161	WinWebSvr 2008R2 SNGL OLP NL
4	2	7NQ-00219	SQLSvrStdCore 2012 SNGL OLP 2Lic NL CoreLic Qlfd
5	1	TS-559 Pro+	Չոպ Սեթեայ ՌԱԻԴ-նաօքիտել ս քյաթյու օտսեքաքի ըյա յեթքիք ըսքօք. Ըքսքյադերնյի Intel D525 1,8 ԴԴք
6	4	ST1000DM003	HDD Seagate 1TB (For Qnap Storage)
7	4	DIR-825	D-Link DIR-825 Xtreme N Dual Band Gigabit Router
8	40	LH120EA	HP P3400 MT i3 2120 500G 2.0G 8 PC
9	40	LV876AA	HP 2011x 20-In LED LCD Monitor
10	40	FQC-04617	Win Pro 7 SP1 32-bit English 1pk DSP OEI DVD
11	20	FQC-04617	Win Pro 7 SP1 64-bit English 1pk DSP OEI DVD
12	50	T5D-00835	Office Home and Bus 2010 English PC Attach Key non-EU/EFTA PKC Microcase
13	19	A6E91EA	HP IDS UMA HM55 NB Base PC / PWT/I / SUSE LINUX 1.0 / i3 380M / 4G / 500G 5400 FX / DIB
14	1	271956911	DELL Inspiron!! Q15R (N5110) Black/switch, 15.6 HD (1366X768) WLED Glare, i3-2330(2.2Ghz,3M), 1GB 525M, 4GB DDR3-1333, SATA 500GB 5400rpm, 8X DVD-/+RW, WLAN 1702+ Bluetooth 3.0, 2xUSB3.0 / 1xUSB 2.0/ 1xUSB2.0(eSATA)/ HDMI/ VGA port/ 8-in-1 Card reader/1M HD Camera/6 cell batt
15	1	CE913A	HP Color Laser Jet Pro CP1025 Printer

Ապրանքները մատակարարվել են պայմանագրով Products are delivered within the period stated in Contract.

սահմանված ժամկետի ընթացքում:

Տվյալ ակտը կազմված է հայերեն և անգլերեն լեզուներով 4 օրինակից, որոնք ունեն հավասար իրավաբանական ուժ:

This act is made in Armenian and English languages in 4 copies, which have the same legal effect.

ԸՆԴՈՒՆԵՑԻՆ / ACCEPTED

ՀԱՆՉՆԵՑԻՆ / DELIVERED

ՀՀ Տնտեսական մրցակցության պաշտպանության
պետական հանձնաժողով
State Commission for the Protection of Economic
Competition of the Republic of Armenia

«Միկրոռինգ» ՍՊԸ
“Microring” LLC

Աշխատակազմի ղեկավար / Head of staff

Տնօրեն / Director

S. Խաչատրյան / T. Khachatryan

Ռ. Մալխասյան / R. Malkhasyan

Աշխատակազմի հաշվապահական հաշվառման
բաժնի պետ - գլխավոր հաշվապահ / Head of
Accounting Division - Chief Accountant

Խ. Կարապետյան /
Kh. Karapetyan

Աշխատակազմի համակարգչային ցանցի և
տեխնիկայի ադմինիստրատոր / Computer network and
technology systems administrator

Վ. Հարությունյան /
V. Harutyunyan

1/2 / Տ. Երզրատչի
ARFA-XP



ԸՍՏ ՈՐԱԿԻ ԸՆԴՈՒՆՄԱՆ-ՀԱՆՁՄԱՆ ԱԿՏ No. 34/12
Acts of Acceptance of Goods by Quality No. 34/12

ք. Երևան

02 հուլիսի 2012թ.

