



Empowered lives.  
Resilient nations.

## REQUEST FOR PROPOSAL (RFP 085/20)

NAME & ADDRESS OF FIRM	DATE: July 21, 2020
	REFERENCE: "Technical assistance to the implementation of parliamentary oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N)"

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting "Technical assistance to the implementation of parliamentary oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N)" (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, **18 August 2020, 4:00 pm local Yerevan time (GMT +4)** via **email only:**

to the following e-mail address: [tenders.armenia@undp.org](mailto: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*

## Description of Requirements

Context of the Requirement	<b>“Technical assistance to the implementation of parliamentary oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N)”</b>
Implementing Partner of UNDP	National Assembly of RA
Brief Description of the Required Services <sup>1</sup>	The selected Consulting Company will conduct a representative sample survey of 10 urban and rural settlements of Armenia among community leaders and community residents on oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N).
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	Biljana Ledenican, Chief Technical Advisor, Modern Parliament for a Modern Armenia
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 August 2020
Latest completion date	28 December 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 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

<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.

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 ( <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 <sup>3</sup>	Outputs	Percentage	Timing	Condition for Payment Release
	Elaboration and submission of the survey process, methodology of the survey, questionnaire and other tools; sampling; 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 project partners and stakeholders	40%	120 days after contract signing	
Person(s) to review/inspect/ approve outputs/completed	Biljana Ledenican, Chief Technical Advisor, Modern Parliament for a Modern Armenia			

<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.

<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.

services and authorize the disbursement of payment	
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), where the minimum passing score of technical proposal is 70%. <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: 400</b>), including:</p> <ul style="list-style-type: none"> <li>- Be a legally registered non-governmental organization or a business company;</li> <li>- Have at least 5 years of progressive experience in the area of conducting large scale analysis, research and surveys (<b>max score: 100</b>);</li> <li>- Have at least 5 years of experience in provision of analytical services; solid track-record in work with international organizations is a strong asset (<b>max score: 100</b>);</li> <li>- Have experience in implementing projects in the sphere of governance/legislation, with emphasis of work with the state bodies/institutions and the communities (<b>max score: 100</b>);</li> <li>- Exposure to local level work and knowledge of the Laws and oversight/monitoring agenda is a strong asset (<b>max score: 50</b>);</li> <li>- Have previous experience with documented examples, similar ongoing or past work done in this field (<b>max score: 50</b>);</li> </ul> <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: 300</b>), including:</p> <ul style="list-style-type: none"> <li>- Expert 1 (Team Leader) with minimum of 5-year professional experience in conducting complex analysis, research and surveys (<b>max score: 150</b>);</li> <li>- Expert 2 with minimum of 3-year professional experience in data collection and analysis to study complex social phenomena (<b>max score: 75</b>);</li> <li>- Expert 3 with minimum of 3-year professional experience in data collection and analysis in the legislation and strong in analytics (<b>max score: 75</b>).</li> </ul> <p><b><u>Financial Proposal (30%)</u></b>  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 and only one Service Provider.

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>	<i>Procurement Unit, UNDP Armenia <a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a></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]	

<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

### **A. Project Title: Modern Parliament for a Modern Armenia (MAP)**

“Modern Parliament for a Modern Armenia” project of UNDP Armenia requests quotation for **“Technical assistance to the implementation of parliamentary oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N)”**.

### **B. Purpose**

To conduct a survey on parliamentary oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N).

### **C. Objective**

Conduct a representative sample survey of 10 urban and rural settlements of Armenia among community leaders and community residents on oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N).

### **D. Project Description**

UNDP MAP project is designed to strengthen the National Assembly in its new and fundamentally enhanced role within the governance system in carrying out key functions of law making, oversight and representation. With a long-term goal of enhancing the overall effectiveness of the Parliament as a policy-making institution, the project is designed to support the newly elected National Assembly to take the advantage of the modern governance tools and mechanisms that are focusing on improved quality, transparency and inclusiveness of parliamentary operations and enhanced parliamentary capacity for gender-responsive policy making.

The three components of the project are focused on the areas of Legislative capacity, Legislative transparency, and Legislative responsiveness. To that end, a three-stage strategy will be applied: (i) catalytic stage of needs assessment, strategic agenda-setting and pilots of the designed approaches, (ii) full-fledged implementation of the strategic agenda, tested approaches and activities, (iii) evaluation of the implementation, policy recommendations and project closure.

**In the frames of the project technical assistance is envisioned for the NA Standing Committees.**

### **E. Description of Responsibilities**

The Contractor will work under supervision of the UNDP MAP Project Team and the Standing Committee on Health Care and Social Affairs of the NA.

The principal duty of the Contractor will be to conduct one survey on oversight of the implementation of articles on social and health issues of the Law on Local Self-Government (HO-237-N).

More concretely, the Contractor will be responsible:

- Carry out a representative sample survey of 10 urban and rural settlements of Armenia (according to the attached list) among community leaders and community residents;
- Develop 2 separate questionnaires for community leaders and community residents, which will at least contain the following questions:
  - *For community leaders:* awareness of the relevant provisions of the law, their position on modernity and viability, measurability of efficiency, cooperation with local government and sectoral policy-making agencies, obstacles to the implementation of binding tasks, their opinion on the relevant provisions of the law, their realism and possible change.

- *For the residents of the community:* their opinion on the programs implemented by the community and community agencies in the community, the frequency of satisfaction, awareness, access to services, accessibility, use of services, the increase of the community's role and its ways.
- Carrying out a sociological survey;
- Data processing; Data Analysis received from 10 urban and 20 rural communities of Armenia on the obligatory social and health issues of the community;
- Data summary and submission of the final report to the Commission;
- Organize a round table discussion with representatives of departments, regional administrations and communities on findings

**F. Scope of work**

1. Development of the survey outline, methodology, sampling, survey tools (including the questionnaires and other). Synopsis of the proposed activities and indication of all collaborative parties shall be presented in detail.
2. Implement the survey fieldwork based on approved methodologies and sampling
3. Compile and analyze of the results with the identified correlations
4. Develop the Survey Report, which shall include the following elements (not exhaustive):
  - a. Introduction/Background
  - b. Methodology, including sampling
  - c. Context analysis
  - d. Involved parties
  - e. Results, including the data, analysis and correlations
  - f. Conclusions
  - g. Organize round table discussions with key stakeholders
  - h. Recommendations structured per stakeholder groups

Throughout the process, the Researched shall work in close collaboration with UNDP and Standing Committee and seek their endorsement on the survey products, including approval of questionnaires, any other tool and method to be used.

**G. Required qualifications (expertise of the firm)**

- Be a legally registered non-governmental organization or a business company;
- Have at least 5 years of progressive experience in the area of conducting large scale analysis, research and surveys;
- Have 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 governance/legislation, with emphasis of work with the state bodies/institutions and the communities;
- Exposure to local level work and knowledge of the Laws and oversight/monitoring agenda is a strong asset;
- Have previous experience with documented examples, similar ongoing or past work done in this field.

***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;
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 in the legislation and strong in analytics.

The Consultant 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. So, more experts can be involved to succeed the goals of the assignment, while the evaluation will be done based on qualification of the above listed key experts.

**H. Language:**

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

**I. Reporting and Schedule of Installments:**

The organization/company will report on the work progress to the UNDP MAP Project team and the NA Standing Committee on Health Care and Social Affairs. 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; sampling; 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	120 days after contract signing

**List of 10 urban and rural settlements of Armenia**

<b>h/h</b>	<b>Community Name</b>
1.	Aragatsothn Marz
	c. Ashtarak
	Byurakan
	Arteni
2.	Ararat Marz
	c. Artashat
	Geghanist
	Mkhchyan
3.	Armavir Marz
	c. Armavir
	Dalarik
	Musaler
4.	Gegharkunik Marz
	C. Gavar
	Lichk
	Lchashen
5.	Lori Marz
	c. Vanadzor
	Mets Parni
	Lernapat
6.	Kotayk Marz
	c. Hrazdan
	Garni
	Solak
7.	Shirak Marz
	c. Gyumri
	Pemzashen
	Horom
8.	Syunik Marz
	c. Kapan
	Tatev
	Gorayk
9.	Vayots Dzor Marz
	c. Kapan
	Malishka
	Areni
10.	Tavush Marz
	c. Ijevan
	Azatamut
	Achajur

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

### 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.*

<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

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	Elaboration and submission of the survey process, methodology of the survey, questionnaire and other tools; sampling; detailed work plan and budget	30%	
3	Elaboration and submission of the Interim Progress Report (including preliminary findings) for review and validation of the UNDP team	30%	
4	Elaboration and submission of the Final Report with all Annexes, findings and recommendations discussed and validated by the project partners and stakeholders	40%	
	<b>Total</b>	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. 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				
<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>				
<b>TOTAL</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)**