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REQUEST FOR PROPOSAL RFP 059/21

NAME & ADDRESS OF FIRM	DATE: May 21, 2021
	REFERENCE: "ORGANIZATION AND IMPLEMENTATION OF COMMUNITY COACHING"

Dear Sir / Madam:

We kindly request you to submit your Proposal for **ORGANIZATION AND IMPLEMENTATION OF COMMUNITY COACHING** (the detailed TOR is attached 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 **28th of May 2021, 4:00 pm** local Yerevan time (GMT +4) via email to the following e-mail address: tenders.armenia@undp.org

No hardcopies are accepted.

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than 3 transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

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 : 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	ORGANIZATION AND IMPLEMENTATION OF COMMUNITY COACHING
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	As per attached Terms of Reference (TOR), Annex 1a
List and Description of Expected Outputs to be Delivered	As per attached Terms of Reference (TOR), Annex 1a
Person to Supervise the Work/Performance of the Service Provider	Armen Tiraturyan, Project Manager, EU-LEAD Project
Frequency of Reporting	Monthly progress reports
Progress Reporting Requirements	On a regular basis
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	24 months
Target start date	July 1, 2021
Latest completion date	July 1, 2023
Travels Expected	<input checked="" type="checkbox"/> Not Required
Special Security Requirements	<input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Not Required
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
	<input checked="" type="checkbox"/> United States Dollars

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.

Currency of Proposal	<input checked="" type="checkbox"/> Local Currency													
Value Added Tax on Price Proposal ²	<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"/> 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 <input type="checkbox"/> Permitted													
Payment Terms ³	<table border="1"> <thead> <tr> <th>Outputs</th> <th>Percentage</th> <th>Timing</th> <th>Condition for Payment Release</th> </tr> </thead> <tbody> <tr> <td>Topic 1. Initial planning and preparation of working schedule</td> <td>10%</td> <td rowspan="2">24 months after contract signed</td> <td rowspan="2"> Payment will be done on monthly basis upon submission and acceptance by UNDP of monthly progress reports 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. </td> </tr> <tr> <td>Topic 2. Provision of coaching training (payment will be done on monthly basis upon submission and acceptance by UNDP of monthly progress reports).</td> <td>90%</td> </tr> </tbody> </table>				Outputs	Percentage	Timing	Condition for Payment Release	Topic 1. Initial planning and preparation of working schedule	10%	24 months after contract signed	Payment will be done on monthly basis upon submission and acceptance by UNDP of monthly progress reports 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.	Topic 2. Provision of coaching training (payment will be done on monthly basis upon submission and acceptance by UNDP of monthly progress reports).	90%
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Person(s) to review/inspect/ approve outputs/completed	Armen Tiraturyan, Project Manager, EU-LEAD Project													

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.

services and authorize the disbursement of payment	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract Face Sheet (Services) UNDP
Criteria for Contract Award	<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%.
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> <u>Expertise of the Firm - Maximum obtainable points: – 250</u></p> <ul style="list-style-type: none"> - Non-profit organization (NGO, Foundation, etc.), having legal status, with at least 5-year experience in Community Development, Coaching and Mentoring, Participatory Planning, Mobilization and Networking. The experience working in Lori and Tavush regions will be considered as a plus., max: 150; - At least 3 similar completed works previously performed, max: 100; <p><input checked="" type="checkbox"/> <u>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan, technical capacity - Maximum obtainable points: 250</u></p> <ul style="list-style-type: none"> - The detailed description of implementation methods and organisational approaches, milestones, timeframe and detailed budget breakdown (see budget breakdown template attached)- max 250. <p><input checked="" type="checkbox"/> <u>Management Structure and Qualification of Key Personnel - Maximum obtainable points: 500</u></p> <ul style="list-style-type: none"> - 20 coaches with the required qualifications as per Section 4 of the Annex 1 – Terms of Reference <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>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Detailed Terms of Reference (Annex 1a) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵

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.

Contact Person for Inquiries (Written inquiries only) ⁶	Procurement Unit, UNDP Armenia procurement.armenia@undp.org 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]	

⁶ 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

ORGANIZATION AND IMPLEMENTATION OF COMMUNITY COACHING

1. Background

The **EU Local Empowerment of Actors for Development in Lori and Tavush regions Project** (EULEAD4Lori and Tavush Regions) is funded by the European Union and implemented by the United Nations Development Programme in partnership with UN Food and Agricultural Organization and in close cooperation with the RA Ministry of Territorial Administration and Infrastructure. The project is piloted in Lori and Tavush Regions of Armenia as part of the European Union's LEADER / Community-Led Local Development (CLLD) concept with the following objectives: a) mobilise, capacitate and incentivise local actors to define community needs-driven strategies in Lori and Tavush regions, b) build supporting infrastructure to prioritise, implement and sustain local-grown initiatives in Lori and Tavush regions and c) Improve the capacity of the relevant ministries and other bodies and develop policy mechanisms at the national level for successful piloting and sustainability of the LEADER approach in Armenia.