Yerevan

02 July 2012

Սույն ակտը կազմվեց առ այն, որ «Alfa XP Web Software Company» LLC և «Միկրոբինգ» ՍՊԸ միջև 2012 թվականի ապրիլի 3-ին կնքված MR-AXP/01 Պայմանագրի (այսուհետ՝ Պայմանագիր) 1.4 կետի համաձայն փորձարկվել են 2012թ. հուլիսի 02-ին առաքված և ըստ քանակի ակտով Գնորդի վստահված կազմակերպության՝ ՀՀ Տնտեսական մրցակցության պաշտպանության պետական հանձնաժողովի կողմից ընդունված Պայմանագրի Հավելված 2-ում նշված ապրանքները համաձայն ստորև բերված ցուցակի:

Առաքված ապրանքները, ըստ որակի համապատասխանում են Պայմանագրի պահանջներին: Ապրանքները բոլորովին նոր են, չօգտագործված և գտնվում են աշխատունակ վիճակում:

This Act is made up to state that in accordance with clause 1.4 of the contract number MR-AXP/01 signed on 03 April 2012 between "Microring" LLC and "Alfa XP Web Software Company" LLC (hereinafter the Contract), testing of goods delivered in accordance with Annex 2 to the Contract to the deputed organization of the Buyer - State Commission for the Protection of Economic Competition of the Republic of Armenia on July 02, 2012 and accepted according to the act of acceptance of goods by quantity, is carried out according to the following list.

Delivered products by their quality are in full conformity with requirements of the Contract. Delivered products are absolutely new, have not been previously used and are in working condition.

h/h / No	Քանակը / Qty	P/N	Ապրանքի անվանումը / Product Description
1	3	SUA1500RM12U	APC Smart-UPS 1500VA USB & Serial RM 2U 230V
2	4	SC450RM11U	APC Smart-UPS SC 450VA 230V - 1U Rackmount/Tower
3	4	DN-60031	DIGITUS Layer 2 managed Fast Ethernet 24 port Switch, 2 Combo ports
4	1	DC-12202-1	DIGITUS USB-PS/2 Combo-KVM switch, incl. 3 cable sets
5	7	DK-1611-V-305	DIGITUS CAT 6 U-UTP installation cable, raw, Length 305 M, Paper Box, AWG 23/1 Color grey
6	300	A-MO 8/8 SR	Modular Plug, for stranded Round Cable, 8P8C
7	150	DN-9006-N	DIGITUS CAT 6 modular wall outlet, shielded
8	5	DN-91624U	UTP patch panel 24 port cat 6
9	2	CF116A	HP LaserJet Enterprise 500 MFP M525dn

Ապրանքները մատակարարվել են պայմանագրով սահմանված ժամկետի ընթացքում:

Products are delivered within the period stated in Contract.

ԸՍՏ ԶԱՆԱԿԻ ԸՆԴՈՒՆՄԱՆ-ՀԱՆՉՄԱՆ ԱԿՏ No. 29/12

Acts of Acceptance of Goods by Quantity No. 29/12

ք. Երևան

09 հունիսի 2012թ.

Yerevan

09 June 2012

Սույն ակտը կազմվեց առ այն, որ «Alfa XP Web Software Company» LLC և «Միկրոբինգ» ՍՊԸ մինչև 2012 թվականի ապրիլի 03-ին կնքված MR-AXP/01 Պայմանագրի (այսուհետ՝ Պայմանագիր) համաձայն առաքվել է Գնորդի վստահված կազմակերպությանը՝ ՀՀ Տնտեսական մրցակցության պաշտպանության պետական հանձնաժողովին, Պայմանագրի չավելված 2-ում նշված ապրանքների մի մասը համաձայն հետևյալ ցուցակի՝

This Act is made up to state that under contract number MR-AXP/01 signed on 3 April 2012 between "Microring" LLC and "Alfa XP Web Software Company" LLC (hereinafter the Contract), delivery of parts of the goods specified in Appendix 2 to the Contract is carried out to the deputed organization of the Buyer which is State Commission for the Protection of Economic Competition of the Republic of Armenia, according to the following list.

