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REQUEST FOR PROPOSAL (RFP 041/19)

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|------------------------|--|
| NAME & ADDRESS OF FIRM | DATE: May 14, 2019 |
| | REFERENCE: Survey in selected higher education institutions to measure attitude and aspirations of students to join public service |

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting survey in selected higher education institutions to measure attitude and aspirations of students to join public service (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 may be submitted on or before, 28 May 2019, 4:00 pm local Yerevan time (GMT +4) via email, courier mail below (sealed in envelope):

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 days 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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Procurement Unit
UNDP Armenia
5/14/2019

Description of Requirements

| | |
|---|--|
| Context of the Requirement | Survey in selected higher education institutions to measure attitude and aspirations of students to join public service |
| Implementing Partner of UNDP | Ministry of Territorial Administration of RA |
| Brief Description of the Required Services ¹ | The selected Consulting Company will conduct a survey in selected higher education institutions to measure attitude and aspirations of students to join public service |
| List and Description of Expected Outputs to be Delivered | – As per Annex 1a – Terms of Reference (TOR) |
| Person to Supervise the Work/Performance of the Service Provider | UNDP Women Empowerment and Gender Equality Program Manager |
| Frequency of Reporting | <i>As per TOR (Annex 1a) Expected Outputs</i> |
| Progress Reporting Requirements | <i>As per TOR (Annex 1a) Expected Outputs</i> |
| Location of work | <input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor's Location |
| Expected duration of work | 3 months after contract signing by both parties. |
| Target start date | 15 June 2019 |
| Latest completion date | 15 September 2019 |
| Travels Expected | As per Annex 1a – Terms of Reference (TOR) |
| Special Security Requirements | <input type="checkbox"/> Others <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 type="checkbox"/> Others |
| 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 <input type="checkbox"/> Not Required |
| Currency of Proposal | <input checked="" type="checkbox"/> United States Dollars (USD) <input checked="" type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (AMD) (will be converted in accordance to UNORE) |

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.

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|---|---|------------|---------------------------------|--|
| Value Added Tax on Price Proposal ² | <input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes | | | |
| Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>) | <input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days 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 ³ | Outputs | Percentage | Timing | Condition for Payment Release |
| | Elaboration and submission of the survey process, methodology of the survey, questionnaire and other tools; suggestions with justifications of the educational institutions to be included; detailed work plan and budget | 30% | 25 days after contract signing, | Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider. |
| | Elaboration and submission of the Interim Progress Report (including preliminary findings) for review and validation of the UNDP team | 30% | 60 days after contract signing | |
| | Elaboration and submission of the Final Report with all Annexes, findings and recommendations discussed and validated by the | 40% | 90 days after contract signing | |

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.

| | | | | |
|---|---|--|--|--|
| | project partners and stakeholders | | | |
| Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment | UNDP Women Empowerment and Gender Equality Program Manager | | | |
| Type of Contract to be Signed | <input checked="" type="checkbox"/> Contract for Services | | | |
| 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 | <p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (max score: 400), including:</p> <p>a. At least 5 years of progressive experience in the area of conducting large scale analysis, research and surveys (max score: 150)</p> <p>b. At least 5 years of experience in provision of analytical services; solid track-record in work with international organizations is a strong asset (max score: 150).</p> <p>c. Have experience in implementing projects in the sphere of democratic governance, with emphasis of work with the state bodies/institutions and the communities. (max score: 100).</p> <p><input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (max score: 250), including:</p> <ul style="list-style-type: none"> - Task implementation approach, including detailed description of implementation methods and milestones to carry out the proposed task; a detailed work plan with timelines for the Deliverables/Outputs (max score: 250) <p><input checked="" type="checkbox"/> Qualification of Key Personnel (max score: 350), including:</p> <ul style="list-style-type: none"> - Expert 1 (Team Leader) with minimum of 5-year professional experience in conducting complex analysis, research and surveys, including work with focus groups, (max score: 150); - Expert 2 with minimum of 3-year professional experience in data collection and analysis to study complex social phenomena (max score: 100); - Expert 3 with relevant university degree, and with at least 5 years of working experience in air protection, including climate change policy and implementation sector (max score: 100); <p><u>Financial Proposal (30%)</u></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p> | | | |

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| UNDP will award the contract to: | <input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: as per maximum number of lots. |
| Annexes to this RFP ⁴ | <input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵ <input type="checkbox"/> Others ⁶ |
| Contact Person for Inquiries (Written inquiries only) ⁷ | <i>Procurement Unit, UNDP Armenia procurement.armenia@undp.org</i> 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] | |

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

⁵ 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.

