



RESTRUCTURING PAPER  
ON A  
PROPOSED PROJECT RESTRUCTURING  
OF  
ARMENIA SOCIAL PROTECTION ADMINISTRATION II PROJECT  
APPROVED ON MARCH 24, 2014  
TO THE  
REPUBLIC OF ARMENIA

SOCIAL PROTECTION & JOBS

EUROPE AND CENTRAL ASIA

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**ABBREVIATIONS AND ACRONYMS**

AMD	Armenian Dram
AMS	Application Management System
GoA	Government of the Republic of Armenia
IRI	Intermediate Results Indicator
ISPC	Integrated Social Protection Center
IT	Information Technology
MLSI / MLSA	Ministry of Labor and Social Issues / Ministry of Labor and Social Affairs
MOF	Ministry of Finance
NK	Nagorno-Karabakh
PCU	Project Coordination Unit
PDO	Project Development Objective
PID	Project Implementation Department
PDI	Project Development Indicator
RA	Republic of Armenia
SDR	Special Drawing Rights
UIS	Unified Information System
USS	Unified Social Service



**BASIC DATA**

**Product Information**

Project ID P146318	Financing Instrument Investment Project Financing
Original EA Category Partial Assessment (B)	Current EA Category Partial Assessment (B)
Approval Date 24-Mar-2014	Current Closing Date 31-Oct-2023

**Organizations**

Borrower Republic of Armenia	Responsible Agency
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**Project Development Objective (PDO)**

Original PDO

The proposed Project Development Objectives (PDOs) are to (i) improve social protection service delivery and (ii) strengthen analytical and monitoring and evaluation functions of the agencies delivering social protection benefits and services.

**Summary Status of Financing (US\$, Millions)**

Ln/Cr/Tf	Approval	Signing	Effectiveness	Closing	Net Commitment	Disbursed	Undisbursed
IDA-53980	24-Mar-2014	23-May-2014	29-Oct-2014	31-Oct-2023	20.60	15.95	2.63

**Policy Waiver(s)**

Does this restructuring trigger the need for any policy waiver(s)?

No



## I. PROJECT STATUS AND RATIONALE FOR RESTRUCTURING

### A. Project Status

- 1. The project was originally organized around five components, which were then restructured and two of them were cancelled at certain stages of implementation.** The components support the rolling out of an integrated social services delivery model (including public employment, pension, disability and social assistance benefits and service provision) and the strengthening of the capacity of institutions for reforms in the areas of employment, pensions and social assistance. The original project components are as follows: Component 1: Rolling-Out of Integrated Social Protection Service Delivery; Component 2: Supporting the Implementation of the Employment Strategy by the Government; Component 3: Modernization of the Pension System; Component 4: Strengthening Ministry of Labor and Social Issues' (MLSI)<sup>1</sup> Analytical Capacity and Monitoring and Evaluation Systems; and Component 5: Project Management. In the March 2020 project restructuring, Component 3 was canceled. As per request from the Government of the Republic of Armenia (GoA), Component 2 was also canceled under the subsequent restructuring in October 2020. Both components were cancelled since the different administration at the time did not envisage further financial needs on the Pensions area or the Employment Strategy, and decided to consolidate activities under the first component (e.g. on the IT development and equipment). The cancellations did not have substantive impact on the prospects for achieving the Project Development Objective (PDO), which is in line with the objectives of the Country Partnership Framework 2019-2023, endorsed by the World Bank Group Board of Executive Directors on March 28, 2019. Achievement of the targets for the project development indicators (PDIs) already established under the Results Framework was also not affected.
- 2. Assessment of Implementation Progress.** The project's implementation progress rating is Moderately Satisfactory. Implementation pace has significantly accelerated since last supervision mission in June 2023. According to the Project Coordination Unit's (PCU's) estimates, approximately US\$1.43 million are currently committed under different contracts and, of the US\$2.63 million undisbursed, US\$1.2 million would be left undisbursed (and uncommitted) after project's closure on October 31<sup>st</sup>, 2023. With less than a month of implementation, most activities are on track to be completed before the current project closing date. Under Component 1 ("Rolling-Out Integrated Social Protection Service Delivery"), 27 territorial centers are fully operational and two more are pending the delivery of furniture to start operations. Civil works for the last two centers (Arabkir, Vayk) are in progress to be finalized by October 31, 2023. However, civil works in the Spitak territorial center were delayed due to suboptimal performance of the contractor and despite the close supervision of the PCU and the World Bank team. The mission agreed that the PCU would implement an emergency action plan, together with the contractor, to advance as much as possible on the exterior of the building in Spitak before the end of October 2023. Winter weather permitting, the civil works in Spitak center are estimated to be finalized by early 2024. The Application Management System (AMS), which is the first module of the Unified Information System (UIS) that would facilitate the back-end integration of services, is being piloted in six territorial centers and awaiting the approval of a government decree (expected for first trimester of 2024) to allow for interoperability and become fully operational in the USS territorial centers. Under the original Component 4 ("Strengthening MLSA's Analytical Capacity and Monitoring and Evaluation Systems"), the data collection for the redesign of the vulnerability assessment, as well as the survey to update the project development indicators, were finalized and are in the process of analysis. The work on the project's Implementation Completion and Results Report (ICR) is also at an advanced stage, as most of project activities have already been completed or are in a completion stage.