No / No	Qty / Кол-во	P/N	Product Description / Наименование продукта
1	1	640015-425	HP DL360-G7 E5606 (Intel® Xeon® E5606 (2.13GHz/4-core/8MB/80W, DDR3-800) RAM 12GB / P410i/512+FBWC 2x600 GB SAS HDD/ DVDRW 1x460W/HP Insight Control ML/DL/BL Bundle E-LTU
2	2	470065-546	HP DL380-G7 E5620 (Intel Xeon 2.40GHz/4-core/12MB/80W, DDR3-1066, HT, Turbo 1/1/2/2) RAM 12 GB RDIMM, 410i/512+BBWC, 2x600 GB SAS HDD / DVD-RW 1x460W/ HP Insight Control ML/DL/BL Bundle E-LTU
3	3	LWA-01161	WinWebSvr 2008R2 SNGL OLP NL
4	2	7NQ-00219	SQLSvrStdCore 2012 SNGL OLP 2Lic NL CoreLic Qlfd
5	1	TS-559 Pro+	Չոպ Սեթեայ ՌԱԻԴ-նակոպիտել ս քյաթյու օտսեքամի ըլյա յեժտքիք ըիսքօվ. Ըվսքյաըերնյի Intel D525 1,8 ԴԴք
6	4	ST1000DM003	HDD Seagate 1TB (For Qnap Storage)
7	4	DIR-825	D-Link DIR-825 Xtreme N Dual Band Gigabit Router
8	40	LH120EA	HP P3400 MT i3 2120 500G 2.0G 8 PC
9	40	LV876AA	HP 2011x 20-In LED LCD Monitor
10	40	FQC-04617	Win Pro 7 SP1 32-bit English 1pk DSP OEI DVD
11	20	FQC-04617	Win Pro 7 SP1 64-bit English 1pk DSP OEI DVD
12	50	T5D-00835	Office Home and Bus 2010 English PC Attach Key non-EU/EFTA PKC Microcase
13	19	A6E91EA	HP IDS UMA HM55 NB Base PC / PWT/I / SUSE LINUX 1.0 / i3 380M / 4G / 500G 5400 FX /DIB
14	1	271956911	DELL Inspiron!! Q15R (N5110) Black/switch, 15.6 HD (1366X768) WLED Glare, i3-2330(2.2Ghz,3M), 1GB 525M, 4GB DDR3-1333, SATA 500GB 5400rpm, 8X DVD-/+RW, WLAN 1702+ Bluetooth 3.0, 2xUSB3.0 / 1xUSB 2.0/ 1xUSB2.0(eSATA)/ HDMI/ VGA port/ 8-in-1 Card reader/1M HD Camera/6 cell batt
15	1	CE913A	HP Color Laser Jet Pro CP1025 Printer

Մատակարարված ապրանքները, ըստ տեսակների և քանակների համապատասխանում են Պայմանագրի պահանջներին:

Win Pro 7 SP1 32-bit English, Win Pro 7 SP1 64-bit English և Office Home and Bus 2010 English ծրագրերը տեղադրված են HP P3400 MT (LH120EA), HP IDS UMA HM55 NB Base PC (A6E91EA) և DELL Inspiron Q15R (N5110) համակարգիչների վրա, օպերացիոն

Delivered products by their types and quantity are in full conformity with requirements of the Contract.

Win Pro 7 SP1 32-bit English, Win Pro 7 SP1 64-bit English and Office Home and Bus 2010 English software are installed on HP P3400 MT (LH120EA), HP IDS UMA HM55 NB Base PC (A6E91EA) and DELL Inspiron Q15R (N5110) computers, license stickers of operating systems are stuck on

(Handwritten signatures and stamps)

համակարգերի լիցենզիոն պիտակներն ամրացված են համակարգիչների վրա, իսկ Office Home and Bus 2010 English լիցենզիոն պիտակները կցված են համակարգիչներին, որոնց վրա դրանք տեղադրված են:

Ապրանքները մատակարարվել են պայմանագրում սահմանված ժամկետի ընթացքում:

Տվյալ ակտը կազմված է հայերեն և անգլերեն լեզուներով 4 օրինակից, որոնք ունեն հավասար իրավաբանական ուժ:

computers and license stickers of Office Home and Bus 2010 English are attached to the computers on which the software is installed.

Products are delivered within the period stated in Contract.

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ՀԱՆՉՆԵՑԻՆ / DELIVERED

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State Commission for the Protection of Economic Competition of the Republic of Armenia

«Միկրոռինգ» ՍՊԸ
“Microring” LLC

Աշխատակազմի ղեկավար / Head of staff

Տնօրեն / Director

S. Խեչոյան / T. Khechoyan

Ռ. Մալխասյան / R. Malkhasyan

Աշխատակազմի հաշվապահական հաշվառման բաժնի պետ - գլխավոր հաշվապահ / Head of Accounting Division - Chief Accountant

Խ. Կարապետյան /
Kh. Karapetyan

Աշխատակազմի համակարգչային ցանցի և տեխնիկայի ադմինիստրատոր / Computer network and technology systems administrator

Վ. Հարությունյան /
V. Harutyunyan

S. Terigradsehi
Alfe - XP



ԸՍՏ ՔԱՆԱԿԻ ԸՆԴՈՒՆՄԱՆ-ՀԱՆՉՄԱՆ ԱԿՏ No. 34/12
Acts of Acceptance of Goods by Quantity No. 34/12

ք. Երևան

02 հուլիսի 2012թ.

