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Resilient nations.

## REQUEST FOR PROPOSAL (RFP) RFP 0100/17

NAME & ADDRESS OF FIRM	DATE: November 16, 2017
	REFERENCE: Yerevan resident's survey on services related to the concept of green city

We kindly request you to submit your Proposal for the **Yerevan resident's survey on services related to the concept of green city (the detailed TOR is attached separately as Annex 1a)**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals need to be submitted on or before Friday, **30 November 2017, 4:00pm** local Yerevan time (GMT +4) via email, courier mail to the address below:

[Tenders.armenia@undp.org](mailto:Tenders.armenia@undp.org)

or

**United Nations Development Programme / UNDP**  
14 Petros Adamyan St., Yerevan 0010, Republic of Armenia

***Please note that proposals received through any other e-mail address will not be considered. E-mail transferred file size should not exceed 5Mb. Proposal can be submitted by multiple portions.***

**Your Proposal must be expressed in the English**, and valid for a minimum period of 60 calendar days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,  
Procurement Unit  
UNDP Armenia

## Description of Requirements

Context of the Requirement	<b>Yerevan resident's survey on services related to the concept of green city</b>
Brief Description of the Required Services <sup>1</sup>	Please see attached Terms of Reference (TOR), Annex 1a
List and Description of Expected Outputs to be Delivered	Please see attached Terms of Reference (TOR), Annex 1a
Person to Supervise the Work/Performance of the Service Provider	Climate Change Program Coordinator UNDP Armenia
Frequency of Reporting	As needed
Target start date	December 10, 2017
Latest completion date	February 10, 2018
Travels Expected	<input checked="" type="checkbox"/> Not Required
Special Security Requirements	<input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input checked="" type="checkbox"/> Not Required
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input checked="" type="checkbox"/> Local Currency (AMD)
Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 60 days

<sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

	In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.													
Partial Quotes	<input checked="" type="checkbox"/> Not permitted													
Payment Terms <sup>3</sup>	<table border="1"> <thead> <tr> <th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr> </thead> <tbody> <tr> <td>Finalized methodology, timeline and questionnaire of statistical sample survey to be performed in Yerevan; discuss and reach consent on them with the Project.</td><td>30%</td><td>December, 2017</td><td rowspan="3">Each payment will be done within fifteen (15) days in 3 instalments, upon timely completion of respective Outputs and their acceptance by UNDP based on the signed acceptance acts and narrative reports for each deliverable.</td></tr> <tr> <td>Electronic database of the survey is compiled and submitted.</td><td rowspan="2">70%</td><td colspan="2" rowspan="2">February 2018</td></tr> <tr> <td>Submitted final analytical report in hard copies (10) both in Armenian and English and electronic versions, based on the survey results incorporating all comments.</td></tr> </tbody> </table>	Outputs	Percentage	Timing	Condition for Payment Release	Finalized methodology, timeline and questionnaire of statistical sample survey to be performed in Yerevan; discuss and reach consent on them with the Project.	30%	December, 2017	Each payment will be done within fifteen (15) days in 3 instalments, upon timely completion of respective Outputs and their acceptance by UNDP based on the signed acceptance acts and narrative reports for each deliverable.	Electronic database of the survey is compiled and submitted.	70%	February 2018		Submitted final analytical report in hard copies (10) both in Armenian and English and electronic versions, based on the survey results incorporating all comments.
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Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Climate Change Program Coordinator UNDP													
Type of Contract to be Signed	<input type="checkbox"/> Purchase Order <input type="checkbox"/> Institutional Contract <input checked="" type="checkbox"/> Contract for Professional Services / Contract for Services <input type="checkbox"/> Long-Term Agreement <sup>4</sup>													
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.													
Criteria for the Assessment of Proposal	<b><u>Technical Proposal (70%)</u></b> <input checked="" type="checkbox"/> Expertise of the Firm : <b>Maximum obtainable points: 30</b> <ul style="list-style-type: none"> <li>- Experience performing wide scale statistical surveys and analyses in the field of energy consumption as well as experience with international projects (max sub-score: 15)</li> </ul>													

