



REQUEST FOR PROPOSAL (RFP)

Operation and Maintenance Training Package	DATE: March 10, 2022
	REFERENCE: RFP-091-22

Dear Sir / Madam:

We kindly request you to submit proposals for the provision of **Operation and Maintenance Training Package**.

Please be guided by the form attached hereto as Annex 2 in preparing your Proposal.

Proposal must be submitted on or before the deadline indicated in the e-tendering system. Proposal must be submitted through online e-tendering system in the following link: <https://etendering.partneragencies.org> using your username and password.

Those companies who are not registered in the e-tendering portal yet are requested to use the following temporary username and password for registration:

Username: event.guest

Password: why2change

You are requested to indicate whether your company intends to submit a proposal by clicking "Accept Invitation" in the system.

In course of preparing and submitting your proposal, it shall remain your responsibility to ensure that your Proposal is submitted on or before the deadline indicated by UNDP in the e-Tendering system. Documents uploaded in the system as part of your Proposal must be free from any form of virus or corrupted contents, or the Proposal shall be rejected.

The Technical Proposal and the Financial Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. **The file with the "FINANCIAL PROPOSAL" must be encrypted with a password** so that it cannot be opened nor viewed until the proposal has been found to pass the technical evaluation stage. UNDP shall request via email the Proposer to submit the password to open the Financial Proposal. The Proposers shall assume the responsibility for not encrypting financial proposal.

IMPORTANT NOTE: **The amount of the financial proposal MUST NOT be mentioned anywhere in the submitted documents or in the e-tendering system**, other than the Financial Proposal. Failure in compliance with the mentioned condition shall result in rejection of the offer.

PLEASE DO NOT PUT THE PRICE OF YOUR PROPOSAL IN THE LINE ITEM IN THE SYSTEM. INSTEAD PUT "1" AND UPLOAD THE FINANCIAL PROPOSAL AS INSTRUCTED ABOVE

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

Ijaz Hussain
Head of Procurement a.i.
10 March 2022

Description of Requirements

Context of the Requirement	<p>Iraq, a nation prone to natural disasters, is made more vulnerable as a result of severe environmental degradation and neglect. It faces many challenges as a result of climate change, including increased temperature, reduced precipitation, increased water scarcity and salinity, increasing prevalence of sand and dust storms and related disaster shocks.</p> <p>Nevertheless, Iraq has made good progress in recent years in terms of addressing the impacts of climate change despite protracted conflicts and political instability. In 2009, Iraq ratified the United Nations Framework Convention on Climate Change (UNFCCC) and the Kyoto Protocol as a Non-Annex I country. Iraq signed the Paris Agreement in December 2016 and submitted its INDCs in 2015. Iraq became a full party to the Paris Agreement in January 2021. Iraq has worked to establish the national entities and units necessary to facilitate the implementation of the provisions of the UNFCCC, such as the Permanent National Committee for Climate Change, which was established in 2011.</p> <p>In this context, UNDP and UNEP support the government of Iraq in its efforts address the impacts of climate change and contribute to Iraq's environmental rehabilitation and development efforts by addressing the root causes, risks and mitigation measures associated with environmental degradation, climate change, and disasters shocks through capacity building, technical assistance, and awareness raising.</p> <p>Generally, public awareness of environmental sustainability and climate change in the country is limited, thus an awareness-raising campaign is vital. There is limited or no access to information within Iraq's education system, and the general public is unaware of the Government's work on climate-related issues. They also have little knowledge of any progress made to date, or how the United Nations through agencies like UNDP and UNEP are supporting the Government of Iraq in managing climate change.</p> <p>As such, UNEP and UNDP are partnering on climate change awareness-raising campaign and are sourcing a local campaign agency to deliver key elements of the campaign, including a visual brand/identity as well as awareness raising materials like advertisements, brochures, and videos.</p>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services ¹	<p><i>The primary aim of the campaign is to raise awareness on Climate issues in Iraq and how Iraq is progressing toward a greener future. This will be done through: This campaign aims to:</i></p> <p><i>A. Raising national awareness, under the NAP project, of stakeholders (including vulnerable groups and the private sector) on current and future climate change scenarios, socio-economic and environmental impacts, priority actions and investment opportunities to increase resilience of climate change in all 18 governorates.</i></p> <p><i>B. Highlighting the Government of Iraq's obligations under the Nationally Determined Contributions</i></p>

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.