⁶ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

⁷ 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

1. General

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|-----------------------|--|
| Title: | Survey in selected higher education institutions to measure attitude and aspirations of students to join public service |
| Project: | Gender Equality in Public Administration of Armenia (GEPAA) |
| Starting Date: | 15 June 2019 |
| Duration: | 15 June 2019 – 15 September 2019 |
| Location: | Yerevan, Armenia |

2. Background

UNDP partners with people at all levels of society to help build nations that can withstand crisis, and drive and sustain the kind of growth that improves the quality of life for everyone. For UNDP, creating equal opportunities for women and men is critical for equitable, sustainable development and prosperity. Hence, gender equality is in core of the UNDP mandate globally and nationally.

UNDP Armenia, within the past decade, has continuously implemented projects on women empowerment, gender equality and youth leadership in Armenia. At the same time, the local context also presents several challenges to the goal of participation, empowerment and gender equality. Various research point at political, socio-economic and cultural factors, which limit women participation, such as: insufficient mechanisms and regulations to advance gender equality at the national and local level; reluctance of political parties to appreciate and promote women leadership; narrow gender identities; lack of female leadership culture and support networks; power distance; lack of confidence and skills among women; etc. All these factors limit opportunities for building a critical mass of female cadre in national and local governance.

Changing realities, however, offer opportunities too. Youth in Armenia emerges as a strong voice for democratization of decision-making. The recent Velvet Revolution also had an explicit youth face. Considering the fact that the new Government supports the influx of the young specialists to the public sector, it becomes of utmost importance to understand whether public administration is regarded as a potential career choice for the new generation of the young specialists (students) and a decent professional occupation.

To that end, UNDP Armenia initiates a **survey in the selected public educational institutions in Yerevan and/or regions of Armenia to identify the aspirations and measure ‘appetite’ of students to join public service.**

To that end, UNDP seeks a local research company (hereafter Researcher) who will be responsible for conducting the afore-mentioned survey to understand to what extent public service is attractive as future job; what are the opportunities and challenges, as well as the youth aspirations in that regard. The survey results will inform the agenda of the GEPAA project, as well as provide valuable input for the Civil Service Office of the RA Prime Minister’s Staff for elaboration and implementation of human resource management in the public sector. Also, the recommendations derived from the findings will inform the Public Administration Reform towards making it more gender-sensitive, with focus on engagement of women in public roles and managerial/leadership positions.

The Researcher will work under the overall supervision of the UNDP Programme Manager, direct supervision of the Project Technical Task Leader, and in collaboration with the project team.

3. Expected Outputs:

1. A comprehensive and clearly structured report with analysis of **the aspirations and ‘appetite’ of students to join public service, including** thorough analysis of the incentives, opportunities,

challenges and pitfalls, which may potentially trigger and/or hinder willingness of the future female and male professionals to be involved with the public entities. The gender dimension is an important prerequisite for the whole survey and data analysis.

2. A set of clearly formulated recommendations for short-, medium- and long- term actions to the respective responsible actors.

Activities, necessary for reaching the expected outputs:

Activities:

1. Defining rationale and criteria for selection of educational institutions where the survey shall be conducted
2. Development of survey methodology, including the questionnaire
3. Sampling of the survey
4. Implementation of the Survey
5. Analysis of the results; gender analysis
6. Preparation of the Survey Report with the following structure:
 - a. Introduction/Background
 - b. Methodology of the survey, including sampling
 - c. Rationale and criteria for selection of the institutions
 - d. Involved parties of the survey
 - e. Summary of the survey results
 - f. Conclusions
 - g. Recommendations structured per stakeholder groups

In addition to survey, the Researcher should also organize work with the focus groups to ensure in-depth data collection.

Requirements: the selected organization should:

- work in close collaboration with UNDP and seek its endorsement on the survey products, including approval of questionnaires, focus groups questions, any other tool and method to be used.