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<sup>1</sup> The English translation and acronym MLSI were later replaced by Ministry of Labor and Social Affairs (MLSA), which was chosen by the Government as official name.



3. The project has adopted a plan (Annex 1) for the completion of all remaining activities, as well as next steps for the preparation of the ICR.
4. **Progress Towards Achievement of the Project Development Objective (PDO).** The project shows moderately satisfactory performance on progress towards achievement of PDO. Territorial centers financed through SPAPII allow for an integrated delivery of social protection benefits and services in the same location, improving the experience for clients and working staff who, in turn, provide better services. All three PDIs are on track to be achieved, namely: (i) Client participation costs of receiving benefits and services according to the latest (preliminary) survey results, is AMD 1,200, and the target of below AMD 2,476 has been fully achieved (cost is higher than the AMD 709 in 2018, but accounting for inflation over the period 2018-2023, the cost is in fact lower); (ii) Client satisfaction with benefits and services received through existing territorial centers (or Integrated Social Protection Centers, ISPCs) has been at the level of 70 percent and is on track to be substantially met (with end target being “almost all clients satisfied”); (iii) Progress on the increased monitoring and evaluation capacity is notable, with monitoring methodology, passports, and indicators for all social protection programs developed. The survey to update values for the first two PDIs was collected and initial analysis has already provided preliminary updates on project performance, which are to be confirmed over the coming weeks.
5. **The project has been restructured six times.** A 23-month extension was granted in September 2018 to provide sufficient time to complete the civil works for remaining ISPCs and make them operational. In May 2019, the project was restructured to replace the Foreign Financing Project Management Center (FFPMC) as the project implementing agency under the MOF responsible for fiduciary functions, with the newly created PID under MOF. A third restructuring was processed in December 2019 to exclude the Project Implementation Department (PID) as the project implementing agency and transfer the fiduciary responsibilities from the PID to the PCU under the MLSA. In March 2020, a fourth restructuring took place at the request of the MLSA, including another 23-month extension of the project closing date to implement the remaining project activities, cancellation of the original Component 3 a reallocation between the disbursement categories, and changes in the intermediate results indicators and their targets. As per government request under the COVID response activities, a fifth restructuring was processed in October 2020 to cancel US\$ 600,000 and Component 2. The sixth restructuring extended the project by 12 months to reach the current closing date of October 31, 2023, and included some revision of the results framework.
6. This restructuring proposes to extend the closing date of the project by 8 (eight) months, to June 30, 2024, to allow for the implementation of emergency activities in response to the recent crisis in Armenia. With this proposed extension, the total cumulative extension will reach 66 months from the original closing date, and the total project life would be 10 years and 3 months. The proposed restructuring does not entail changes to the PDO, and the proposed new activities fall under the original scope of Component 1.
7. The financial management arrangements under the project are adequate and acceptable to the Bank, and there are no overdue audits under the project. The PDO remains achievable within the extended implementation period and performance of the Borrower and of the implementing agency remain satisfactory.

