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REQUEST FOR PROPOSAL (RFP 003/22)

NAME & ADDRESS OF FIRM	DATE: January 20, 2022
	REFERENCE: Data Mapping and Business Process Analysis

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Data Mapping and Business Process Analysis** (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, **10 February 2022, 4:00 pm local Yerevan time (GMT +4)** **via email only**:

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:

[Procurement protest and vendor sanctions | United Nations Development Programme \(undp.org\)](#)

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:

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/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	Data Mapping and Business Process Analysis
Implementing Partner of UNDP	-
Brief Description of the Required Services ¹	In line with the draft National Road Safety Strategy (NRSS), the sustainability and inclusion principles of the 2030 Agenda and the UN General Assembly adopted resolution A/RES/74/299, the proposed project sets out to: 1) Ensure effective management and use of road safety data for improved policy and decision making, law enforcement and monitoring & evaluation; and 2) Streamline experiment-informed and iterative policy-making practices in the context of road safety in Armenia to ensure that only effective interventions are replicated and/or scaled-up.
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	Elen Sahradyan, Public Policy Innovation Task Lead
Frequency of Reporting	<i>As per TOR (Annex 1a) Deliverables and Timeframe</i>
Progress Reporting Requirements	<i>As per TOR (Annex 1a) Deliverables and Timeframe</i>
Location of work	<input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	3.5 months after contract signing by both parties.
Target start date	February 15, 2022
Latest completion date	May 30, 2022
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 <input checked="" type="checkbox"/> N/A
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"/> 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.

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
	1. Report on adjusted data mapping and business process analysis methodology and toolkit	40%	1 month 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.
	2. Final comprehensive report with data mapping and business process analysis results in relevance to road safety data analytics objectives			
	3. Final comprehensive report with data mapping and business process analysis results in relevance to overall police data analytics objectives and future Police digital transformation roadmap	60%	3.5 months after contract signing	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Elen Sahradyan, Public Policy Innovation Task Lead;			
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			

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.

	<p>technical proposal is 70%.</p> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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.</p>
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (max score: 300), including:</p> <ul style="list-style-type: none"> • Minimum of 5 years' experience in data mapping and business process analysis preferable in the public sector (max score: 150); • Minimum of 3 years' experience in law, with specific focus on criminal and administrative law and proceedings max score: 100); • Knowledge of the Police structure and functionalities is strongly desirable; Experience in working with state or government agencies (max score: 50); <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: 450), including:</p> <ul style="list-style-type: none"> • Project manager – at least 5 years of experience in data mapping and business process analysis preferably in the public sector (max score: 150); • Data specialist - At least 3 years of experience in data analytics and data mapping (max score: 100); • Lawyer/legal specialist- At least 5 years of experience in criminal and administrative law and proceedings (max score: 100); • At least 2 researcher/s - At least 2 years of experience in research, preferably in the public 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>
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 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

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.

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]	

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

Job Title: Data Mapping and Business Process Analysis
Project title: Re-framing Road Safety in Armenia
Accountable Institutions and Human Rights Protections in Armenia
Duration: 3.5 months
Starting Date: February 15, 2022
Duty Station: Yerevan, Armenia

Project Background

Re-framing Road Safety in Armenia:

More than 300 people die on the roads in Armenia every year, which represents a significantly higher per capita rate than in neighbouring countries. At the same time, and in line with a rapidly growing vehicle fleet in the country, the numbers of road accidents, fatalities and injuries are on the rise. The underlying causes are many, ranging from road infrastructure to quality and maintenance of vehicles - all exacerbated by unsafe road user behaviour, particularly speeding and drunk driving.

In line with the draft National Road Safety Strategy (NRSS), the sustainability and inclusion principles of the 2030 Agenda and the UN General Assembly adopted resolution A/RES/74/299, the proposed project sets out to: 1) Ensure effective management and use of road safety data for improved policy and decision making, law enforcement and monitoring & evaluation; and 2) Streamline experiment-informed and iterative policy-making practices in the context of road safety in Armenia to ensure that only effective interventions are replicated and/or scaled-up.

