



Empowered lives.  
Resilient nations.

## REQUEST FOR PROPOSAL (RFP 093/19)

NAME & ADDRESS OF FIRM	DATE: October 1, 2019
	REFERENCE: Consultancy services to support implementation of Community energy management system in Stepanavan Community in line with the requirements of ISO 50001:2018 “Energy Management System-Requirements with Guidance for Use” standard.

Dear Sir / Madam:

We kindly request you to submit your Proposal for the Consultancy services to support implementation of Community energy management system in Stepanavan Community in line with the requirements of ISO 50001:2018 “Energy Management System-Requirements with Guidance for Use” standard (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, 15 October 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](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*  
10/1/2019

## Description of Requirements

Context of the Requirement	<b>Consultancy services to support implementation of Community energy management system in Stepanavan Community in line with the requirements of ISO 50001:2018 “Energy Management System-Requirements with Guidance for Use” standard</b>
Implementing Partner/s of UNDP	Stepanavan town Municipality, Armenia
Brief Description of the Required Services <sup>1</sup>	The selected Consulting Company will draft amendments to the EAEU Technical Regulation on Energy Efficiency related to the heating and hot water appliances based on the relevant EU regulations and EAEU market specifics.
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 Climate Change Programme Coordinator
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	4 months after contract signing by both parties.
Target start date	30 October 2019
Latest completion date	28 February 2020
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	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation

<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.

excluded from Price Proposal)	<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 )
Value Added Tax on Price Proposal <sup>2</sup>	<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 (Counting for the last day of submission of quotes)	<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

---

<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.

Payment Terms <sup>3</sup>	Outputs	Percent age	Timing	Condition for Payment Release
	The baseline information is gathered and analyzed, kick-off workshop is held.	25%	1 month after signing the contract	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.
	The Community’s context is identified, energy review is done and energy management program is drafted and agreed with the Project and key stakeholders.	50%	2 months after signing the contract	
	The Community energy system management documentation is developed and properly communicated with the Community, the workshop on energy management system for Community staff and other stakeholders is held.	25%	1 month after signing the contract	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Climate Change Programme Coordinator			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services			

<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.

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><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (<b>max score: 300</b>), including:</p> <p>a. At least 5 years of experience in providing consultancy services in introduction of energy efficient technologies, solutions and systems for public and municipal sectors (<b>max score: 150</b>)</p> <p>b. At least 3 years of experience or at least two successfully implemented assignments for introduction of ISO 50001 compliant community energy management system. energy management system preferably in Communities (<b>max score: 150</b>)</p> <p>c. Working experience with UNDP is an asset.</p> <p><input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (<b>max score: 300</b>), including:</p> <ul style="list-style-type: none"> <li>- 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 (<b>max score: 300</b>)</li> </ul> <p><input checked="" type="checkbox"/> Qualification of Key Personnel (<b>max score: 400</b>), including:</p> <ul style="list-style-type: none"> <li>- Task Leader with at least 7 years of professional experience in leading/coordination of energy efficiency/energy saving projects/assignments. Portfolio for leading of at least one successful project for implementation of Community energy management system is an asset. Knowledge of Armenian or Russian language (<b>max score: 200</b>);</li> <li>- Energy Manager/Energy Management Consultant with at least 10 years of general experience in energy saving/energy efficiency with the</li> </ul>

	<p>particular focus introduction/development of Community energy management systems. Knowledge of Armenian or Russian language (<b>max score: 100</b>);</p> <p>- The pool of energy engineers with extensive background in lighting, energy performance of buildings, HVAC etc. Knowledge of Armenian or Russian is an asset (<b>max score: 100</b>);</p> <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:	<input checked="" type="checkbox"/> One or more Service Providers, depending on the following factors: as per maximum number of lots.
Annexes to this RFP <sup>4</sup>	<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) <sup>5</sup> <input type="checkbox"/> Others <sup>6</sup>
Contact Person for Inquiries (Written inquiries only) <sup>7</sup>	<p>Procurement Unit, UNDP Armenia <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 [pls. specify]	

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

<sup>5</sup> 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.

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

<sup>7</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:** Consultancy services to support implementation of Community energy management system in Stepanavan Community in line with the requirements of ISO 50001:2018 “Energy Management System-Requirements with Guidance for Use” standard.