## B. Rationale for Restructuring

8. **The restructuring will contribute to GoA’s response to the humanitarian crisis affecting the people displaced as a result of the September 2023 Nagorno Karabakh conflict (further background below).** Significant resources and coordinated response are needed to provide basic services and necessities to the displaced people and hosting communities. The restructuring will allow for undisbursed funds under the SPAP II project to be mainly used for material support and specialized vehicles for people with disabilities intended for the needs of the USS territorial centers and other specialized care facilities operated by MLSA. The need is justified by the sharp increase in the number of beneficiaries in territorial centers of receiving communities, as a result of which the number of home visits and immediate support are expected to multiply. The crisis is also expected to lead to an increase in the



number of children and people with disabilities (or reduced mobility) who will be visiting the care centers and the number of elderly who will be accommodated in nursing homes, as a result of which there will be a need to replace worn furniture and buy new equipment to care for the displaced populations in the different facilities.<sup>2</sup> The proposed goods and services will contribute to the provision of better quality, faster and more accessible social services by the USS territorial centers and the MLSA care facilities to both the displaced persons, and to their host communities in the medium and longer term. In some rural areas, the project assistance would not only provide services, but would establish the access to such services that are currently nonexistent.

### **Background**

9. The situation around and within Armenia changed significantly in September 2023, causing internal humanitarian and political crisis. A conflict started on September 19, that subsequently led to a wave of ethnic Armenian people fleeing Nagorno Karabakh into Armenia. Over 100,000 displaced people arrived in Armenia in the course of just one week (UNHCR data as of October 3, 2023), with daily arrivals ranging from around 500 to over 40,000 on September 27, 2023. Half of the displaced people are children (31 percent) or older people (18 percent), and 16 percent are people with disabilities.<sup>3</sup> Government authorities are registering displaced people across the country and identifying their most pressing needs. Most people arrived with very few belongings and required urgent emergency assistance, including food and water, blankets, bedding materials, medical assistance, mental health and psychosocial support, and shelter in the immediate term. With the upcoming winter, access to winter-specific assistance will be particularly challenging for vulnerable groups, such as older persons, and persons with disabilities, as well as women and children. According to the Armenia Refugee Response Plan (UNHCR), key areas of need include provision of specialized services for vulnerable children and caregivers who have suffered from trauma, as well as special care for children with chronic illness or with wounds that occurred during military hostilities, and who are now in post-operative recovery and living with disability.
10. The Government, together with the international and national community, is working to address the most urgent needs, while identifying longer-term response solutions (that is, housing, livelihoods and education) and looking for resources to finance short- and medium-term needs. MLSA, as one of the co-chairs of the Inter-Sector Working Group that leads the humanitarian response, is in charge of the registration of needs, coordinating the short-term support, and designing and implementing crucial measures for the medium and long term to integrate the displaced populations and provide them with livelihood opportunities. During initial registration, intake assessments showed that most displaced people have concerns about access to safe and affordable housing, including about their inability to pay rent and utility costs as a result of increased prices in Armenia. While GoA swiftly responded to provide emergency cash transfer to every displaced individual, and support for rent and utilities for displaced families, focus is now on the medium term, and as a result more in-depth assessments will be taking place in the upcoming weeks to design and implement the response according to the evolving needs of the displaced populations. Further targeted support to vulnerable populations will be required in order to help them access social and employment services, as well as appropriate accommodation. Host community members who have welcomed the displaced families into their homes will also need urgent support.

## **II. DESCRIPTION OF PROPOSED CHANGES**

<sup>2</sup> In the last month, the workload in the USS territorial centers and the care facilities operating under the MLSA has increase drastically to provide emergency support. This strain has been particularly acute for territorial centers and facilities in regions that received the largest numbers of displaced, namely Yerevan (38%), Syunik (16%), Kotayk (8%) and Ararat (7%). Data is from the Armenia Refugee Response Plan, Emergency and Resilience Appeal, October 2023- March 2024.

<sup>3</sup> Armenia Refugee Response Plan, Emergency and Resilience Appeal, October 2023 – March 2024.