The Project will support the implementation of the new NRSS through the establishment of a synchronised database and experiment-informed policy-making practices, and facilitate coordination, planning and evaluation of road safety interventions, thus contributing to achieving a 50% reduction of road deaths by 2030 as per the UN General Assembly adopted resolution A/RES/74/299.

Accountable Institutions and Human Rights Protections in Armenia:

Police Reform:

- Capacity of the Police to implement the reform is enhanced through improved human resource quality and better awareness;
- Institutional capacities of the Police for effective oversight, as well as for ensuring accountability, transparency and integrity are developed;
- Mechanisms to foster participation of women at all levels of policing as well as for ensuring gender equality and gender mainstreaming are developed;
- Institutional capacities of the Police for implementation for effective crisis management are improved.

SDG Lab Role

3.1. Big data analytical tool for the Operational Management System is developed and tested (UNDP)

4.4. Police digital transformation roadmap is developed, and digitalization piloting is implemented (UNDP)

Scope of work

The overall objective of the assignment is to adjust the SDG Lab data mapping and business process analysis methodology and tools to the current task, and conduct data mapping and business process analysis for:

- Road safety related procedures and databases and data (including, but not limited to RA Police, Ministry of Territorial Administration and Infrastructure, Road Department Fund, Armenian Motor Insurers' Bureau, Ministry of Health, Ministry of Emergency Situations, Yerevan Municipality)
- RA Police, with a focus on the Operational Management System, but also beyond the system where other relevant institutions/databases are identified that could be integrated into the system

Duties and Responsibilities

Under the overall guidance of Armenia National SDG Innovation Lab Lead as well as the direct supervision of Armenia National SDG Innovation Lab Learning and Development Lead and Public Policy Innovation Task Lead the Contractor is expected to perform the following:

Re-framing Road Safety in Armenia

- Adjustment of data mapping and business process analysis methodology and scope definition in line with road safety data analytics objectives in cooperation with SDG Lab Team
- Mapping of all potential stakeholders (both public and private, such as the Police, Ministry of Territorial Administration, online taxi services, motor insurers, etc.) that hold relevant databases (based on generic analytics methodology and CADaS /Common Accident Data Set/ recommended variables), their responsibilities, with specific focus on data generation, collection, input, processing, analytics, sharing responsibilities and capabilities
- Comprehensive data mapping of all existing databases, including quantitative and qualitative descriptions in line with recommendation of SDG Lab data scientists (note that these databases also include any paper-based historical archives that could potentially be digitized, should there be need)
- Comprehensive overview of the existing legislative and regulatory framework and identification of differences between practical processes
- Mapping of all official and non-official documents, mandatory and official fields filled in during the process of data generation, collection, input, processing, analytics and sharing
- Identification, description, and analysis of the business processes through which data is generated, collected and inputted into the systems with clear identification and visualization of business processes “as is” (both official and practical processes are to be examined to identify differences, if any, if need be through observations)
- Identification of points within the business processes where data is being generated (relevant to the scope of the project) but is not being registered, or is registered but not inputted into digital databases
- Identification and analysis of the interconnectedness of databases (both institutional and inter-institutional interconnections, including with reference to the Government Interoperability Platform (GIP) standards)
- Clear documentation of the analyzed processes, stakeholders, and pain points with robust data (including, where relevant, samples of official forms, filled out forms, sample rows from databases, etc.)
- Prepare reports and presentations on the findings of the analysis per the project team's request.