	<p><i>C. Assisting the government in the preparation for COP26. Promote the Government of Iraq's involvement in COP26 in November 2021 and the activities under the event.</i></p> <p><i>D. Highlighting UNDP and UNEP's role in working with the Government of Iraq to combat climate change</i></p> <p><i>E. Building a supportive ecosystem for climate action supporters using innovative approaches.</i></p>
List and Description of Expected Outputs to be Delivered	<p>Part (1) Materials, topics, and activities</p> <p>Visual identity for the campaign</p> <ul style="list-style-type: none"> • Logo, slogan • Colors • Typography • Photography style 10% Upon completion <p>Television advertisement</p> <ul style="list-style-type: none"> • Develop 3 x 30-second TV advertisements (topics to be determined) • Arrange for broadcast on Al Sharqiya channel. Each advertisement should be shown every day for a total of 14 days (42 views in total) Two videos four weeks after the project's implementation day. <p>Three videos eight weeks after the project's implementation day. 15% upon completion.</p> <p>Production of Documentary Film</p> <p>10-15 min Documentary film in Arabic with subtitles in 3 languages; Arabic, English, and Kurdish.</p> <p>One short version for social media (2 minutes)</p> <p>20% upon completion.</p> <p>Visual Products</p> <p>15 x social media products optimized for all social media channels: LinkedIn, Facebook, Twitter, and Instagram, into three languages – Arabic, English and Kurdish. The products will include:</p> <ul style="list-style-type: none"> • 5 x short animations (1 min) • 10 social media cards (graphics) <p>3 x educational posters</p> <ul style="list-style-type: none"> • Design, print and distribute 3 x educational posters for schools • 5,000 copies of each, delivered to 5 major cities <p>2 x informational brochures</p> <ul style="list-style-type: none"> • Design, print and distribute 2 x information brochures for residents • 20,000 copies of each, delivered to 5 major cities

	<p>Ten products two weeks after the project's implementation day.</p> <p>Seven products four weeks after the project's implementation day.</p> <p>15% upon completion.</p> <p>Part (2) Final Report</p> <p>Provision of final report (financial & narrative) detailing the progress achieved on the production of audio/visual products and the broadcasting of the TV and radio spots and summarizing the outcomes, challenges, and lessons learned.</p> <p>Eight weeks after the project's implementation day. 35% upon receiving and approving the final report, including all components.</p>
Person to Supervise the Work/Performance of the Service Provider	UNDP Technical Training Experts (TTEs) will be the focal points monitoring and supervising all training sessions.
Frequency of Reporting	Provide UNDP TTEs with a daily and weekly progress report
Progress Reporting Requirements	(As indicated in the ToR attached)
Location of work	(As indicated in the ToR attached)
Expected duration of work	9 weeks (45 working days)
Target start date	May 01, 2022,
Latest completion date	(As indicated in the ToR attached)
Travels Expected	(As indicated in the ToR attached)
Special Security Requirements	(As indicated in the ToR attached)
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	(As indicated in the ToR attached)
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not 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
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" 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 ²	Payment is done in three installements upon completing the deliverables.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Associate Stabilization Analyst and Technical Training Experts (TTEs) with a service provider representative (project manager) will review and approve the outputs of the training upon the completion to authorize the disbursement of payment.
Type of Contract to be Signed	<input checked="" type="checkbox"/> Face Sheet Contract http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Criteria for Contract Award	<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 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.
Criteria for the Assessment of Proposal	<u>Technical Proposal (70%)</u> <input checked="" type="checkbox"/> Expertise of Organization 30% <input checked="" type="checkbox"/> Proposed Methodology, Approach and Implementation Plan 35% <input checked="" type="checkbox"/> Management Structure and Key Personnel 35% The detailed technical evaluation criteria is mentioned below. The minimum technical score required to pass the technical evaluation is 70% . <u>Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider. The payment will be done to one single bank account identified by the Joint Venture/Consortium.

² 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.

Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: https://www.undp.org/procurement/business/how-we-buy
Annexes to this RFP ³	<input checked="" type="checkbox"/> Form for Submission of Proposal <ul style="list-style-type: none"> • Annex 2a – Technical Proposal Format • Annex 2b – Financial Proposal Format <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁴ <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> Proposal Submission Form (Annex 5)
Contact Person for Inquiries (Written inquiries only) ⁵	Vian Mohammed Procurement Officer Email: vian.mohammed@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.
Allowable Manner of Submitting Proposals	<input checked="" type="checkbox"/> Online bidding in E-Tendering module. Date and Time: As specified in the system (note that the time zone indicated in the system in New York Time zone). PLEASE NOTE: - Date and time visible on the main screen of the event (on the E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the E-Tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly to the system. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist. Note: for registration please refer to E-tendering instruction manual and FAQ.

³ Where the information is available in the web, a URL for the information may simply be provided.

⁴ 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.

⁵ 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.

Method of Submission	<p>Proposals must be submitted as follows:</p> <p><input checked="" type="checkbox"/> E-tendering</p> <ul style="list-style-type: none"> ▪ File Format: PDF and BOQ in PDF and EXCEL ▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. ▪ All files must be free of viruses and not corrupted. ▪ Max. File Size per transmission: 20MB <p>[For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <ul style="list-style-type: none"> • Insert BU Code and Event ID number ▪ The Technical Proposal should be submitted separately from the Financial Proposal and must not contain any pricing information whatsoever on the services offered. <p>Financial Proposal Password:</p> <p>Password for financial proposal must not be provided to UNDP until requested by UNDP if the proposal is deemed technically qualified. Proposers will have 48 hours to respond to the request for password from UNDP. Proposers are advised to note their passwords in a secure place. Should UNDP be unable to open the file due to forgotten password(s), the Proposal shall be rejected.</p> <p>The bids submitted by email/post mail/hand shall not be accepted.</p> <p>While entering financial proposal in the e-tendering system, always mention your price as USD 1. Please do not mention the value of your financial proposal in e-tendering system. It should only be mentioned in the password protected file/attachment of financial submission form (form F and G). The proposal of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.</p> <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/</p>
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Joint Venture, Consortium or Association	<p>a. If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>b. After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of UNDP.</p> <p>c. The lead entity and the member entities of the JV, Consortium or Association shall abide by the provisions of Clause 9 herein in respect of submitting only one proposal.</p> <p>d. The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by UNDP.</p> <p>e. A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <p>a) Those that were undertaken together by the JV, Consortium or Association; and</p> <p>b) Those that were undertaken by the individual entities of the JV, Consortium or Association.</p> <p>f. Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p>
Other Information <i>[pls. specify]</i>	

Technical Evaluation Criteria

The proposal will be evaluated based on the following criteria:

I. Technical Evaluation Criteria

Summary of Technical Proposal Evaluation Forms		Score Weight	Points Obtainable
1.	Expertise of Firm / Organization	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	35%	350
3.	Management Structure and Key Personnel	35%	350
Total			1000

Technical Proposal Evaluation Form 1		Points obtainable
Expertise of the Firm/Organization		
1.1	General organizational capacity (e.g., size of firm / organization, effectiveness of planning and training, reputation of the organization and personnel competence / relevant experience) and the duration of work in the market, <i>Experience in project target regions (5 years- 50 points, 6-7 years - 70 points, more than 7 years - 100 points)</i>	100
1.2	Experience of the company / organization in the field of training, as evidenced, for example, by the number of training modules designed on the theme of requested Services <i>(at least 2 training modules - 30 points, 3-5 modules - 50 points, 6 and more modules - 75 points)</i>	75
1.3	Experience in curriculum development and implementation of training programs of short-term training for heads of local governments, NGOs, government organizations, initiative groups in communities <i>(up to 5 years - 50 points, 6-7 years - 60 points, more than 7 years - 75 points)</i>	75
1.4	Presentation of recommendations from past clients (including international organizations) regarding implementation of similar tasks: <ul style="list-style-type: none"> • <i>Presentation of recommendations 2 - 30 points</i> • <i>Presentation 3 recommendations - 40 points</i> • <i>Presentation 4 or more recommendations - 50 points</i> 	50
		300