<sup>3</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	<ul style="list-style-type: none"> <li>- Professional experience: Experience with surveys in Yerevan city related to the communal services (max sub-score: 15).</li> <li>- Working experience in UNDP-GEF projects is an asset</li> </ul> <p><input checked="" type="checkbox"/> Methodology and work plan the organization envisages for the task implementation: <b>Maximum obtainable points: 30</b></p> <p>- Task implementation approach, including detailed description of implementation methods and milestones the steps to carry out the proposed task; a detailed work plan with timelines for the Deliverables/Outputs (max score: 30).</p> <p>-</p> <p><input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel: <b>Maximum obtainable points: 40</b></p> <ul style="list-style-type: none"> <li>• Task Leader with 7 year working experience in planning and implementation of large scale surveys - (max sub-score: 20).</li> <li>• Specialists in statistics experienced in sampling, database development and data management (5 years of experience) (max sub-score: 10).</li> <li>• Economists with 5 year working experience in socio-economic studies and analysis - (max sub-score: 10).</li> </ul> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<p><input checked="" type="checkbox"/> One and only one Service Provider</p> <p><input type="checkbox"/> One or more Service Providers, depending on the following factors:</p>
Annexes to this RFP <sup>4</sup>	<p><input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2)</p> <p><input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3)<sup>6</sup></p> <p><input checked="" type="checkbox"/> Detailed TOR (Annex 1a)</p> <p><input type="checkbox"/> Others<sup>5</sup> <i>[pls. specify]</i></p>
Contact Person for Inquiries (Written inquiries only) <sup>6</sup>	<p>Procurement Unit, UNDP Armenia</p> <p><a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a></p> <p>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</p>
Other Information <i>[pls. specify]</i>	

<sup>4</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>5</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<sup>6</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

## TERMS OF REFERENCE FOR PROVIDING PROFESSIONAL SERVICES

### I. General Information

**Service Title:** Yerevan resident's survey on services related to the concept of green city

**Customer:** UNDP in the framework of "Green Urban Lighting" UNDP-GEF/00074869 (GUL) and "Development of Armenia's Fourth National Communication to the UNFCCC and Second Biennial Update Report" UNDP-GEF/00096445 Projects (4NC/2BUR)

**Duration:** 2 months

**Location:** Republic of Armenia

### II. Background

The stated objective of UNDP-GEF projects implemented by the RA Ministry of Nature Protection and UNDP Armenia (hereafter: the Projects) is to assist the country in implementation of the commitments under UNFCCC including through broader involvement of the national partners including self-administration bodies (cities and rural communities).

The overarching goal of the GUL project is to save energy and to reduce emissions of greenhouse gases by increasing energy efficiency of municipal lighting in the cities of Armenia via implementation of municipal investment programs and national policies. The Project is in line with the national priorities to strengthen the economic and energy independence of the Republic of Armenia by promoting resources efficient and climate resilient growth.

The Project's activities are structured into four interrelated components: i) municipal energy audits and technical capacity building; ii) demonstration projects; iii) replication via municipal lighting programs and associated financial instruments; iv) national policies, codes, and standards on lighting. Collectively, these components seek to put in place cornerstone policy instruments at both the municipal and national level, supported by technical, policy-related, educational, and financial measures to raise capacity, reduce investor risk, and help assure successful implementation.

The objective of 4NC/2BUR project is preparation and submission of its First Biennial Update Report to the conference of Parties to the UNFCCC for the fulfillment of its obligations to the Convention, while the overarching goal of the project is mainstreaming and integration of climate change consideration into national and sectoral development policies.

The targets and barriers for implementation of mitigation projects in cities are to certain extend condition the outcomes of realization of the Armenia's commitments under INDC to Paris Agreement. The energy sector stands out in terms of necessity of implementation of mitigation measures, as it is the largest emitter, including energy consumed by the cities. The Yerevan Municipality with assistance of UNDP has developed and adopted (2016) the Sustainable Energy Actions Plan (SEAP), which includes targets for municipal buildings and services (street lighting, transport, energy for recreational zones) as well as residential sector.

For more information, please visit the project website ([www.heating.nature-ic.am](http://www.heating.nature-ic.am)).

The present statistical survey is partly continuation of earlier performed statistical surveys on situation energy consumption done for Armenia: The current survey will be conducted in cooperation and co-financing of Yerevan Municipality.

### III. Scope of professional services

#### Objective of the Task

The task's objective is to perform the statistical sample survey and analyze situation with perception by residents of the 10 administrative districts of Yerevan city in relation to services provided by the district administration and city municipality. The survey results will be used to identify the relevant policies and measures for reducing GHG emissions and promotion of climate change adaptation measures through identification of barriers and opportunities, including quality control and civil/public opinion impact, public-private cooperation potential realization.

#### *Representativeness of the Survey*

Sampling scenarios should provide high representativeness on (i) administrative district level, (ii) by type of housing unit - single-family house and multi-apartment building, and (iii) age and gender group. The survey respondents number must be not less than 2000.

### **Activities to Perform**

Within the task implementation, the services will be provided in the following phases:

- (i) Submission of detailed methodology on sampling scenarios, timeline and questionnaire of statistical sample survey for Project management approval,
- (ii) Implementation of survey,
- (iii) Summarize the survey results and submit first draft of final report,
- (iv) Complete the final report on survey findings and present main outcomes during the workshop organized by the Project.