Yerevan

02 July 2012

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No / No	Qty / Кол-во	P/N	Product Description / Наименование продукта
1	3	SUA1500RMI2U	APC Smart-UPS 1500VA USB & Serial RM 2U 230V
2	4	SC450RMI1U	APC Smart-UPS SC 450VA 230V - 1U Rackmount/Tower
3	4	DN-60031	DIGITUS Layer 2 managed Fast Ethernet 24 port Switch, 2 Combo ports
4	1	DC-12202-1	DIGITUS USB-PS/2 Combo-KVM switch, incl. 3 cable sets
5	7	DK-1611-V-305	DIGITUS CAT 6 U-UTP installation cable, raw, Length 305 M, Paper Box, AWG 23/1 Color grey
6	300	A-MO 8/8 SR	Modular Plug, for stranded Round Cable, 8P8C
7	150	DN-9006-N	DIGITUS CAT 6 modular wall outlet, shielded
8	5	DN-91624U	UTP patch panel 24 port cat 6
9	2	CF116A	HP LaserJet Enterprise 500 MFP M525dn

Մատակարարված ապրանքները, ըստ տեսակների և քանակների համապատասխանում են Պայմանագրի պահանջներին:

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Տնօրեն / Director

-----  ----- S. Խեչոյան / T. Khechoyan

 R. Մալխասյան / R. Malkhasyan

Աշխատակազմի հաշվապահական հաշվառման բաժնի պետ - գլխավոր հաշվապահ / Head of Accounting Division - Chief Accountant

-----  ----- Խ. Կարապետյան / Kh. Karapetyan

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-----  ----- Վ. Հարությունյան / V. Harutyunyan

S-hicy

List of participants on ARM System for SCPEC training

12 June, 2012

N	Name of participant	Department
1.	Aida Galstyan	Deputy Head of Staff
2.	Alexander Japaridze	Methodology and programmes elaboration department
3.	Anahit Mikaelyan	International cooperation department
4.	Areg Hovhannisyan	Inspection department
5.	Tiruhi Hoveyan	
6.	Murad Martirosyan	
7.	Anush Stepanyan	General division
8.	Gohar Sahakyan	
9.	Armen Andrikyan	Legal department
10.	Arsen Hovhannisyan	

13 June, 2012, 11:00

N	Name of participant	Department
1.	Aram Ghukasyan	Adviser to the Chairman
2.	Anahit Sardaryan	Legal assistant to the Chairman
3.	Gohar Grigoryan	International cooperation department
4.	Anna Petrosyan	Analysis and Competition assessment department
5.	Vachagan Gasparyan	
6.	Sergey Asaturyan	Methodology and programmes elaboration department
7.	Liana Simonyan	Legal department

13 June, 2012, 14:00

N	Name of participant	Department
1.	Gevorg Hovakimyan	Monitoring division
2.	Husik Vardanyan	

13 June, 2012, 16:45

N	Name of participant	Department
1.	Pavel Ghaltakhchyan	Deputy Chairman
2.	Hrayr Aramyan	Commissioners
3.	Armine Hakobyan	
4.	Ashot Iskandaryan	
5.	Slava Petrosyan	
6.	David Hovhannisyan	Head of Staff
7.	Tigran Khechoyan	

15 June, 2012, 11:00

N	Name of participant	Department
1.	Gayane Sahakyan	Press Secretary
2.	Arman Manaseryan	Analysis and Competition assessment department
3.	Ani Stepanyan	
4.	Manuk Mikayelyan	
5.	Gnel Alaverdyan	
6.	Ashkhen Avanesyan	International cooperation department
7.	Hasmik Aghabekyan	Methodology and programmes elaboration department
8.	Aytsemik Ohanyan	

15 June, 2012, 14:00

N	Name of participant	Department
1.	Rafayel Harutyunyan	Monitoring division
2.	Anna Kostanyan	Methodology and programmes elaboration department
3.	Hayk Karapetyan	Legal department
4.	Lilit Hambardzumyan	
5.	Shushan Sargsyan	
6.	Hayk Vardanyan	Inspection department
7.	Armen Hovhannisyan	
8.	Surik Balasanyan	

15 June, 2012, 16:00

N	Name of participant	Department
1.	Karine Poladyan	International relations department
2.		