Technical Proposal Evaluation Form 2		Points Obtainable
Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task? Critical analysis and understanding of the TOR and supporting documents (100 points); Analysis of the TOR and supporting document (75 points); Analysis of only the TOR (50 points) No analysis – 0 points	100
2.2	Have the important aspects of the task been addressed in sufficient detail? Approach and methodology well elaborated (100 points) Approach and methodology elaborated but with some missing documents (60 points) No approach and methodology (0 points)	100
2.3	Are the different components of the project adequately weighted relative to one another? Approach and work plan well elaborated (75 points) Approach and work plan elaborated but with some missing elements (50 points) No approach/work plan (0 points)	75
2.4	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the project? Presentation is very clear, and sequence is very logical (75 points) Presentation is not very clear and sequence is not very logical (50 points)	75
		350
Technical Proposal Evaluation Form 3		Points Obtainable
Management Structure and Key Personnel		
3.1	Composition and structure of the team proposed. Are the proposed roles of the management and the team of key personnel suitable for the provision of the necessary services	
	Trainers (The number of trainers to be proposed shall be evaluated individually as per below points and averaged to get the final score)	

Minimum 10 years' of progressive relevant practical experience and skills in in mechanical, electrical engineering, water resources and environmental science\engineering or any other related fields and conducting training similar in nature of the requirements as per the Annex A <i>(10-12 years - 100 points, 13-15 years - 150 points, more than 15 years - 200 points)</i>			200
Relevant Academic Background <i>PhD/Master's in mechanical, electrical engineering, water resources and environmental science\engineering or any other related fields.– 100 points</i> <i>Bachelor's degree in mechanical, electrical engineering, water resources and environmental science\engineering or any other related fields) – 75 points</i>			100
Language qualifications <i>Proficiency in Arabic language – 25 points</i> <i>Not so proficient in Arabic language – 15 points</i>			25
Knowledge of the Region <i>Worked in the region for:</i> <i>2 years – 20 points</i> <i>3 -5 years – 25 points</i>			25
			350

I. **Note: The CVs of all personnel are required to check the suitability with the requirement as below (Personnel CV Template).**

II. Personnel CV Template

CVs should demonstrate qualifications in areas relevant to the Scope of Services as per Terms of Reference. *Please use only the format below in submitting the CVs*

Name:		
Position for this Contract:		
Nationality:		
Contact information:		
Countries of Work Experience:		
Language Skills:		
Educational and other Qualifications:		
Summary of Experience: <i>Highlight experience in the region and on similar projects.</i>		
Relevant Experience (From most recent):		
Period: From – To	Name of activity/ Project/ funding organisation, if applicable:	Job Title and Activities undertaken/Description of actual role performed:
<i>e.g. June 2004-January 2005</i>		
<i>Etc.</i>		
<i>Etc.</i>		

References no.1	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>
Reference no.2	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>
Reference no.3	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>

FORM FOR SUBMITTING SERVICE PRPVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)

[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, contract 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.*

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*

⁶ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- 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.*

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

[Designation]

[Date]

Financial Proposal

(Must be password protected)

Financial proposal breaking down

No.	Activities/Expenses	Number Training sessions	Cost per session (USD)	Total
	I. Staff Costs			
	Lead Trainer 1 (Maintaining and operating electrical generators course)			
	Trainer assistant 1 (Maintaining and operating electrical generators course)			
	Lead Trainer 2 (Maintaining and operating HVAC course)			
	Trainer assistant 2 (Maintaining and operating HVAC course)			
	Lead Trainer 3 (Maintaining and operating water pumps course)			
	Trainer assistant 3 (Maintaining and operating water pumps course)			
	Lead Trainer 4 (Maintaining, testing, and operating elevators course)			
	Lead Trainer 5 (implementation of preventive maintenance course)			
	Lead Trainer 6 (Maintaining and operating fire-fighting systems course)			
	Lead Trainer 7 (Environmental Waste Management and Recycling course)			
	Training coordinator 1			
	Training coordinator 2			
	Training coordinator 3			
		Unit	Cost (USD)	Total
	II. Operating Costs			
	Printing out of Handouts			
	Certificates			
	Management costs (14%)	14%		
	III. Workshop Costs (lumpsum) Rental fees of workshop venues (for the four hubs), tools and equipment and PPE purchasing as stated in Annex A			

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

Annex 3

UNDP General Terms & Conditions for Contracts (Goods and/or Services)

[https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/4.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20\(Services%20only\)%20-%20Sept%202017.pdf](https://www.undp.org/content/dam/undp/library/corporate/Procurement/english/4.%20UNDP%20GTCs%20for%20de%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf)

Terms of Reference (ToR)

Operation and Maintenance Training Package



United Nations Development Programme

March 2022

Terms of Reference (ToR)

II. BACKGROUND

UNDP, in partnership with the Government of Iraq and the Global Coalition to Defeat ISIL, established the Funding Facility for Immediate Stabilization (FFIS) to quickly implement activities to stabilize newly liberated areas of Iraq in June 2015. FFIS is governed by a Steering Committee co-chaired by the Prime Minister's Office and the DSRS/RC. The Funding Facility supports four sets of activities, each with a dedicated window. All activities support the needs identified by local authorities (Governors' offices, line departments, mayors), based on priorities identified at the local level through consultations. The Provincial Command Cells endorse the activities.

- 1) Window One: Public works and light infrastructure rehabilitation.
- 2) Window Two: Livelihoods support that jumpstarts local economy and generates income for households, particularly families returning to their homes.
- 3) Window Three: Capacity support for local governments, boosting their immediate response capacity to cope with the challenges arising during stabilization.
- 4) Window Four: Community reconciliation initiatives that help local leaders and community groups promote social cohesion and dialogue.

Under Window 3, to ensure the proper use and maintenance of Nineveh public infrastructure (electrical power substations, water treatment plants, hospitals etc.) FFIS intends to organize two types of technical training packages for the relevant Nineveh line directorates. First package; general technical engineering training in electrical and mechanical engineering, planning, and managing maintenance works, on-site construction management, health and safety on-site, environmental management, information technology, etc. Second package; specialized technical training for the operation and maintenance of specific equipment and systems such as water pumps, power transformers and hospital medical equipment.

III. OBJECTIVE

The objective is to provide training courses in the operation and maintenance of electrical generators, elevators, water pumps, HVAC systems, firefighting systems, and waste management. These training courses will be provided to an estimated 436 staff of the Nineveh directorates of water, electricity, municipalities, health, education, road and bridges and agriculture. The aim is to build staff capacity to operate, proper use and maintain various types of machines, equipment, and systems. Annex A contains the required training list with main objectives to be met and the number of trainees per training, location of training to take place.

IV. SCOPE OF SERVICE

The main task to be performed by the training service provider is to conduct training sessions in public venues located in Nineveh districts and subdistricts, mainly in Mosul, Al-Hamdanya, Al-Qayara and Tal-

Afar. Training organizations are expected to facilitate the training syllabus, assessments, relevant training maintenance equipment and materials in addition to the specific tasks below:

- 1) Reach out by phone to staff and the focal points of Nineveh directorates to inform the participants about the training session and confirm their attendance.
- 2) A list of targeted participants with their names, contacts, job titles and locations with the focal point of each Nineveh directorate will be provided to the service provider by UNDP technical training experts (TTEs) within sufficient time before the training sessions take place.
- 3) Carry out training sessions in physically attended seminars, including interactive engaging training, group discussions and practical demonstrations, which actively involve students in their own learning experience.
- 4) Carry out practical training with hands-on activities for the participants in workshops or sites equipped with required machines, equipment and maintenance tools related to training objectives stated in Annex A.
- 5) The service provider is responsible for providing personal protective equipment (PPE) to the participants and imposing health and safety protocols in the workshop and site visits.
- 6) Conduct pre-and post-assessment exercises for the participants in each training with an evaluation at the end of the training session.
- 7) Provide training materials (both digitally and in paper) to the participants for a complete understanding of the training objectives taking into account the variance levels in knowledge and experience of the participants. The trainer is required to adjust and adapt the training course materials relying on the pre-assessment of participants on day one of the training session.
- 8) The Service provider is required to ensure close consultation with UNDP before implementing the training, and the concept of the Training Course, detailed schedule and deliverables shall be agreed upon in advance.
- 9) Provide UNDP TTEs with a daily and weekly progress report (written in English) for all running training sessions which include but are not limited to relevant training materials, schedules, training activities, outcomes of the pre and post-assessments and participants' daily attendance sheet (template form of attendance sheet will be provided by UNDP TTEs).
- 10) Organize training in Arabic. English can be used where required.

