

REQUEST FOR PROPOSAL RFP 125/18

NAME & ADDRESS OF FIRM	DATE: 28 November, 2018
	REFERENCE: Development of E-Learning Course on "Environmental Education"

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Development of E-Learning Course on** "Environmental Education" (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 **17 December 2018, 4:00pm** local Yerevan time (GMT +4) via email, courier mail to the address below:

United Nations Development Programme / UNDP

14 Petros Adamyan St., Yerevan 0010, Republic of Armenia

Or submit via e-mail to the following e-mail address: tenders.armenia@undp.org

Please note that proposals received through any other e-mail address will not be considered.

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 : <u>http://www.un.org/depts/ptd/pdf/conduct_english.pdf</u>

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Procurement Unit / UNDP Armenia

Description of Requirements

Context of the	Development of E-Learning Course on "Environmental Education"
Requirement	
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	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	Project Coordinator of UNDP-GEF "Generate global environmental benefits through environmental education and raising awareness of stakeholders"
Frequency of Reporting	weekly
Progress Reporting Requirements	On regular basis
Location of work	 Exact Address/es [pls. specify] At Contractor's Location
Expected duration of work	150 days
Target start date	January, 2019
Latest completion date	May, 2019
Travels Expected	N/A
Special Security Requirements	⊠Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	⊠Not Required
Implementation Schedule indicating breakdown and timing of activities/sub- activities	⊠ Required □ Not Required
Names and curriculum vitae of individuals who will be involved in completing the services	⊠ Required □ Not Required
Currency of Proposal	☑ United States Dollars□ Euro

¹ 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.

	🗵 Local Currency			
Value Added Tax on Price	\square must be inclusive of VAT and other applicable indirect taxes			
Proposal ²	Image must be exclusive of VAT and other applicable indirect taxes			
	🖾 60 days			
Validity Period of Proposals	🗆 90 days			
(Counting for the last day of	🗆 120 days			
submission of quotes)	In exceptional circur	nstances, UN	DP may req	uest the Proposer to
	extend the validity of	of the Propos	al beyond w	hat has been initially
	indicated in this RFP.	The Proposa	l shall then co	onfirm the extension in
	writing, without any r	nodification w	hatsoever or	n the Proposal.
Partial Quotes	🛛 Not permitted			
	Permitted			
		1	1	1
Payment Terms ³	Outputs	Percentage	Timing	Condition for
				Payment Release
	Instructional Design and Delivery of	30%	February	Upon acceptance of
	Storyboards;	3070	28, 2019	services/deliverables by Project
	Functional Prototype		April 15,	Coordinator of UNDP-
	Delivery of 5	40%	2019 April 13,	GEF "Generate global
	modules;		2017	environmental
	Delivery of Completed E-course			benefits through
	with full compliance	30%	May 30,	environmental
	of identified features	30%	2019	education and raising awareness of
				stakeholders"
Person(s) to				
review/inspect/ approve	Project Coordinator	of UNDP-GEF	"Generate	global environmental
outputs/completed	benefits through environmental education and raising awareness of			
services and authorize the	stakeholders"			
disbursement of payment				
	Purchase Order			
Type of Contract to be	Institutional Contract			
Signed	⊠ Contract for Services			
	□ Long-Term Agreement ⁴			
	□ Other Type of Contract			
	Lowest Price Quote among technically responsive offers			
Criteria for Contract Award				

 $^{^{2}}$ VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ 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. ⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$100,000.00.

	 Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%. 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. 			
	Technical Proposal (70%)			
Criteria for the Assessment of Proposal	 Expertise of the Firm - Maximum obtainable points: - 300 At least 5 years of proven overall experience in educational sector, including design and delivery of training materials, e-learning content and public education. The consultant firm's team must be comprised of qualified experts, with a demonstrated track record in developing quality online learning (max-100); Proven experience in successful completion of at least 3 similar assignments (design and delivery of e-learning content) within last 7 years. References and examples of past work should be included in the proposal (max-100; Experience in cooperation with governmental structures (ministries, regional administration etc.), self-governing bodies, business, community based organizations and international organizations. (max-50); Strong project management ability and excellent communication skills (max- 			
	50);			
	 Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 300 Task implementation approach, including detailed description of implementation methods and milestones the steps to carry out for the proposed task; a detailed work plan with timelines for the Deliverables/Outputs, max-300; 			
	 Management Structure and Qualification of Key Personnel - Maximum obtainable points: 400 Expert 1 (Team Leader) with advanced university degree in education, environmental management or other related areas with at least 7 years of working experience in conducting public education programmes or other relevant tasks, as well as with strong coordination and team leading skills, max-150; 			
	• Expert 2 with advanced university degree in agriculture, environmental management, environmental economics or other ralated fields and at least 5 years of working experience in the field. Experience in development of training materials and delivery of training. (max-100);			
	• Expert 3 with relevant university degree and at least 5 years of working experience in energy efficency, renewable energy, sustainable urban planning and administration. Experience in development of training materials and delivery of training. (max-50);			