1. The detailed description of the survey process, with the synopsis of the proposed activities and indication of all collaborative parties.
2. Methodology of the survey with all the stages, including also sample questionnaires, focus groups and other tools to be used.
3. Proposed higher education institutions to be surveyed. This implies that the preliminary scanning shall be ensured by the applicant Researcher, and specific academic institutions shall be proposed together with the rationale for selection.
4. Previous experience with documented examples, similar ongoing or past work done in this field. Names of three referee organizations or individuals who are familiar with the activity of the applicant Researcher.

4. Required qualifications (expertise of the firm)

- Be a legally registered non-governmental organization or a business company;
- At least 5 years of progressive experience in the area of conducting large scale analysis, research and surveys;
- At least 5 years of experience in provision of analytical services; solid track-record in work with international organizations is a strong asset;
- Have experience in implementing projects in the sphere of democratic governance, with emphasis of work with the state bodies/institutions and the communities.

The applicant organization/company shall provide two written references regarding previously completed similar assignments, as well as examples of produced knowledge products (reports, other).

Qualifications and skills of the Researcher's key personnel:

1. Expert 1 (Team Leader) with minimum of 5-year professional experience in conducting complex analysis, research and surveys, including work with focus groups;
2. Expert 2 with minimum of 3-year professional experience in data collection and analysis to study complex social phenomena;
3. Expert 3 with minimum of 3-year professional experience in data collection and analysis to study complex social phenomena.

The list of key personnel presented above is not binding and in no way should be considered as exhaustive. The Researcher designs the methodology of the survey and defines human resources to be engaged in the work process in consideration of the scope and the logic of the whole assignment.

5. Language:

All output materials, as well as the narrative reports, shall be prepared and submitted in both Armenian and English language.

6. Reporting and Schedule of Installments:

The organization/company will report on the work progress to the UNDP team. Interim Progress Report and the Final Report shall be produced and submitted according to the deliverables schedule below. The Final Report shall be presented to the project national partners as well as involved stakeholders, discussed and validated before finalization.

UNDP will reimburse the expenses to the Researcher based on the submitted invoices and approved progress narrative/financial reports on accomplishment of the assigned tasks.

Expected deliverables:

| Description of deliverables | Delivery time |
|--|---------------------------------|
| 1. Elaboration and submission of the survey process, methodology of the survey, questionnaire and other tools; suggestions with justifications of the educational institutions to be included; detailed work plan and budget | 25 days after contract signing, |
| 2. Elaboration and submission of the Interim Progress Report (including preliminary findings) for review and validation of the UNDP team | 60 days after contract signing |
| 3. Elaboration and submission of the Final Report with all Annexes, findings and recommendations discussed and validated by the project partners and stakeholders | 90 days after contract signing |

Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[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 or 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, 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.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. **Qualifications of Key Personnel**

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| <p><i>If required by the RFP, the Service Provider must provide:</i></p> <p>a) <i>Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are experts, etc.;</i></p> <p>b) <i>CVs demonstrating qualifications must be submitted; and</i></p> <p>c) <i>Written confirmation from each personnel that they are available for the entire duration of the contract.</i></p> |
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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) |
|---|---|---|--|
| 1 | Elaboration and submission of the survey process, methodology of the survey, questionnaire and other tools; suggestions with justifications of the educational institutions to be included; detailed work plan and budget | 30% | |
| 2 | Elaboration and submission of the Interim Progress Report (including preliminary findings) for review and validation of the UNDP team | 30% | |
| 3 | Elaboration and submission of the Final Report with all Annexes, findings and recommendations discussed and validated by the project partners and stakeholders | 40% | |
| | 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 per Unit of Time | Total Period of Engagement | No. of Personnel | Total Rate |
|-----------------------------------|--|---------------------------------------|-----------------------------|-------------------|
| I. Personnel Services | | | | |
| 1. Services from Home Office | | | | |
| a. Key Expert 1 | | | | |
| b. Key Expert 2 | | | | |
| c. ... | | | | |
| d. Expert 3 | | | | |
| e. Expert 4 | | | | |
| f. ... | | | | |
| 2. Services from Field Offices | | | | |
| a. Key Expert 1 | | | | |
| b. Key Expert 2 | | | | |
| c. Expert 3 | | | | |
| d. Expert 4 | | | | |
| 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 | | | | |
| TOTAL | | | | |

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



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Resilient nations.*

Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)