V. EXPECTED DELIVERABLES

The service provider shall provide the following deliverables:

- 1) Provide a comprehensive final report in English for each training listed in Annex A, which includes but is not limited to the course summary, list of participants, major discussions during the courses, observations, recommendations, and summary of feedback of the participants with a final evaluation. a final report (Template will be provided by UNDP TTE's) contains the following information:
 - total number of participants who completed the course according to Annex A (Location and Number of participants table).
 - Names and phone numbers of participants.
 - Participant's directory and district/ subdistrict.

- 2) Provide participants with attendance certificates of training in English and Arabic. The service provider will be responsible to print and deliver the UNDP certificates to the participants. The signed copies of the UNDP certificates will be provided to the service provider before the end of each training session.

VI. Reporting Lines and Language

- 1) The service provider submits all reports to UNDP TTEs in English.
- 2) The Training Course shall be conducted in Arabic for the lecture and materials

VII. QUALIFICATIONS OF THE SUCCESSFUL SERVICE PROVIDER

The service provider should meet the following minimum requirements:

- 1) The 'service provider' is defined as an academic university, technical institute, local or international NGO, consultancy bureau, training institute, company and/or engineering and technical union.
- 2) The service provider is specialized in capacity development, teaching and training.
- 3) The lead trainer(s), and trainer assistant(s) must have minimum of 10 years of progressive relevant experience and skills matching the training objectives listed in Annex A. The lead trainer must have an academic qualification (holding a minimum BSc degree in engineering, technical or science with an exception for technical institute diploma holders with at least 15 years of practical experience). The lead trainer must have practical experience in mechanical, electrical engineering, water resources and environmental science/engineering or any other related fields. The trainer assistant is responsible for assisting the participants and walking them step by step to implement the training course practically during the session.
- 4) Provide a training coordinator/organizer for each active training session\hub who will be responsible for coordinating the training session in terms of reaching out to the participants to ensure their availability on the training date two weeks prior and provide attendance sheets and report daily to the UNDP's TTEs.
- 5) The service provider has experience in working with local government actors, private sectors or NGOs.
- 6) The lead trainer must have excellent analytical, report writing and presentation skills.
- 7) The lead trainer has experience in developing course materials and delivering training.
- 8) The service provider has a proper management structure for planning, monitoring, and managing the training implementation.
- 9) The organization is responsible for obtaining access for its trainers and staff to all areas where the trainings will be held.

VIII. SUBMISSION OF PROPOSALS

Service providers are invited to apply. The applicants must submit the following information to demonstrate their qualifications:

- 1) A technical proposal detailing applicants' understanding of ToRs, proposed training methodology, trainers CVs and service provider profile.

- 2) Develop training materials and produce the relevant training modules of the training course to meet the objectives of each training course as stated in Annex A.
- 3) A detailed implementation plan for all training courses listed in Annex A which include but is not limited to:
 - A total number of trainers and trainer assistants (as requested in Annex A) that the service provider can assign for each training with other support staff (training coordinator) for effective and efficient training. It's preferred to propose multiple qualified lead trainers (for each training course) to reduce the training time window through implementing multiple training sessions simultaneously. Note that number of training sessions in the proposed plan that will be held simultaneously shall not exceed three training sessions per week per training hub due to logistics limitations.
 - Timetable illustrates the number of participants per training session per week per hub. The number of participants per session should be adequate to execute the training session efficiently and to maximize the deliverable knowledge and skills to the participants. Note that the number of participants shall not exceed 25 participants per session. Total number of training sessions required to cover the training of the participants (436) for the seven training courses in the four training hubs listed in Annex A.
 - A detailed plan with a timetable includes the starting and ending dates to implement the training sessions.
 - The time window to finish all the training sessions shall not exceed 9 weeks (45 working days).
- 4) Detailed table of content, syllabus, agenda, and time frames for each training listed in Annex A. The submitted training course content might be discussed between the applicant (organization) and UNDP TTEs for further adjustments to achieve the training objectives during the kick of meeting after the contract awarding.
- 5) Detailed information about the equipped workshops that will be used for the practical training courses as requested in Annex A. The service provider will be responsible to provide (rent) and set up the workshops venues with equipment and tools (see Annex A) in the training hubs of (Mosul, Al-Hamdanya, Al-Qayara and TalAfar) for the practical and hands-on training according to the training courses objectives in Annex A. Note that UNDP will be responsible for providing the classroom training venue, and the contractor for the workshops for the practical training.
- 6) A financial proposal breaking down the cost for operational costs/reimbursable and professional fees for the training listed in Annex A including but not limited to (a) Personnel cost (Training coordinators, Trainers, Trainer assistants), (b) Out of pocket costs shall include, if necessary (staff transportation, overnight stay, phone credits, or other essential institutional fees) and (c) workshops (rental fees of workshops venues, tools and equipment with PPE purchasing as stated in Annex A).
- 7) A minimum of three professional references/recommendations from previous employers.