Accountable Institutions and Human Rights Protections in Armenia

- Mapping of all stakeholders and their responsibilities, with specific focus on data generation, collection, input, processing, analytics, sharing responsibilities and capabilities
- Adjustment of data mapping and business process analysis methodology and scope definition in line with Police data analytics objectives and directions stemming from the future Police digital transformation roadmap (in cooperation with SDG Lab Team)
- Identification, description, and analysis of the business processes through which data is generated, collected, and inputted into the systems with clear identification and visualization of business processes “as is” (both official and practical processes are to be examined to identify differences, if any, if need be through observations)
- Identification of points within the business processes where data is being generated (relevant to the scope of the project) but is not being registered, or is registered but not inputted into digital databases
- Comprehensive data mapping of all existing databases, including quantitative and qualitative descriptions in line with recommendation of SDG Lab data scientists (note that these databases also include any paper-based historical archives that could potentially be digitized, should there be need)
- Mapping of all official and non-official documents, mandatory and official fields filled in during the process of data generation, collection, input, processing, analytics and sharing
- Identification and analysis of the interconnectedness of business processes and databases (both institutional and inter-institutional interconnections, including with reference to the Government Interoperability Platform (GIP) standards)
- Clear documentation of the analyzed processes, stakeholders, and pain points with robust data (including, where relevant, samples of official forms, filled out forms, sample rows from databases, etc.)
- Prepare reports and presentations on the findings of the analysis per the project team’s request.

Deliverables and Timeframe

Deliverables	Outputs	Payment, %	Delivery Date
Deliverable 1	Report on adjusted data mapping and business process analysis methodology and toolkit	40%	1 month after contract signing
Deliverable 2	Final comprehensive report with data mapping and business process analysis results in relevance to road safety data analytics objectives		
Deliverable 3	Final comprehensive report with data mapping and business process analysis results in relevance to overall police data analytics objectives and future Police digital transformation roadmap	60%	3.5 months after contract signing

Institutional Arrangements

The contractor will work under the overall guidance of the UNDP’s Armenia National SDG Innovation Lab Lead and the direct supervision of Learning and Development Lead. The contractor will work collaboratively with the project team. In addition to e-mail and phone, the contractor should be available for (online) meetings and contacting. If the quality of submitted material is not properly

ensured and/or there are deviations from the planned scope as indicated by the Project team, elimination of all the deficiencies shall be implemented by the contractor on its own expense.

Payment Mode

Payment will be done in 2 installments, upon timely completion of respective outputs and their acceptance by UNDP based on the signed acceptance acts. Evaluation of outcomes is the responsibility of UNDP. In case the conditions of the ToR are not met, the contract may be terminated, or the contract fee may be reduced.

The following payment modality is envisaged for implementation of the task:

Output 1&2 – 40 %

Output 3 – 60 %

Required Qualifications

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

The supplier qualifications eligible for the services described in this document include:

- Minimum of 5 years' experience in data mapping and business process analysis preferable in the public sector,
- Minimum of 3 years' experience in law, with specific focus on criminal and administrative law and proceedings;
- Knowledge of the Police structure and functionalities is strongly desirable;
- Experience in working with state or government agencies.

Key personnel qualification requirements

- **Project manager** – at least 5 years of experience in data mapping and business process analysis preferably in the public sector.
- **Data specialist** - At least 3 years of experience in data analytics and data mapping.
- **Lawyer/legal specialist**- At least 5 years of experience in criminal and administrative law and proceedings
- **At least 2 researcher/s** - At least 2 years of experience in research, preferably in the public sector.

The Company should have a strong team of experts, with shown professional capacities. Portfolio of the firm with proven experience in data mapping and business process analysis.

Language: Fluency in written and oral Armenian and English is required

Proposed Strategy and Implementation Plan:

A detailed work plan with timeline for the Deliverables to be implemented through the adjusted SDG Lab methodology.

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.

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.*

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

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)
1	Report on adjusted data mapping and business process analysis methodology and toolkit	40%	
2	Final comprehensive report with data mapping and business process analysis results in relevance to road safety data analytics objectives		
3	Final comprehensive report with data mapping and business process analysis results in relevance to overall police data analytics objectives and future Police digital transformation roadmap	60%	
	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. Key Expert 3				
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)