- 11. **Closing Date Extension and Change to Implementation Schedule.** This restructuring is in response to the request from the MoF dated October 20, 2023 (attached). The request is to: (a) use the undisbursed amount of approximately US\$1.2 million for urgent activities under the MLSA and its subordinate structures to overcome the crisis created in the country; and (b) extend the closing date by 8 months until June 30, 2024 in order to successfully complete activities planned under the project.
- 12. **Change to Disbursement Estimates.** The project’s disbursement estimates will be adjusted to reflect the planned disbursements to be made over the revised timeframe.
- 13. **Proposed activities and implementation schedule.** The proposed restructuring envisages adding a limited number of activities related mainly to the provision of vehicles adapted for people with disabilities, furniture for care facilities under the MLSA, and duty vehicles for the USS territorial centers (Annex 2). Depending on how the emergency situation evolves and the internal movements of the displaced families take place, other quick-disbursing activities like equipment, systems improvements, or consultancy services may be considered to help meet the country’s needs in relation to the needs of the displaced population.
- 14. **The overall costs of the components (as previously restructured) will remain unchanged.** The activities will fall under the existing scope of the SPAPII and will contribute to its original PDO. The new activities will be integrated as part of the existing Component 1 (“Roll-Out of Integrated Social Protection Service Delivery”). The implementation schedule is also adjusted to include the period needed for the implementation of the new activities, as well as the finalization of some remaining activities from the original implementation plan.
- 15. **Changes to the Results Framework (RF).** There will be no significant changes to the RF, besides the revision of the end date for the target values of the indicators to reflect the new closing date.

III. SUMMARY OF CHANGES		
	Changed	Not Changed
Results Framework	✓	
Loan Closing Date(s)	✓	
Disbursement Estimates	✓	
Implementation Schedule	✓	
Implementing Agency		✓
DDO Status		✓
Project's Development Objectives		✓
PBCs		✓
Components and Cost		✓



Cancellations Proposed		✓
Reallocation between Disbursement Categories		✓
Disbursements Arrangements		✓
Overall Risk Rating		✓
Safeguard Policies Triggered		✓
EA category		✓
Legal Covenants		✓
Institutional Arrangements		✓
Financial Management		✓
Procurement		✓
Other Change(s)		✓
Economic and Financial Analysis		✓
Technical Analysis		✓
Social Analysis		✓
Environmental Analysis		✓

**IV. DETAILED CHANGE(S)**

**LOAN CLOSING DATE(S)**

Ln/Cr/Tf	Status	Original Closing	Revised Closing(s)	Proposed Closing	Proposed Deadline for Withdrawal Applications
IDA-53980	Effective	31-Dec-2018	30-Nov-2020, 31-Oct-2022, 31-Oct-2023	30-Jun-2024	30-Oct-2024

**DISBURSEMENT ESTIMATES**

Change in Disbursement Estimates

Yes

Year	Current	Proposed
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## The World Bank

Armenia Social Protection Administration II Project (P146318)

2014	0.00	0.00
2015	500,000.00	500,000.00
2016	188,630.00	188,630.00
2017	1,685,124.00	1,685,124.00
2018	2,143,559.00	2,143,559.00
2019	1,810,479.00	1,810,479.00
2020	1,582,094.00	1,582,094.00
2021	1,800,000.00	1,800,000.00
2022	2,939,041.00	2,939,041.00
2023	2,500,073.00	3,641,073.00
2024	3,241,000.00	2,100,000.00



Results framework

COUNTRY: Armenia

Armenia Social Protection Administration II Project

Project Development Objectives(s)

The proposed Project Development Objectives (PDOs) are to (i) improve social protection service delivery and (ii) strengthen analytical and monitoring and evaluation functions of the agencies delivering social protection benefits and services.

Project Development Objective Indicators by Objectives/ Outcomes

Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
<b>Improved social protection service delivery</b>							
Client participation costs of receiving benefits and services of ISPCs (for FBP) (Number)		3,026.00	2,786.00	2,786.00	2,476.00	2,476.00	2,476.00
	<p><b>Rationale:</b>  Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</p> <p><b>Action: This indicator has been Revised</b>  A survey was collected to update the value for this indicator and data analysis is ongoing. Initial estimates indicate that the client cost of receiving benefits and services of ISPCs is at AMD1,200.</p>						
Client satisfaction with benefits and services received through ISPCs (Text)		ISPCs being piloted - clients unaware of new services	Some clients satisfied; Areas for improvements identified (as perceived by the clients)	Some clients satisfied; Areas for improvements identified (as perceived by the clients)	Majority of clients satisfied; Suggestions for improvements addressed	Almost all clients satisfied	Almost all clients satisfied
	<p><b>Rationale:</b>  Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</p> <p><b>Action: This indicator has been Revised</b></p>						



Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
<p><i>A survey was collected to update the value for this indicator and data analysis is ongoing. Initial estimates indicate that approximately 70% of clients of ISPCs are satisfied with benefits and services.</i></p>							
<p><b>Strengthened analytical and monitoring and evaluation functions</b></p>							
M&E capacity increased as evidenced by gradual introduction of the M&E system for SP programs (covering the development of a model, indicators, project passports, software) (Text)		5 piloted programs	Develop monitoring passports and indicators for all 81 programs	Develop monitoring passports and indicators for all 81 programs	Develop monitoring passports and indicators for all 81 programs; introduce the respective software changes in M&E electronic system	Develop monitoring passports and indicators for all MSLA programs financed from the state budget; Develop electronic system (receiving reports for all indicators).	Developed monitoring passports and indicators for all SP programs financed from the state budget; developed electronic system (receiving reports for all indicators).
<p><b>Rationale:</b></p> <p><i>Action: This indicator has been Revised</i> <b>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</b></p>							

**Intermediate Results Indicators by Components**

Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
<p><b>Roll-Out of Integrated Social Protection Service Delivery</b></p>							
Number of ISPC facilities refurbished/constructed and equipped (Number)		0.00	9.00	18.00	28.00	24.00	34.00



Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
<p><b>Rationale:</b>  Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</p> <p><b>Action: This indicator has been Revised</b>  The reduction from 2021 target (intermediate target #3) to 2022 target (intermediate target #4) is due to a revision of intermediate targets done in the October 2020 restructuring.</p>							
Number of ISPCs fully operational (Number)		0.00	9.00	13.00	23.00	22.00	30.00
<p><b>Rationale:</b>  Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</p> <p><b>Action: This indicator has been Revised</b>  The reduction from 2021 target (intermediate target #3) to 2022 target (intermediate target #4) is due to a revision of intermediate targets done in the October 2020 restructuring.</p>							
Number of relevant external databases from which ISPC social workers can obtain/check necessary information on-line. (Number)		1.00	1.00	1.00	4.00	13.00	13.00
<p><b>Rationale:</b>  Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</p>							
Direct project beneficiaries (Pensioners) (Number)		507,345.00	536,063.00	504,861.00	493,000.00	496,000.00	587,699.00
<p><b>Action: This indicator has been Revised</b>  <b>Rationale:</b></p>							



Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
<p><i>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response. (Indicator target achieved as of October 6, 2023.)</i></p>							
Female beneficiaries (Number)		301,885.00	303,392.00	308,571.00	301,321.00	303,155.00	351,268.00
Direct project beneficiaries (FBP) (Number)		96,309.00	99,900.00	86,757.00	97,216.00	90,618.00	89,620.00
<p><b>Rationale:</b>  <b>Action: This indicator has been Revised</b> <i>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</i></p>							
Direct project beneficiaries (Number)		88,928.00	84,749.00	87,999.00	84,664.00	81,455.00	87,896.00
<p><b>Rationale:</b>  <b>Action: This indicator has been Revised</b> <i>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</i></p>							
Female beneficiaries (Number)		59,764.00	56,294.00	57,537.00	55,707.00	53,937.00	56,341.00
Number of applications for social services received in fully operational ISPCs (Number)		40,243.00	62,155.00				100,106.00
<p><b>Rationale:</b>  <b>Action: This indicator has been Revised</b> <i>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</i></p>							



Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
<p><i>This indicator was added in the October 2022 restructuring, and therefore only included one intermediate target (intermediate target #1) for December 2022.</i></p>							
Number of applications for socio-medical examination received in fully operational ISPCs (Number)		13,234.00	23,067.00				52,776.00
<p><b>Rationale:</b>  <i>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</i></p> <p><b>Action: This indicator has been Revised</b>  <i>This indicator was added in the October 2022 restructuring, and therefore only included one intermediate target (intermediate target #1) for December 2022.</i></p>							
Number of applications for employment services received in fully operational ISPCs (Number)		2,691.00	5,124.00				6,491.00
<p><b>Rationale:</b>  <i>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</i></p> <p><b>Action: This indicator has been Revised</b>  <i>This indicator was added in the October 2022 restructuring, and therefore only included one intermediate target (intermediate target #1) for December 2022.</i></p>							
<b>Modernization of the Pension System</b>							
Number of SSSS certified staff using electronic pension information system (Number)		0.00	390.00	390.00	395.00		400.00