- 8) Examples of previous training materials and/or reports about training led by the service provider and trainer.
- 9) All the submitted documents mentioned above have to be written in English.

IX. INSTITUTIONAL AGREEMENT

- 1) Total Number of participants stated in Annex A may increase by 10%-15% where agreement amendments will be considered in this case.
- 2) The number of participants per training hub might be various (increased or decreased) within a 25% range, however, the total number of participants in all training hubs will be the same. For example, we may reallocate 10% of Al-Hamdanya hub participants to be trained in the Mosul hub.
- 3) UNDP Technical Training Experts (TTEs) will be the focal points monitoring and supervising all training sessions.
- 4) UNDP will provide the lunch and refreshments (coffee breaks) for the participants, trainers and staff for the training period.
- 5) UNDP will provide classroom training venues in the targeted training hub locations (Mosul, Al-Hamdanya, Al-Qayara and TalAfar) for the theoretical part of the training courses. These venues (training halls) will be equipped with a projector, screen, internet, stationeries, COVID19 hygiene kit, whiteboard, or flipchart. As mentioned above, the contractor will provide the practical training workshops.
- 6) Reporting and Documentation; The training service provider will maintain the proper documentation process of the training and assess the evaluation and quality of the training through the standard template.
- 7) The service provider shall not execute the intellectual property rights on the submitted report and Training Materials used by UNDP.
- 8) UNDP Associate Stabilization Analyst and Technical Training Experts (TTEs) with a service provider representative (project manager) will review and approve the outputs of the training upon the completion to authorize the disbursement of payment.

X. Key Performance Indicators During the Implementation of Training

Overall, the service provider's performance will be evaluated based on the following key criteria:

1. Timely coordination for preparing each training course
2. Quality of course materials with timely submission to UNDP
3. Provision of comprehensive reports and strong reporting
4. Trainees' satisfaction towards Training Course.

Annex 5
Proposal Submission Form

To: Procurement Unit, UNDP IRAQ

Dear Sir/Madam:

We, the undersigned, hereby offer to provide professional services for [insert: title of services] in accordance with your Request for Proposal dated [*insert: Date*] and our Proposal. We are hereby submitting our Proposal, which includes the Technical Proposal and Financial Proposal.

We hereby declare that:

- a) All the information and statements made in this Proposal are true and we accept that any misrepresentation contained in it may lead to our disqualification;
- b) We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council;
- c) We have no outstanding bankruptcy or pending litigation or any legal action that could impair our operation as a going concern; and
- d) We do not employ, nor anticipate employing, any person who is or was recently employed by the UN or UNDP.

We confirm that we have read, understood and hereby accept the Terms of Reference describing the duties and responsibilities required of us in this RFP, and the General Terms and Conditions of UNDP's Contract for Professional Services.

We agree to abide by this Proposal for *90 days*.

We undertake, if our Proposal is accepted, to initiate the services not later than the date indicated in the Data Sheet.

We fully understand and recognize that UNDP is not bound to accept this proposal, that we shall bear all costs associated with its preparation and submission, and that UNDP will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the evaluation.

We remain, Yours sincerely,

Authorized Signature [*In full and initials*]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Contact Details: _____

[please mark this letter with your corporate seal, if available]