Appendix B. List of ARMS System Training Participants

List of participants on ARM System for SCPEC training

12 June, 2012

N	Name of participant	Department
1.	Aida Galstyan	Deputy Head of Staff
2.	Alexander Japaridze	Methodology and programmes elaboration department
3.	Anahit Mikaelyan	International cooperation department
4.	Areg Hovhannisyan	Inspection department
5.	Tiruhi Hoveyan	
6.	Murad Martirosyan	
7.	Anush Stepanyan	General division
8.	Gohar Sahakyan	
9.	Armen Andrikyan	Legal department
10.	Arsen Hovhannisyan	

13 June, 2012, 11:00

N	Name of participant	Department
1.	Aram Ghukasyan	Adviser to the Chairman
2.	Anahit Sardaryan	Legal assistant to the Chairman
3.	Gohar Grigoryan	International cooperation department
4.	Anna Petrosyan	Analysis and Competition assessment department
5.	Vachagan Gasparyan	
6.	Sergey Asaturyan	Methodology and programmes elaboration department
7.	Liana Simonyan	Legal department

13 June, 2012, 14:00

N	Name of participant	Department
1.	Gevorg Hovakimyan	Monitoring division
2.	Husik Vardanyan	

13 June, 2012, 16:45

N	Name of participant	Department
1.	Pavel Ghaltakhchyan	Deputy Chairman
2.	Hrayr Aramyan	Commissioners
3.	Armine Hakobyan	
4.	Ashot Iskandaryan	
5.	Slava Petrosyan	
6.	David Hovhannisyan	Head of Staff
7.	Tigran Khechoyan	

15 June, 2012, 11:00

N	Name of participant	Department
1.	Gayane Sahakyan	Press Secretary
2.	Arman Manaseryan	Analysis and Competition assessment department
3.	Ani Stepanyan	
4.	Manuk Mikayelyan	
5.	Gnel Alaverdyan	
6.	Ashkhen Avanesyan	International cooperation department
7.	Hasmik Aghabekyan	Methodology and programmes elaboration department
8.	Aytsemik Ohanyan	

15 June, 2012, 14:00

N	Name of participant	Department
1.	Rafayel Harutyunyan	Monitoring division
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5.	Shushan Sargsyan	
6.	Hayk Vardanyan	Inspection department
7.	Armen Hovhannisyan	
8.	Surik Balasanyan	

15 June, 2012, 16:00

N	Name of participant	Department
1.	Karine Poladyan	International relations department
2.		

Appendix C. ARMS Functional Test Plan

Functional Test Plan (Acceptance Checklist)

Version 1.0

Generated by Alfa XP Web Software LLC

Project: SCPEC Armenia Automated Records Management System (ARMS)

6/14/2012

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1. System requests the user page.	
2. User logs in the system and proceeds.	
3. User selects an inspection control method to the system request URL.	
4. If user selects the wrong	
1. System displays the error page with the message regarding the need to verify login credentials.	

UC-3, View reports and charts	
1. User requests and views a predefined report	
2. User logs in	
3. User is logged in the system	
4. User selects a report	
5. System displays the report	
6. User views the report	
7. System displays the report	
8. User views the report	
9. System displays the report	
10. User views the report	

Test Case:	UC-42, Manage system dictionaries		
Description:			
Primary Actors:	System Administrator	Executed By:	
Preconditions:		Date Executed:	
Success Guarantees:		Version/Build #:	
Setup:			
Configurations:			
	Main flow		Pass/Fail
1	System Administrator finds and opens record s/he would like to work with;		P
2	System Administrator make the necessary changes to record and selects to save them.		P

Handwritten:
 /S. Borogradseli
 Alfa-XP.

Handwritten:
 K. Poladyan

Handwritten:
 I. H. Aramyan