	 Expert 4 with advanced degree in IT, Data management and at least 5 years of working experience in development of training materials and e-learning courses. (max-50); 			
	• Expert 5 with relevant degree and practical experience in web design, web content development and management. (max-50);			
	Financial Proposal (30%)			
	To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.			
	One and only one Service Provider			
UNDP will award the	□ One or more Service Providers, depending on the following factors:			
contract to:	N/A			
	☑ Form for Submission of Proposal (Annex 2)			
Annexes to this RFP ⁵	General Terms and Conditions / Special Conditions (Annex 3) ⁶			
	⊠ Detailed TOR			
	□ Others ⁷ [pls. specify]			
	Procurement Unit, UNDP Armenia			
Contact Person for Inquiries	procurement.armenia@undp.org			
(Written inquiries only) ⁸	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.			
Other Information [pls. specify]				

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁷ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁸ 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

Scope of services: Development of E-Learning Course on "Environmental Education		
Duration: January – May 2019		
Location:	Yerevan	
Project title:	UNDP-GEF "Generate global environmental benefits through environmental education and raising awareness of stakeholders" Project	

I. Project Background

UNDP-GEF "Generate global environmental benefits through environmental education and raising awareness of stakeholders" project aims to address priority capacity needs related to the environmental literacy of key stakeholders, such as the needs to increase skills and knowledge of staff in organizations involved in implementing environmental management practices, to increase consideration of environmental obligations in various social-economic development programmes and to increase awareness of decision-makers on global environmental issues and country's obligations under the Multilateral Environmental Agreements that Armenia is Party to.

The objective of the project is to strengthen the capacity to use Environmental Education (EE) and awareness raising as tools to address natural resource management issues. It will, on one hand, increase the public knowledge on the environment and the need to protect nature, and, on the other hand, transfer the required knowledge to the targeted beneficiaries to allow them to be development actors without harming the environment. The Project will support the dissemination of environmental information on climate change mitigation and adaptation, conservation of biodiversity and prevention of soil degradation. It will also provide resources for raising the capacity of decision-makers in governing bodies, who are promoting the sustainable development of the country and train decision-makers on the critical linkages between the objectives of the Rio Conventions and other MEAs and sectoral development priorities.

II. Scope of Work, Terms and Conditions

The overall objective of the assignment is the development of e-learning course in Armenian on EE, aimed at enhancing capacity of decision makers, i.e. civil and community servants of government and self-governing entities, involved in the management of natural resources and covering appropriate areas related to environmental protection. The following groups of decision-makers are identified as a target-group: 1) Ministries of the Republic of Armenia; 2) Regional Administrations (Marzpetarans) of the Republic of Armenia; 3) Yerevan Municipality, including local self-government institutions of Yerevan Administrative districts; 4) Self-governing bodies in urban and rural communities.

The design and development of e-learning course should be based on comprehensive 11 training modules, that have been already developed in the scope of the Project. The developed comprehensive modules focus on environmental protection and natural resource management as an integral part of sustainable

development agenda of the country, covering topics, such as Sustainable Agriculture, Smart Cities, Renewable Energy, Environmental Management, Responsible Manufacturing and Consuming etc.

The consultant firm will be responsible for the following: Development of E-learning Courses on Environmental Education

- Work with the UNDP project team and subject matter experts to understand existing content and to instructionally design the content into storyboards to meet the agreed learning objectives. Upon necessity to organize interviews with the field expert(s).
- To create defined storylines or scenarios interspersed with quizzes, information nuggets, and case studies to enhance the learning experience as well as improve the interaction with the target audience.
- Designing and developing a functional prototype of the online learning modules for review and validation. In consultation with UNDP, the contractor should present at least two (2) distinct sample user interface designs for the module(s), each to include an example of a welcome/ main menu screen and a page of sample content. These designs should include color palettes, header and footer sections, navigational and menu buttons, and follow UNDP branding guidelines. UNDP will work with the consultant to refine the designs and select a final interface.
- UNDP project team and the experts will validate the selected design. This will ensure that the final product will have:
 - An overall design plan and architecture.
 - A consistent look and feel.
 - A common and apparent navigation strategy.
 - Interactive exercises.
 - Required visuals flow charts/decision trees/sketches/interactive image maps/videos, animations, etc.

Any identified deficiencies in the selected design identified during the validation process will be corrected by the contractor and approved and accepted by UNDP.

Design & Technical Specifics of E-learning course

- Each module of the training is expected to take up to two hours to complete. It is expected that the entire Course Content will be 11 modules long.
- Training should also direct the learners to the Links for additional reading resources.
- A case study with closed-ended questions will be part of the overall training course.
- Number of assessment questions "check-for-understanding" embedded in each module.
- Images and references should be appropriate for the local context.
- Integrating the learning course into the learning platforms of key educational institutions, specifically those involved in training of decision-makers.
- Completing development of the self-paced and interactive learning course;

Certification & Assessment

For the completion of this Task section, close collaboration and guidance of the RoA Civil Service Office, the RoA Ministry of Territorial Administration and Development, as well as key education institutions is anticipated from the Contractor.

