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## REQUEST FOR PROPOSAL (RFP 021/22)

NAME & ADDRESS OF FIRM	DATE: March 14, 2021
	REFERENCE: Project Beneficiary-based Survey.

Dear Sir / Madam:

We kindly request you to submit your Proposal for conducting Project Beneficiary-based Survey (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, 25 March 2022, 4:00 pm local Yerevan time (GMT +4) via **email only**:

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

Please note that proposals received through any other e-mail address will not be considered. Your Proposal must be expressed in the English, and valid for a minimum period of 60 days calendar days.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of

Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link: [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Procurement Unit  
UNDP Armenia*

## Description of Requirements

Context of the Requirement	<b>Conducting Project Beneficiary-based Survey</b>
Implementing Partner of UNDP	UNICEF
Brief Description of the Required Services <sup>1</sup>	The Beneficiary-based Survey will be conducted among a sample of the Project's direct beneficiary population. Beneficiary-based Survey will be conducted using a set of methods of data collection among several target groups of the Project's direct beneficiary population (see Annex I). The scope of the study covers beneficiary groups populated in 60 target communities of 3 regions/marzes of Armenia, namely Vayots Dzor, Gegharkunik and Syunik. Among beneficiary groups there are groups of school-students and adolescents.
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	Strengthening Stability and Resilience of the Bordering Communities in Vayots Dzor, Gegharkunik and Syunik Regions (Phase 3) Project Coordinator
Frequency of Reporting	<i>As per TOR (Annex 1a) Expected Outputs</i>
Progress Reporting Requirements	<i>As per TOR (Annex 1a) Expected Outputs</i>
Location of work	<input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	3 months after contract signing by both parties.
Target start date	30 March 2022
Latest completion date	30 June 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
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required

<sup>1</sup> A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars (USD) <input checked="" type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (AMD) (will be converted in accordance to UNORE)				
Value Added Tax on Price Proposal <sup>2</sup>	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes				
Validity Period of Proposals ( <i>Counting for the last day of submission of quotes</i> )	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.				
Partial Quotes	<input checked="" type="checkbox"/> Not Permitted				
Payment Terms <sup>3</sup>	Outputs	Percentage	Timing	Condition for Payment Release	
	Output 1. Methodological Note (data collection methods, survey design/sampling plan and analysis plan) in Armenian is in place (extracts of the Note related to the children's part should be in English).	50%	20 days after contract signing	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	
	Output 2. Finalized survey instrument: surveys' questionnaires, interview and FG guidelines are tested and validated		30 days after contract signing		
	Output 3. Data is gathered and inputted	50%	60 days after contract signing		
	Output 4. Draft Analytical Report is developed in Armenian and English		75 days after contract signing		
	Output 5. Final Analytical Report is presented to the Project Management and finalized with the key		90 days after contract signing		

<sup>2</sup> VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<sup>3</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	findings as per the TOR objectives			
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Strengthening Stability and Resilience of the Bordering Communities in Vayots Dzor, Gegharkunik and Syunik Regions (Phase 3) Project Coordinator			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Services			
Criteria for Contract Award	<input type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%. <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory 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	<p><b><u>Technical Proposal (70%)</u></b></p> <p><input checked="" type="checkbox"/> Expertise of the Firm (<b>max score: 400</b>), including:</p> <ol style="list-style-type: none"> <li>Demonstrated knowledge in qualitative and quantitative methods and techniques. Five+ year of experience in research and research management (<b>max score: 150</b>)</li> <li>Capacity in data collection, including FG moderation and survey implementation involving children, as well as conducting analysis and reporting related to child rights issues (<b>max score: 150</b>).</li> <li>Proven record of working in socio-economic and/or DRM sectors. Ability to work with multiple stakeholders. Ability to communicate issues and facilitate resolutions to them in timely manner. Solid portfolio of relevant projects (<b>max score: 100</b>).</li> </ol> <p><input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (<b>max score: 250</b>), including:</p> <ul style="list-style-type: none"> <li>Task implementation approach, including detailed description of implementation methods and milestones to carry out the proposed task; a detailed work plan with timelines for the Deliverables/Outputs (<b>max score: 250</b>)</li> </ul> <p><input checked="" type="checkbox"/> Qualification of Key Personnel (<b>max score: 350</b>), including:</p> <ul style="list-style-type: none"> <li>Survey Team Leader as of Annex 1a, paragraph: Core Staff for the BS, (<b>max score: 150</b>);</li> <li>Senior Survey Specialist as of Annex 1a, paragraph: Core Staff for the BS (<b>max score: 100</b>);</li> <li>Filed Operations Manager as of Annex 1a, paragraph: Core Staff for the BS (<b>max score: 100</b>);</li> </ul> <p><b><u>Financial Proposal (30%)</u></b></p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>			

UNDP will award the contract to:	<input checked="" type="checkbox"/> One Service Provider
Annexes to this RFP <sup>4</sup>	<input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <sup>5</sup> <input type="checkbox"/> Others <sup>6</sup>
Contact Person for Inquiries (Written inquiries only) <sup>7</sup>	<i>Procurement Unit, UNDP Armenia</i> <a href="mailto:procurement.armenia@undp.org">procurement.armenia@undp.org</a> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	

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

<sup>5</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

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

<sup>7</sup> This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

**TERMS OF REFERENCE**

<b>Consultancy title:</b>	<b>Project Beneficiary-based Survey</b>
<b>Project title:</b>	<b>Strengthening Stability and Resilience of the Bordering Communities in Vayots Dzor, Gegharkunik and Syunik Regions (Phase 3).</b>
<b>Duration:</b>	<b>March 30, 2022-June 30, 2022</b>
<b>Starting Date:</b>	<b>March 30, 2022</b>
<b>Duty station:</b>	<b>Yerevan, Armenia with field missions to the Project target regions</b>

**Background:**

For Armenia the Nagorno Karabakh (NK) conflict remains a major source of tension and instability. This impacted large segments of affected population in bordering regions, suffering the consequences of the NK conflict in their everyday lives. The escalation of fighting over Nagorno Karabakh in September 2020 as well as impacts of ongoing COVID-19 pandemic have brought an urgent need of strengthening the safety, stability and resilience of the Project's bordering communities. The residents of the regions adjacent to conflict zones routinely experience various forms of deprivations, safety risks, poverty, limited job opportunities, depopulation and deteriorating human capital, gender inequalities, vulnerability of youth and children, and hindered access to basic public services and social protection. All this has been exacerbated by COVID-19, undermining the stability and resilience of the bordering communities in the long run.

The Project represents a joint UNDP-UNICEF effort to advance stability and safety in the bordering communities of Gegharkunik, Vayots Dzor and Syunik regions, directly affected by Nagorno Karabakh (NK) conflict. The Project implements activities to deliver transformation at institutional (local governments, VETIs, CSOs, businesses) and human development levels (education, skills, services, behavior).

UNDP will conduct Project Beneficiary-based Survey (hereafter Beneficiary Survey (BS)) considering ongoing crises to inform the evaluation of the Project results at the outcome level (enhanced resilience, safety and social cohesion of bordering communities in target provinces) upon completion of the Project in June 30, 2022.

BS will be conducted in the context of the Project M&E to ensure that the Project implementation is rolling out as expected and that the Project interventions are on track for achieving their intended outcomes and targets in the direct beneficiary population. The results of such M&E exercise will be used to inform decisions about the Project strategies and to scale-up the Project's components and successful interventions across other regions of Armenia.

**Objective and scope of work:**

The Project's direct beneficiaries are those who come into direct contact with the set of interventions (goods or services) provided by the Project in each of the three Project's technical areas: economic, social, and disaster-risk management (DRM). Individuals who receive training or benefit from these should be distinguished from indirect beneficiaries, who benefit indirectly from the goods and services provided to the direct beneficiaries, e.g., members of the household of a direct beneficiary. The Beneficiary-based Survey will be conducted among a sample of the Project's direct beneficiary population. Beneficiary-based Survey will be conducted using a set of methods of data collection among several target groups of the Project's direct beneficiary population (see Annex I). The scope of the study covers beneficiary groups populated in 60 target communities of 3 regions/marzes of Armenia, namely

Vayots Dzor, Gegharkunik and Syunik. Among beneficiary groups there are groups of school-students and adolescents<sup>8</sup>.

The BS should be accomplished by an independent contractor/company along 3 basic pillars of the Project implementation: 1. Economic resilience, 2. Social resilience, and 3. Disaster Risk Management. The success of the mentioned activities and contribution towards the Project goal will be evaluated against certain set of indicators. The indicators to inform the evaluation will be provided by the Project and include the following 3 key indicators that will serve as a basis for the BS sample size calculation<sup>9</sup>:


- **Percentage of beneficiaries that report on improved economic resilience.** Key dimensions of the evaluation shall include access to a) jobs, b) improved skills and vocational education and training. The evaluation shall provide data disaggregated by gender, age, status of disability and displacement, geographical location. The evaluation shall be conducted vis-à-vis the target of about 70% of the respondents reporting on improved economic resilience.
- **Percentage of beneficiaries that report on social resilience.** The measurement should focus on a) access to improved public education, b) health and c) social protection services. The survey shall provide data disaggregated by gender, age, status of disability and displacement, geographical location. The evaluation shall be conducted vis-à-vis the target of about 70% of the respondents reporting on improved social resilience.
- **Percentage of beneficiaries that report on improved resilience to disaster, pandemic and conflict.** The evaluation will focus on a) access to improved disaster reduction facilities, b) improved knowledge and skills on DRM; c) initiatives of women's organisations on DRM planning, implementation, monitoring and advocacy for policy reform. The survey shall provide data disaggregated by gender, age, status of disability and displacement, geographical location. The evaluation shall be conducted vis-à-vis the target of about 70% of the respondents reporting on improved disaster and conflict resilience.

Based on the gathered information, it will be possible to accumulate evidence-based insights on the Project impact at the outcome level, as well as to share and scale-up accumulated positive experience and practices aimed at resilience building across 3 target regions and register lessons learned for consideration.

The BS findings will enable to share positive experience and practice across the country, as well as will contribute to the development of a comprehensive response aimed at institutional and human capacity building of the bordering communities across 3 key vectors of the Project implementation. The BS findings will be validated by the sectors experts through focus groups discussions and presentations.

#### **Duties and responsibilities:**

Under the supervision and the overall guidance of the UNDP Project Coordinator and in consultation with UNICEF respective specialists (particularly in regard to involving children in the BS) the contractor will be responsible for the project design and execution, including the following specific tasks:

-  Methodology design and elaboration of a Methodological Note, design, pre-test and quality assurance of data collection instruments: the standardized questionnaires and qualitative interview guidelines to be used for the BS will consist of approximately 15-25 questions, including demographics. UNDP/UNICEF will provide sample draft questionnaires or guideline structures in English and the contractor will provide inputs for finalization. All data collection instruments should be translated into Armenian and pre-tested. Translations will be reviewed and approved by UNDP/UNICEF. In addition to major data collection questionnaires, in case of data collection involving children/adolescents, the contractors should develop interviewer's code of conduct forms, Informed Consent forms for Parents and caregivers, Informed Assent Forms for Children and other documents as defined under UNICEF guidelines and procedures

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<sup>8</sup> A complete list of the Projects 60+ communities covered will be provided by the Project.

<sup>9</sup> The Project will provide to a contractor all relevant inputs for such computations (e.g., number of population beneficiaries and targets for indicators). A complete list of the Projects 60+ communities covered will be presented by the Project.



(samples will be provided by UNICEF). Data collection instruments for children should be adjusted to use child-appropriate language and be ethically cleared by UNICEF.

- ✚ Development of a Sampling Plan<sup>10</sup> in close cooperation with the Project management. The proposed Sampling Plan should contain details on the number of interviews, recruitment and replacement strategies, and will be reviewed by UNDP/UNICEF to incorporate any changes if requested. The questionnaires shall be pre-tested by contractor prior to the commencement of fieldwork.
- ✚ Arranging and supervising all aspects of fieldwork. Data collection shall be conducted by experienced interviewers and moderators with assistance of note-takers. All key staff and the interviewers' teams should be thoroughly briefed by contractor prior to commencement of any fieldwork and trained on standards of data collection. In case of data collection involving children, the whole team involved should undergo respective training on ethics, child safeguarding and personal data protection (links to online trainings and support will be provided by UNICEF). UNDP/UNICEF may send a representative to observe interviews.
- ✚ Entering, transcribing and processing the data. In case of qualitative data collection data cleaning and coding should be properly completed. UNDP has strict upper limits on post-weighting and requires unweighted samples already generally matching the population's rough gender and age distribution. Each record shall include a unique respondent ID number, interviewer ID number, interview duration, Sampling Point ID number, interview start and end times, and codes for precise location and date of interview. Each record shall include demographic information about the respondent, including: gender, exact age, and education level. In case of qualitative data, full audio-recording files and summary reports should be elaborated and submitted.
- ✚ Ensuring availability of the necessary equipment for telephone interviews (might be Computer Assisted Phone Interview (CATI) software and stations), office space, computers and audio-recording equipment for data collection, management, processing and storing, etc.
- ✚ Addressing data safety and protection. The contractor should plan on handling, maintaining and disposing of field data, including the raw survey scripts, interview records, etc. to ensure data safety and security.
- ✚ Submission of documented data sets where the identity of individual beneficiary respondents has been anonymized or otherwise had their confidentiality and personal data protected.
- ✚ Preparation of the Survey design/sampling plan (sample size calculation, methodology for selecting beneficiaries)<sup>11</sup>
- ✚ Development of Questionnaire(s) (development of questionnaire instrument(s); pre-testing, finalizing)<sup>12</sup>
- ✚ Data analysis, production of estimates, and draft Analytical Report writing.
- ✚ Submission of the draft Analytical Draft Report with findings.
- ✚ Finalize the draft Analytical Report with key findings aimed at evaluation of the Project's impact in the field of resilience building in the bordering target regions to withstand challenges of the ongoing crises.

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<sup>10</sup> Draft Sampling Plan with the list of the Project beneficiaries is given in the Annex I.

<sup>11</sup> A preliminary clustering/list of beneficiaries exists. However, with the support of the Project a comprehensive listing operation will be required to create such a list as part of the survey taking.

<sup>12</sup> A list of indicators for which questionnaires must be developed will be provided by the Project.

A contractor is expected to submit a Work Plan of activities as per the below given table:

Activities	N of Days Expected	Responsible Persons
Desk review and discussions with the Project staff		
Preparation of the BS methodology design/sampling plan, including sample size calculations		
Develop survey instrument(s) and supplementary documents, such as Informed Consent Forms, etc.		
Develop data entry system designed for survey		
Pre-test and finalize survey instrument(s)		
Finalize beneficiary data and recruiting of respondents		
Collect data		
Enter, clean, and analyze data		
Prepare table of indicators estimates and write a short Analytical Report with the strong focus on gender and children		
Prepare final Analytical Report with the strong focus on gender and children in English and Armenian for submission		

A contractor is expected to submit a detailed estimated budget as per the below given budget lines for each activity, clearly mentioning rates and how rates are estimated.

1. Daily rate of key professionals
2. Field operations and travel costs
3. Data collectors
4. Data entry, cleaning, analyses
5. Data editors
6. Report writing
7. BS instrument(s) pre-testing field operations piloting
8. Other costs

#### **Beneficiary-based survey tools:**

The evaluation shall utilize a consistent mix of qualitative and quantitative methods and will be implemented by an independent contractor/company utilizing a blended implementation approach via telephone interviews and field missions.

The BS survey will employ a combination of mixed approaches and methods based on the requirements of the information. For each beneficiary target group appropriate method will be applied. Required primary and secondary data will be collected using appropriate qualitative and quantitative methods. The data collection will be accomplished through:

- Project documentation review.
- Telephone interviews/or CATI among community residents of 18-59 years old via standardized questionnaires;

- Telephone interviews/or CATI among community residents (school students and trained adolescents) of 15-18 years old via standardized questionnaires;
- Focus Group Discussions (FGDs), Key Informant Interviews (KIIs) and Key Expert Interviews (KEIs) with respective target groups as set out in Annex I.

### **Special considerations for data collection involving children:**

As mentioned above, based on the finalized methodology, the contractor is expected to develop child-appropriate tools that would enable the reliable and valid data collection and reporting and that will be age-appropriate and ethically acceptable. The minimum list of tools should include standardized questionnaires, Instructions to Interviewers, as well as other materials defined under UNICEF requirements for ethical data collection and ethical standards of data collection, involving children and adolescents, such as informed consent and assent forms, interviewer's code of conduct forms, non-disclosure forms, etc. Children can be contacted only after proper granted informed consent of their parents or caregivers. No personal phone contacts of children should be collected or used for the telephone interviews/or CATI. Only the phone numbers of parents/caregivers can be used to obtain permission to contact children and to complete the phone interviews. All datasets containing personal contacts of the families and children should be properly protected as set out by UNICEF policy and procedures.

The detailed methodology should clearly formulate the data collection plan, survey sampling, study instruments, analytical approach and protection and safeguarding plan for the children covered under the BS. All the details mentioned above should be developed by the contractor at the end of the inception phase and included under a Study Protocol or a Methodological Note to be submitted to UNDP/UNICEF for quality assurance, external ethical review by an independent institutional ethical review board (ERB), if requested and approval.

All the tasks undertaken under this assignment should adhere to **the UNICEF Procedure for Ethical Standards in Research, Evaluation, Data Collection and Analysis**<sup>13</sup> and **Technical note on Children Participating in Research, Monitoring and Evaluation**<sup>14</sup>, as well as be informed by **Innocenti Research Brief on Obtaining Informed Consent when Conducting Research with Adolescents**<sup>15</sup>. Data protection, privacy, confidentiality and archiving requirements of UNICEF should be followed<sup>16</sup>. Potential contractors should document all ethical issues and strategies in their proposals and must have completed UNICEF or other equivalent ethics training prior to commencement of work. Informed consent and parental permission should be granted prior to every interview. Data collection should be conducted with consideration of no-harm and equity principles.

### **Qualifications required:**

The team of the professionals involved in a company will be required to comply with standard UN rules and regulations and should have the following knowledge and experience:

- Demonstrated knowledge in qualitative and quantitative methods and techniques
- 5+ year of experience in research and research management
- Capacity in data collection, including FG moderation and survey implementation involving children, as well as conducting analysis and reporting related to child rights issues
- Proven record of working in socio-economic and/or DRM sectors
- Ability to work with multiple stakeholders
- Ability to communicate issues and facilitate resolutions to them in timely manner
- Solid portfolio of relevant projects

<sup>13</sup> UNICEF procedure on ethical standards in research, evaluation, data collection and analysis (2021) document number: procedure/or/2021/001

<sup>14</sup> *Children Participating in Research, Monitoring And Evaluation (M&E) — Ethics and Your Responsibilities as a Manager*. UNICEF Evaluation Office April 2002

<sup>15</sup> Santelli, J., Haerizadeh, S., & McGovern, T. (2017). Inclusion with Protection: Obtaining informed consent when conducting research with adolescents. *Innocenti Research Brief*, 05, 1–18. [https://www.unicef-irc.org/publications/pdf/IRB\\_2017\\_05\\_AdoI03.pdf](https://www.unicef-irc.org/publications/pdf/IRB_2017_05_AdoI03.pdf)

<sup>16</sup> UNICEF policy on personal data protection. Document number: POLICY/DFAM/2020/001 Effective date: 15 July 2020

**The team should consist of the following staff members:**

- A Survey Team Leader (75 days)
- Senior Survey Specialist (75 days)
- Field Operations Manager (75 days)
- Interviewers moderators/facilitators with relevant qualifications and adequately trained/consulted prior to fieldwork (including gender-competency knowledge, ethics training, child safeguarding) (40 days)
- Data entrance and processing team (30 days)
- Senior Statistician for data analyses (30 days)
- A Finance/Admin person for reporting, with minimum 3-year financial/administrative experience (30 days)

**Core Staff for the BS:**

***Survey Team Leader:***

- Postgraduate degree in development studies, project management, social science, project monitoring and evaluation, or other relevant field of study
- Minimum of 5 years of project management experience
- Prior experience leading similar by scope and nature complex evaluation, beneficiary-based or household surveys
- Demonstrated expertise in managing budgets, staff, logistics, contracting, and other support staff issues
- Strong experience in partnering and interacting with international organizations
- Excellent interpersonal, presentation, and communication skills, and a demonstrated ability to deliver a high-quality product
- Fluency in English and Armenian languages.

***Senior Survey Specialists:***

- Postgraduate degree relating to sociology, statistics, monitoring and evaluation, or social sciences
- Experience designing and leading the implementation of large-scale, clustered, multistage beneficiary-based or household surveys
- Experience developing survey inception reports and work plans
- Experience developing, overseeing, pre-testing, and finalizing survey instruments
- Experience in overseeing data entry
- Expertise in analyzing of complex survey data (including calculating sampling weights); strong knowledge of at least one statistical software package (SPSS, etc.)
- Experience presenting survey results to high-level project stakeholders
- Prior experience with surveys with similar purpose, mode, and populations, particularly children, strongly preferred
- Fluency in Armenian and English is required.

***Field Operations Manager:***

- Higher education degree
- