



SERVICE LEVEL AGREEMENT

1. INTRODUCTION

This Service Level Agreement (SLA) is drawn up between the

Intellectual Property Agency of the Republic of Armenia, Government House 3, Republic Square, Yerevan 0010, Republic of Armenia

and the

World Intellectual Property Organization (WIPO), 34 chemin des Colombettes, 1211 Geneva 20, Switzerland

hereinafter referred to as “the Parties”

with regard to establishing and developing Technology and Innovation Support Centers (TISCs) in the Republic of Armenia.

2. PURPOSE

In particular, this SLA clarifies and determines the roles and responsibilities of the Parties with respect to establishing and developing TISCs in the Republic of Armenia.

3. PROJECT DOCUMENT

A project document is annexed hereto and includes:

- a summary of the background to the project;
- an indication of the objectives and expected outcomes, outputs, and inputs for the project;
- a schedule for the implementation of activities; and
- a schedule for reporting on progress.

At least one indicator is provided for each objective and expected outcome and for each expected output, as appropriate.

4. CONTRIBUTIONS AND IMPLEMENTATION

Resources will be allocated and activities implemented by the Parties in accordance with the annexed project document, subject to availability of human and financial resources.

5. MONITORING AND EVALUATION

The Intellectual Property Agency will continuously monitor the development of TISCs in the Republic of Armenia and communicate the results of its monitoring activities to WIPO in accordance with the schedule for reporting on progress included in the annexed project document.

6. CONTACT POINTS

The Parties will designate a contact point to facilitate communication on matters related to the implementation of this SLA and will keep each other informed of changes in the designed contact point.

The contact point for the Intellectual Property Rights Center of Armenia (IPRC) is:

Mr. Sarkis E. Knyazyan
Chairman, Board of Trustees
Intellectual Property Rights Center of Armenia (IPRC)
9 Alex Manoukian Street, Yerevan 0070
Republic of Armenia
Tel.: +37455511103
E-mail: sarkis@ipr-center.org

The contact point for IPRC will also act as the coordinator/focal point of the national TISC network.

The contact point for WIPO is:

Innovation and Technology Support Section
World Intellectual Property Organization
34, chemin des Colombettes, 1211 Geneva
Switzerland
Tel.: +41 22 338 70 74
Fax: +41 22 338 81 30
E-mail: tisc@wipo.int

7. DURATION, TERMINATION AND AMENDMENT

This SLA will remain in force for two years, unless written notice is given by either party to terminate the SLA earlier. Otherwise, the SLA will be automatically renewed for a period of one year or until one of the two parties terminates the SLA. Particular consideration will be given to monitoring and evaluation results in this context.

Any Party may at any time terminate this SLA by giving the other Party written notice two months in advance. In such a case, unless otherwise agreed, obligations previously incurred will not be affected.

This SLA, including the annexed project document, may be amended at any time by mutual consent of the Parties, expressed in writing.

8. DISPUTE SETTLEMENT

The Parties agree to use their best efforts to resolve any dispute that may arise under or in connection with this SLA and its Annexes amicably and through good faith negotiations.

9. PRIVILEGES AND IMMUNITIES

Nothing in or relating to this SLA shall be deemed a waiver of any of the privileges and immunities of WIPO in conformity with the Convention on the Privileges and Immunities of the Specialized Agencies approved by the General Assembly of the United Nations on November 21, 1947, and with the provisions of the Agreement between the Swiss Federal Council and WIPO to determine the Organization's juridical status in Switzerland of December 9, 1970, and of the Implementation Arrangement of the same date related thereto.

10. ENTRY INTO FORCE

The current SLA enters into force on signing by both parties.

In Geneva, on March 16, 2018

For the Intellectual Property Agency



Mr. Yerem Chakhoyan
Deputy Head

For the World Intellectual
Property Organization
(WIPO)



Mr. Francis Gurry
Director General

**ESTABLISHMENT OF TECHNOLOGY AND INNOVATION
SUPPORT CENTERS IN ARMENIA**

PROJECT DOCUMENT

1. SUMMARY	
Title:	Technology and Innovation Support Centers in Armenia
Project Duration:	January 2018 to December 2018
Brief Description of Project:	<p>The Government of Armenia acknowledges the importance of creation, protection and commercialization of intellectual property in the Republic of Armenia. It also recognizes the importance of promotion and stimulation of scientific and innovation activities in Armenia that are expected to lead to economic growth and development. Such activities require, inter alia, access to and efficient exploitation of technology information.</p> <p>The objective of this project will be to increase the efficiency of research and development by organizations in Armenia by strengthening the institutional capacity of Technology and Innovation Support Centers (TISCs) to provide services to these organizations.</p> <p>The project will be implemented by the Government of Armenia through the Armenian Intellectual Property Agency (AIPA) in partnership and with the support of the World Intellectual Property Organization (WIPO) and the Intellectual Property Rights Center of Armenia (IPRC).</p>

2. PROJECT FRAMEWORK

2.1. Introduction

The Government of Armenia has repeatedly expressed its desire to convert the country's economy into a knowledge-based economy. In its 2011 Strategy on Intellectual Property Rights the Government acknowledged that: *"[a]n adequate IPR system is one of the pillars for a knowledge-based economy."* It further *"... acknowledge[s] the importance ... of IPR for ... promotion of creativity, research and technical advancement..."*

It is important to note however, that technical advancement is possible, only if people involved in such creative activities and research have full access to the most recent technical and technological (patent) information. The establishment and efficient operation of Technology and Innovation Support Centers (TISCs) in Armenia aim to fill that gap and provide access to the global patent information, which is critical for almost all creative activities, research and development.