- To develop enrollment criteria for target group selection and ensure the accessibility of the course for decision-makers;
- To develop assessment methods and certification criteria for the e-learning course.
- In close collaboration with UNDP and field experts to define core and elective modules, furthermore specifying minimum required number of elective modules for certification.

III. Expected Outputs

#	Outputs/Deliverables	Cost	Due date
1.	Instructional Design and Delivery of Storyboards;	30%	February 28, 2019
2.	Functional Prototype Delivery of 5 modules;	40%	April 15, 2019
3.	Delivery of Completed E-course with full compliance of identified features	30%	May 30, 2019

IV. Institutional Arrangements

- The contractor will work under the overall guidance of the UNDP SGR Portfolio Analyst and direct supervision of the Project Technical Task Leader, and in close collaboration with the Project team and experts.
- The contractor should closely collaborate with UNDP and subject matter Experts, to get an understanding of the EE content material and organizational context, identify learning objectives, and expected outcomes for each of the suggested e-modules.
- UNDP project team and the experts will agree on a server hosting (including duplications and backups) and updating arrangement for the e-learning courses.
- Participate in an initial kick-off meeting to meet with the UNDP project team, to discuss the task, validate critical objectives, agree on learning objectives, and to develop a task plan to guide the project through completion.
- Continuous updates to the UNDP project team on progress of assignment.
- Collaborate with UNDP to manage content reviews.
- The contractor should present the developed materials for review of the Project team and main stakeholders, revise, refine and complete the materials based on recommendation and feedback of the project team and stakeholders.
- UNDP will provide support to the contractor in recruiting participants, organizing communication and public awareness activities related to the extension course.
- For proper communication and quality assurance, regular meetings will be held between the Project Coordination Unit and the selected company to agree on expectations, scope of work, milestones and

the workplan. Regular briefings should be held with the Project Coordination Unit on the task progress and completed milestones, as well as discussing any issues requiring decisions or guidance from UNDP.

- The language of the course should be Armenian, if not indicated in any other language by the Project.

V. Schedule of Payments

- Payment will be done 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.
- Evaluation of outcomes is the responsibility of UNDP.
- In case the conditions of the ToR are not met the contract may be terminated or the consultancy fee may be reduced.

VI. Required Qualifications and Application Package

The company should demonstrate its capability and thorough understanding of the work to be carried out, as outlined in Terms of Reference and present clear methodology for implementing the task, as well as it should be able to mobilize resourses and the experts in order to successfully implement the works as per Terms of Reference.

The bidder is required to submit the following:

Expertise of the Company:

- At least 5 years of proven overall experience in educational sector, including design and delivery of training materials, e-learning content and public education. The consultant firm's team must be comprised of qualified experts, with a demonstrated track record in developing quality online learning.
- Proven knowledge and understanding of adult learning approaches and methodologies.
- Proven experience in successful completion of at least 3 similar assignments (design and delivery of e-learning content) within last 7 years. References and examples of past work should be included in the proposal.
- Experience in cooperation with governmental structures (ministries, regional administration etc.), self-governing bodies, business, community based organizations and international organizations.
- Strong project management ability and excellent communication skills.

Proposed Methodology, Approach and Implementation Plan:

Task implementation approach, including detailed description of implementation methods and milestones the steps to carry out for the proposed task; a detailed work plan with timelines for the Deliverables/Outputs.

Management Structure and Key Personnel:

The Company should have a strong team of experts, with shown professional capacities. Resumes (CV) of at least **5** (five) main experts with proven experience in developing e-learning content, training

modules and methodology, conducting training, designing and delivering educational content should be provided. One of the Experts should act as a Team Leader.

CVs of professional staff to be involved:

- **Expert 1 (Team Leader)** with advanced university degree in education, environmental management or other related areas with at least 7 years of working experience in conducting public education programmes or other relevant tasks, as well as with strong coordination and team leading skills.
- **Expert 2** with advanced university degree in agriculture, environmental management, environmental economics or other ralated fields and at least 5 years of working experience in the field. Experience in development of training materials and delivery of training.
- **Expert 3** with relevant university degree and at least 5 years of working experience in energy efficency, renewable energy, sustainable urban planning and administration. Experience in development of training materials and delivery of training.
- **Expert 4** with advanced degree in IT, Data management and at least 5 years of working experience in development of training materials and e-learning courses.
- **Expert 5** with relevant degree and practical experience in web design, web content development and management.

Financial Proposal

- Detailed budget breakdown per main expenditures (consultancy fees, other related costs, etc.). Sample budget breakdown is provided in **Annex 2.**

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[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, contact 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.
- g) For more documents (details) please see the ToR, Annex 1a.

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

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

¹⁰ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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

D. Cost Breakdown per Deliverable*

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive), currency
1	Instructional Design and Delivery of Storyboards;	30%	
2	Functional Prototype Delivery of 5 modules;	40%	
3	Delivery of Completed E-course with full compliance of identified features	30%	
	Total	100%	

*This shall be the basis of the payment tranches

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

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

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

Annex 3

Attached separately.