Action in Brief: The project helps the local population in Lori and Tavush: **men, women, youth, elderly and citizen groups, including minorities to play active role in inclusive, resilient and sustainable local development** that aims at designing of territorial development models with involvement of citizens in setting development agenda, decision-making and implementation. This happens through building trust and self-confidence, developing entrepreneurial attitudes and encouraging a sense of group cohesion within communities and between regions.

The programme's backbone is the strong partnership between different stakeholders (public, private, civil society), which eventually leads to cross-sectoral multi-stakeholder cooperation through **Local Action Groups (LAGs)**. LAGs are the key actors of LEADER/CLLD initiatives formed by local partners in a bottom-up way, responsible for local development, functioning on a certain territory delineated based on economic, sociocultural or other commonalities, who prepare and agree on territorial development strategies, and facilitate the local development process on a long-term basis.

The Project pursues the following objectives:

- Objective 1. Mobilize, capacitate and incentivize local actors to define community needs-driven strategies in Lori and Tavush regions.
- Objective 2. Build supporting infrastructure to prioritize, implement and sustain local-grown initiatives in Lori and Tavush regions.

- Objective 3. Improve the capacity of the relevant ministries and other bodies and develop policy mechanisms at the national level for successful piloting and sustainability of the LEADER approach in Armenia (policy component).

BRIEF INFORMATION ABOUT COMMUNITY COACHES

The benefits of contributing to the '**common good**' or, developing '**social capital**' are being lost in many communities. Community coaching is a development tool to encouraging communities and the individuals within them to achieve their full potential and accumulate social capital through working together. **Community coaches** take a holistic view of society and work to bring balance to the economic, environmental, spiritual, and political forces that surround it.

The concept of **Community Coaching** builds on the understanding that

- Successful local development process needs successful communities
- Successful communities need successful people and
- Successful people multiply rapidly in communities that nurture the body, mind, and spirit of all their citizens.

Community coaches are different from consultants in that they 'coach' rather than 'advise', work locally, and are committed to the goals of the local community.

Community coaches work to promote

- Social/local Mobilization,
- Community Business Partnerships,
- Strong Community Support Services for all Citizens,
- Community Enterprise Development.

The process of local mobilization awakens people's hidden self-confidence; bring many new local development actions and project ideas to the surface; and help local people realize the importance of creating partnerships. At the same time, it gives hands-on experience in the demanding techniques of project identification and management to people who had never been exposed to such processes. By involving them in planning, decision-making, and project implementation, it serves to build people's motivation, self-esteem, and sense of empowerment.

The Community Coaches shall be the agents that bring information and know-how to local people on the technicalities of project thinking, planning and implementation. In many instances, this know-how cannot be imparted without reconciling diverging public, private and civil interests, guiding and encouraging people on tracks they have never taken before.

2. SCOPE OF WORK

Within the framework of this TOR the responsibilities of the Company are related to identification and ongoing support of community coaching component, fulfilling the Objective 1 and Objective 2 of the LEAD project by performing the following duties:

- Provide community coaching services to UNDP Project under the supervision and direction of UNDP Project staff
- The selected company within 3 days after signing a contract should submit CVs' of at least 20 Potential Coach candidates to "EULEAD4Lori and Tavush Regions" project (see below for the requirements of coaches),
- The proposed candidates will be pre-selected by UNDP on the basis of their CV and an interview prior to the LEAD Coach Training, and up to 10 candidates will participate in a 8-day-long Community Coaching Training course, organized by the UNDP. The training will be held in Yerevan, UNDP will cover the cost of food.
- After successfully completing the training course, potential candidates of coaches will be evaluated based on a cumulative analysis taking into consideration the combination of the participant's qualifications, performance provided in the LEAD Coach Training Course, a written test and interview, and 5 candidates will be recommended to the Company to hire for a 3-month probationary period, after which, in case of effective work, the contract can be extended. Only the highest ranked candidates who would be found qualified for the job will be considered for final contract. Participation in the LEAD Coach Training does not guarantee a contract.

3. MAIN DUTIES OF COACHES

Services provided by the **Community Coach in Lori and Tavush regions, selected by UNDP, and contracted by the Company** may include:

- Fact Finding Mission and written monthly informational Report, in accord with the indicators, developed by the implementation team in the target regions,
- Partner Mapping, including Local Self-Government, NGO (including church, educational organizations, local and international organizations etc.), CSO and non-registered local civil society groups (youth or sport club, etc.), interested local individuals, emerging local businesses,
- Project Idea Mapping (including project proposals from all local stakeholders)
 - Communication and Local Mobilization activities,
 - Organization and facilitation of local workshops and events,
 - Generating and contributing to implementation of community actions,
 - Mentoring and mediation,
 - Contribution to participatory-based local strategic planning,
 - Community-based project identification, generation, and development,
 - Communication and networking, including network building,
 - Co-acting in the LEAD Coach Team, co-creating cases,
 - supporting of processing of establishment of LAGs, knowledge sharing and knowledge generation in co-operation with the LEAD Project implementation team.

The above-mentioned activities shall be performed under supervision of the LEAD Project Manager and project experts.

4. REQUIRED SKILLS AND EXPERIENCE OF COACHES:

Academic Qualifications/Education:

- Possess a bachelor's degree (or higher) from an accredited relevant educational institution in the fields related to fields related to Social or Economic Sciences or community and territorial development,

Experience:

- Minimum 3 years' experience in community coaching or at least 5 years of community development experience, capacity development and training
- Experience with inclusive local development projects (involving women, youth, minority communities, refugees, and other disadvantaged groups) will be considered as a significant plus,
- Work experience in the Lori and Tavush regions is a plus
- Knowledge of social networking and ability to relate and work with people in disadvantaged communities.
- Sound knowledge of local institutional setup and local public authorities,
- Experience on working with international organizations,
- Knowledge of local rural development strategies both national and international/EU,
- Proficiency in using computer applications (MS Word, Excel, PowerPoint, Teams, Zoom, internet, and e-mail), experience in handling of web-based management and reporting system,
- Excellent reporting and presentation skills.

Language skills:

- Fluency in Armenian and English languages

Competencies

1. Corporate competencies:

- Demonstrates integrity by modeling the UN's values and ethical standards.
- Promotes the vision, mission, and strategic goals of UNDP.
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability.
- Treats all people fairly without favoritism.
- Fulfills all obligations to gender sensitivity and zero tolerance for sexual harassment
- Commitment to the SDGs

2. Functional competencies:

- Excellent communication, mediation and interpersonal skills, capacity of negotiation and ability to handle sensitive situations
- Capacity to manage masses expectations and to build trust; knowledge of ABD/LEADER/CLLD will be considered a plus
- Client-service-oriented with pro-active approach
- Ability to work both independently and as a part of a team under demanding circumstances

- Timeliness and reliability of delivery
- IT literacy, familiarity with e-presentation techniques; Proficiency in using computer applications (MS Word, Excel, PowerPoint, Teams, Zoom, internet, and e-mail), experience in handling of web-based management and reporting system
- Ability to create an original and productive team spirit among all involved individuals and organizations
Reporting skills, ability to mobilize, coordinate and work in a team
- Ability to work under pressure with tight deadline

5. OUTPUT AND DELIVERABLES

Expected Output and Deliverables will be discussed in detail during common preparation of the LEAD Coaching Work Plan and included in the Contract of the selected company.

Duration of Initial Contract: Estimated July 01, 2021 – June 30, 2023

Expected Duration of Assignment: Up to 400 working days for each coach (including at least 240 days of field work)

Location: Lori and Tavush regions, Armenia

6. QUALIFICATION OF THE COMPANY

Bids can be submitted by Non-profit organization (NGO, Foundation, etc.), having legal status, with at least 5-year experience in Community Development, Coaching and Mentoring, Participatory Planning, Mobilization and Networking. The experience working in Lori and Tavush regions will be considered as a plus.

The bidder must submit the following documents:

- Company state registration certificate (copy),
- Tax report on the activity of the previous 3 years,
- Existence of necessary work environment, including office space, car, own property etc.,
- At least 3 similar completed works previously performed.
- Working CVs of the staff,
- CVs' of the proposed coach candidates, at least 20
- Price offer, presented with zero VAT, in the form attached.

Incomplete applications will not be considered.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁷

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

[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, licenses, 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.

⁷ This serves as a guide to the Service Provider in preparing the Proposal.

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

C. Qualifications of Key Personnel

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

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive), AMD
1	Topic 1. Initial planning and preparation of working schedule	10%	
2	Topic 2. Provision of coaching training (payment will be done on monthly basis upon submission and acceptance by UNDP of monthly progress reports).	90%	
	Total	100%	

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

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

Name	Daily rate	Number of workdays	Total Price, AMD
Salary of 5 coaches		400	
Transportation costs			
Administrative costs			
VAT 0%			0.0
TOTAL			

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

[Designation]

[Date]

Annex 3

(Attached separately)

General Terms and Conditions