Within the task implementation, organization/company have to perform the following activities.

1. Finalize methodology, timeline and questionnaire of statistical sample survey considering selection sampling size per Yerevan city administrative districts; discuss and reach consent on them with the UNDP Project management and Yerevan Municipality.
2. The questionnaire and Information note for residents must ensure reference to the objective of the study as this survey is joint initiative of UNDP and Yerevan Municipality
3. Based on the prepared methodology the questionnaire has to collect and analyze the Yerevan citizens' perception on: 1) municipal services related to the energy consumption in different aspects of municipal services – transport, street lighting, waste collection, green/recreational areas; 2) access to information; 3) district administrations' services to the residents; 4) housing stock management issues operations of homeowner associations and building management bodies; 5) importance given to energy conservation in residential buildings; 6) interest in exploration renewable energy sources as rooftop photovoltaics and solar water heating systems.
4. Instruct interviewers on the objective and specifics of the survey. The instructions guidance process have to involve UNDP Project management and experts.
5. Perform the statistical sample survey to ensure high representativeness through appropriate coverage of sample size in all administrative districts, residents residing in single-family houses and multi-apartment buildings, as well as gender and different age groups.
6. Input the collected data into database using proper software.
7. Perform relevant comparisons and analyses, classify indicators, and compare the findings with those of earlier conducted surveys to reveal trends of energy consumption.
8. Presentation of findings/conclusions and recommendations based on the study results.
9. Final report submission.

### **Duration of Professional Services**

Estimated duration of activities to be performed in the frames of the task is 2 months.

## **IV. Key results expected upon the task completion**

The expected outputs of the task implementation are:

1. Elaborated questionnaire and survey methodology,
2. Questionnaires filled in based on survey of residents in urban and rural areas,
3. Electronic data base of the survey,
4. Final analytical report based on the survey results, including executive summary and separate chapters as mentioned above,

5. Presentation of outcomes during the workshop organized by the project,
6. Printed copies of the final report: 10 in Armenian and 10 in English (both hard and soft versions).

#### **Expected Deliverables**

#	Deliverable	Timeframe
1	Finalized methodology, timeline and questionnaire of statistical sample survey to be performed in Yerevan; discuss and reach consent on them with the Project.	December, 2017
2	Electronic database of the survey is compiled and submitted.	February 2018
3	Submitted final analytical report in hard copies (10) both in Armenian and English and electronic versions, based on the survey results incorporating all comments.  Outcomes presented in the workshop organized by the UNDP Project in cooperation with Yerevan Municipality	

#### **V. Professional Requirements**

Applicant organization/company must possess:

- Experience performing wide scale statistical surveys and analyses in the field of energy consumption as well as experience with international projects;
- Professional experience: Experience with surveys in Yerevan city related to the communal services;
- Methodology and work plan the organization envisages for the task implementation;
- Experienced professional staff, including:
  - ✓ Task Leader with working experience in planning and implementation of large scale surveys,
  - ✓ Specialists in statistics experienced in sampling, database development and data management,
  - ✓ Economists with working experience in socio-economic studies and analysis.
- ✓ Working experience in UNDP-GEF projects is an asset

#### **VI. Package to Submit**

Applicant organizations/companies application packages as per RFP:

#### **VII. Evaluation of Applicants Package to Submit**

Company will be evaluated based on a cumulative analysis taking into consideration the combination of the applicants' qualifications and financial proposal as per RFP.



## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>7</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>8</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :*

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- e) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

### B. Proposed Methodology for the Completion of Services

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*

### C. Qualifications of Key Personnel

*If required by the RFP, the Service Provider must provide :*

- a) *Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) *CVs demonstrating qualifications must be submitted if required by the RFP; and*

<sup>7</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>8</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

c) Written confirmation from each personnel that they are available for the entire duration of the contract.

D. **Cost Breakdown per Deliverable\***

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price (Weight for payment)</b>	<b>Price (Lump Sum, All Inclusive)</b>
1	Finalized methodology, timeline and questionnaire of statistical sample survey to be performed in Yerevan; discuss and reach consent on them with the Project.	30%	
2	Electronic database of the survey is compiled and submitted.	70%	
3	Submitted final analytical report in hard copies (10) both in Armenian and English and electronic versions, based on the survey results incorporating all comments.  Outcomes presented in the workshop organized by the UNDP Project in cooperation with Yerevan Municipality		
	Total	100%	

*\*This shall be the basis of the payment tranches*

E. **Cost Breakdown by Cost Component [This is only an Example]:**

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

*[Name and Signature of the Service Provider's Authorized  
Person]  
[Designation]*

*[Date]*

**Attached separately**

**Annex 3**