Indicator Name	PBC	Baseline	Intermediate Targets				End Target
			1	2	3	4	
<p><b>Rationale:</b></p> <p><i>Action: This indicator has been Revised</i> <b>Date for the end target was revised to match the revised closing date of the project of June 30, 2024. The closing date was revised during the October 2023 restructuring, which was approved for refugee crisis response.</b></p>							
<b>Strengthen MLSI Analytical Capacity and Monitoring and Evaluation Systems</b>							
Methodology for collection of qualitative data developed (Text)		Methodology not in place	Methodology being developed	Methodology developed and fully integrated in the monitoring and evaluation system of the MLSI	Methodology fully integrated in the monitoring and evaluation system of the MLSI	Methodology for collection of qualitative data developed	Methodology for collection of qualitative data developed

**Annex 1. Action Plan for Project Completion, as of October 6<sup>th</sup> 2023**

<b>Agreed Actions</b>	<b>Deadline</b>	<b>Description</b>	<b>Responsibility</b>
<b>Territorial Centers</b>			
Civil works in Arabkir	October 27	Completion of civil works	MLSA/PCU
Civil works in Vayk	October 27	Completion of civil works	MLSA/PCU
Civil works in Spitak	October 9-27	Completion of external works, the internal works will continue beyond project closure.	MLSA/PCU
Furniture for Abovyan, Ashtarak TCs	October 9-15	Furniture preparation stage	MLSA/PCU
	October 16-27	Furniture supply by Contractor	
Furniture for Sisian, Vagharshapat, Spitak TCs	October 9-15	Furniture preparation stage	MLSA/PCU
	October 16-27	Furniture supply by Contractor (except for Spitak TC <sup>4</sup> )	
Furniture for Arabkir, Vayk TCs	October 11	Contract signed	MLSA/PCU
	October 11-27	Furniture preparation stage and supply	
Design works for Erebuni TC	October 31	The design is at the Yerevan Municipality waiting for approval, followed by the organization of a public consultation meeting.	MLSA/PCU
<b>Vehicles for the needs of the USS</b>			
Procurement of vehicles for the needs of the USS	October 11	Contract signed	MLSA/PCU
	October 11-27	Supply of the vehicles	
<b>Training of Social Workers</b>			
Training/Educational materials for the USS staff developed	October 25	Submission of final report (manuals with the required 6 modules).	MLSA/PCU

<sup>4</sup> The furniture for Spitak Center will be stored at the Consultant's warehouse and supplied as soon as the civil works are completed.





E-learning training platform developed and operational	Cancelled (the decision of the "Digitization Committee" is necessary for the approval of the budget for this activity. When the approval is received, it is no longer realistic to implement this activity within the Project active period.)		
<b>Unified Information System</b>			
Works related to the UIS	October 9-15	Finalizing Pilot operation	MLSA/PCU
	October 16-22	VxSoft (contractor) presenting phase 4 report to the MLSA Acceptance committee.	
	October 23-27	Signing the one-year service level agreement, finalizing the contract with VX soft.	
Cyber security audit of the UIS	To be cancelled (the selected Consultant has submitted a non-compliant technical proposal)		
<b>Monitoring and Evaluation</b>			
HMT pilot survey	October 9-15	Acceptance of the final stage report by the Ministry's working group	MLSA/PCU
Survey of project indicators	October 9-15	Acceptance of the final stage report by the Ministry's working group	MLSA/PCU
Data analyst for the SPAP II project survey	October 9-15	Outline of the final report	MLSA/PCU
	October 16-22	Comparative analysis table/graph of key questions based on databases of 2018 and 2023	
	October 23-27	Final comprehensive report and a slide show (Power Point Presentation) (in Armenian)	
	October 28-30	Final Comprehensive Report (in English)	
<b>Other actions</b>			
Completing the final project report for the ICR	November 30, 2023		MLSA/PCU
Share project Audit TORs	October 16		MLSA/PCU
Share brief note on the safeguards Arabkir case	October 16		MLSA/PCU



**The World Bank**

Armenia Social Protection Administration II Project (P146318)

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**Annex 2. Proposed new activities and estimated cost**

<b>Proposed Activity</b>	<b>Estimated Cost (US\$)</b>
Vehicles adapted for people with disabilities (12-15 seats)	225,000
Vehicles for children with disabilities attending care facilities	282,000
Duty vehicles for the needs of the USS territorial centers	200,000
Specialized equipment and furniture for care facilities	350,000
Project management staff	137,000
<b>Estimated total</b>	<b>1,194,000</b>