At the initial stage of the project, three local institutions will establish TISCs at their premises: (1) the National Polytechnical University of Armenia; (2) the American University of Armenia (AUA); and 3) the Intellectual Property Rights Center of Armenia (IPRC). The Polytechnical University and AUA will provide technology and innovation support services to their respective faculty and researchers. IPRC aims to provide similar services to individual researchers and inventors, as well as other interested research and development institutions, unless the latter decided to establish their own TISCs.

2.2 Objectives

The overall objective of the project is to increase the efficiency of research and development by public and private universities and R&D centers, start-ups, and incubators in Armenia.

Indicator: Number of patent applications filed by resident applicants per million Armenian dram in national research and development expenditure

Baseline: 0.0104 (121 patent applications filed by resident applicants per 11661.7 million Armenian dram) in 2014

Target: 0.013 by 2019

Source: WIPO Statistical Database; UNESCO Statistical Database

2.3. Outcomes

The project will strengthen the institutional capacity of TISCs to provide the following services for public and private universities and R&D centers, start-ups, and incubators: (1) training on patent search; (2) patent drafting; and (3) consultation on patent prosecution.

Indicator: Number of training activities on conducting patent searches carried out by TISCs per year

Baseline: None in 2017

Target: 1 in 2018; 3 in 2019

Source: TISC reports

Indicator: Number of consultations on patent drafting or patent prosecution at TISCs per year
Baseline: None in 2017
Target: 10 in 2018; 20 in 2019
Source: TISC reports

2.4. Outputs

In order to successfully address the objectives and outcomes of the project, TISCs and their stakeholders in Armenia need to acquire relevant skills, knowledge and technical resources. In particular, TISCs and their stakeholders will acquire: (1) advanced knowledge and skills in conducting patent information searches in commercial and free patent databases, as well as in scientific and technical literature; IP rights; IP asset management; patent filing procedures; (2) access to commercial and free patent databases.

Indicator: Percentage of TISC staff having successfully completed WIPO Academy Distance Learning Courses DL-301, DL-318, and DL-450.

Baseline: None in 2017
Target: 80 percent in 2018
Source: WIPO Academy statistics

3. PROJECT ACTION PLAN

3.1 Activities

On-site or distance learning training for TISC trainers and TISC staff on:

1. using free and commercial patent search tools and databases, as well as scientific and technical literature for conducting patent information searches and identifying the state of the art technologies;
2. drafting and filing national, Eurasian and PCT patent applications;
3. international treaties in the field of IP;
4. IP asset management and identifying partners for commercialization.

3.2 Activity Schedule

	Activity	Planned date
1.	Distance learning	
1.1	WIPO Academy Distance Learning Course DL-301 (Patents)	Q2 2018
1.2	WIPO Academy Distance Learning Course DL-318 (Patent Information Search)	Q4 2018
1.3	WIPO Academy Distance Learning Course DL-450 (IP Management)	Q4 2018
2.	Onsite training	
2.1	Advanced training for TISC staff on patent search using commercial and free patent databases (WIPO)	Q2 2018
2.2	Training for TISC staff on drafting patent and utility model applications (AIPA and Eurasian Patent Office)	Q2 2018
2.3	Training on IP commercialization and IP policies (TISC network in the Russian Federation)	Q3 2018
3.	Access to patent databases and scientific and technical content	
3.1	Participation by TISCs in Access to Research for Development and Innovation (ARDI) program	Q1 2018
3.2	Selection of commercial patent database(s) for TISCs available through the Access to Specialized Patent Information (ASPI) program	Q1 2018
3.3	Participation by TISCs in Access to Specialized Patent Information (ASPI) program	Q1 2018

3.3 Evaluation and Reporting Schedule		
	Activity	Planned date
1.	Collection of statistical data	
1.1	Completion by TISC staff of WIPO Academy Distance Learning Course DL-301	Q2 2018
1.2	Completion by TISC staff of WIPO Academy Distance Learning Courses DL-318 and DL-450	Q4 2018
1.3	Number of training activities on conducting patent searches carried out by TISCs in 2018	Q1 2019
1.4	Number of consultations on patent drafting or patent prosecution at TISCs in 2018	Q1 2019
2.	Interim report	Q1 2019
3.	Collection of statistical data	
3.1	Number of training activities on conducting patent searches carried out by TISCs in 2019	Q1 2020
3.2	Number of consultations on patent drafting or patent prosecution at TISCs in 2019	Q1 2020
3.3	Number of patent applications filed by resident applicants per million Armenian dram in national research and development expenditure in 2019	Q1 2021
4.	Final report	Q1 2021