**Customer:** UNDP in the framework of “Regulatory Framework to Promote Energy Efficiency in Countries of the Eurasian Economic Union” and “De-risking and Scaling-up investment in Energy Efficient Building Retrofits”

**Duration:** 4 months

**Location:** home office

### **II. Background**

#### ***Projects background:***

#### ***UNDP/RTF “Regulatory Framework to Promote Energy Efficiency in Countries of the Eurasian Economic Union” Project***

The overarching goal of the Russian Federation-UNDP Trust Fund for Development (UNDP-RTF) Regional Project (hereafter the Project) is to reduce emissions of greenhouse gases (GHG) by promoting energy efficiency (EE) in the countries of the Eurasian Economic Union (EAEU), namely Armenia, Kyrgyzstan, Kazakhstan and Belarus, through realization of energy saving potential in lighting, household appliances and engineering equipment of buildings. To achieve the said goal, the following complex measures are implemented:

- development and introduction of modern energy efficiency standards for lighting, household appliances and engineering equipment of buildings,
- establishment of testing laboratories’ system and implementation of measures to protect the market against low efficiency equipment,
- consumers awareness raising on options and benefits of energy efficient technologies, estimation of reduction of GHG emissions.

## ***GCF/UNDP “De-Risking and Scaling-up Investment in Energy Efficient Building Retrofits in Armenia”***

Objective of the GCF/UNDP project “De-Risking and Scaling-up Investment in Energy Efficient Building Retrofits in Armenia” (Project) is to support the creation of a favorable market environment and a scalable business model for investment in EE buildings retrofits, leading to sizeable energy savings and accompanying GHG emission reductions. The project has four components indicated below:

- **Component 1:** Establishment of Building Sector MRV: Provision of technical assistance to establish and implement energy measurement, reporting and verification (MRV) systems for the building sector for various categories of buildings.
- **Component 2:** Policy de-risking: Provision of technical assistance to (i) national, sub-national and local authorities to adopt and implement an enabling policy framework for EE retrofits using UNDP’s framework to support policy-makers in selecting public instruments to promote renewable energy investment; (ii) support on-going legislative reform; and (iii) building owners, associations and energy service companies on legal matters related to energy efficiency.
- **Component 3:** Financial de-risking: Provision of technical assistance to banks, financial institutions and local banks in developing and implementing financial instruments to finance EE retrofits in private and public owned buildings.
- **Component 4:** Financial Incentives: Project will design and implement the **Financial Incentive (FI) Program for Multi-Apartment Buildings (MABs)**. GCF funds will be used to provide targeted financial incentives in order to ensure that the most vulnerable households can afford the costs of building-level EE retrofits.

### ***Task related background:***

Both the UNDP-RTF and UNDP-GCF Projects are inter alia focused on introduction of advanced management systems to promote the energy efficient standards, technologies, as well as advanced energy management principles in Community sector.

The UNDP Armenia was requested by Stepanavan Community to provide support in introduction of an advanced energy management system to establish sustainable mechanisms to promote energy efficiency of Community infrastructure facilities.

The ISO 50001 standard compliant energy management system is based on the management system model of continual improvement, which is also used for other well-known standards such as ISO

9001 or ISO 14001. This makes it easier for organizations to integrate energy management into their overall efforts to improve quality and environmental management.

ISO 50001:2018 provides a framework of requirements for organizations to:

- Develop a policy for more efficient use of energy
- Fix targets and objectives to meet the policy
- Use data to better understand and make decisions about energy use
- Measure the results
- Review how well the policy works, and
- Continually improve energy management.

As a universal energy management tool the ISO 50001 standard is applied for any type of organizations/facilities including Communities and Community infrastructure facilities.

Considering that introduction of energy management system on the Community level is within the scope of the both Projects, it was agreed to jointly allocate funding for engagement of an international company to support Stepanavan Community. It is assumed that Stepanavan experience will be a show case for replication of energy management system introduction practices in other Communities of Armenia.

The list and the key characteristics of Stepanavan Community owned buildings is given in the Annex A of the ToR

### **III. Scope of professional services**

#### **Objective of the Task**

The objective of the assignment is to support Stepanavan Community in introduction of a ISO 50001 standard compliant energy management system to be applied for Community infrastructure facilities and/or operated by the Community.

#### **Activities to Perform**

Activities within the task are grouped into the following consecutive stages:

##### **Stage 1. Gathering of baseline information needed for analysis of organizational context and energy planning**

- Preparation of templates for gathering of baseline information. The baseline information shall include but not limited to:

- external and internal context of the Community influencing/affecting energy performance,
  - the needs and expectations of stakeholders,
  - legal and voluntarily taken requirements for promoting energy efficiency,
  - data on sources, types and consumption of energy resources,
  - data on identification of facilities, equipment, systems, processes, and staff having significant impact on energy consumption,
  - data on actual parameters having impact on energy consumption (throughput, floor space, number and capacity of lighting fixtures, number of class ours, number of in-patient beds, etc.),
  - data for organizational structure, processes and sharing of duties and responsibilities in energy management.
- Site mission to hold a kick-off workshop and meetings with the key stakeholders to agree on data gathering approaches, responsible staff, etc. as well as to provide the key stakeholders with the basic understanding of energy management systems and their application in Communities.
  - Analysis of baseline data gathered.

*Note: The baseline data shall be gathered in the context of facilities and Community organizations to be included in the scope of energy management system.*

## **Stage 2. Analysis of the Community’s context and energy planning**

- Analysis and development of energy management system, including:
  - Community context analysis,
  - Energy review (as per the ISO 50001:2018 requirements)

*Note: the energy review shall be undertaken inter alia through walk through audit of buildings/facilities under the scope of energy management system*

- Identification of energy-output ratio,
- Identification of energy baseline,
- Analysis and planning of risks and opportunities,
- Definition of energy objectives and targets,

- Planning to achieve objectives and addressing targets.
- In close cooperation with the relevant Community staff drafting of Community's energy management program.

### **Stage 3. Development and documenting of energy management model**

- Identification and documenting of the scope, sequence and interactions of energy management system processes for:
  - Stepanavan Community administration,
  - Organizations/entities under the Stepanavan Community administration
- Definition and documenting of roles, authorities and responsibilities within the energy management system for:
  - Stepanavan Community administration,
  - Organizations/entities under the Stepanavan Community administration (templates of documents)
- Elaboration of energy policy
- Elaboration of procedures and records of energy management system at least for the following processes:
  - Energy planning,
  - Monitoring of energy outputs,
  - Energy efficient Community procurement.
- Holding of a training workshop for the Community staff engaged in energy management system

### **Duration of Professional Services**

Estimated duration of activities to be performed in the frames of the task is 4 months.

## **IV. Expected deliverables**

#	Deliverable	Time-frame	Percentage
1	The baseline information is gathered and analyzed, kick-off workshop is held.	1 month	25

2	The Community's context is identified, energy review is done, and energy management program is drafted and agreed with the Project and key stakeholders.	2 months	50
3	The Community energy system management documentation is developed and properly communicated with the Community, the workshop on energy management system for Community staff and other stakeholders is held.	1 month	25

The Contractor should submit the reports in Russian. The reports should be provided in hard copy and/or electronic version and/or by e-mail.

## V. Professional Requirements

Applicant organization/company must possess:

- At least 5 years of experience in providing consultancy services in introduction of energy efficient technologies, solutions and systems for public and municipal sectors,
- At least 3 years of experience or at least two successfully implemented assignments for introduction of ISO 50001 compliant community energy management system. energy management system preferably in Communities
- Working experience with UNDP is an asset.
- **Experienced professional staff, including:**
  - Task Leader with at least 7 years of professional experience in leading/coordination of energy efficiency/energy saving projects/assignments. Portfolio for leading of at least one successful project for implementation of Community energy management system is an asset. Knowledge of Armenian or Russian language
  - Energy Manager/Energy Management Consultant with at least 10 years of general experience in energy saving/energy efficiency with the particular focus introduction/development of Community energy management systems. Knowledge of Armenian or Russian language
  - The pool of energy engineers with extensive background in lighting, energy performance of buildings, HVAC etc. Knowledge of Armenian or Russian is an asset.

## Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>8</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>9</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 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, 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.*

---

<sup>8</sup> This serves as a guide to the Service Provider in preparing the Proposal.

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

**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 experts, etc.;*
- b) CVs demonstrating qualifications must be submitted; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

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

<b>N</b>	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of</b> <b>Total Price (Weight</b> <b>for payment)</b>	<b>Price</b> <b>(Lump Sum,</b> <b>All Inclusive)</b>
1	The baseline information is gathered and analyzed, kick-off workshop is held.	25%	
	The Community's context is identified, energy review is done, and energy management program is drafted and agreed with the Project and key stakeholders.	50%	
	The Community energy system management documentation is developed and properly communicated with the Community, the workshop on energy management system for Community staff and other stakeholders is held.	25%	
	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
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Key Expert 1				
b. Key Expert 2				
c. Expert 3				
d. Expert 4				
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				
<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]*



*Empowered lives.  
Resilient nations.*

## **Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES**

**(attached separately)**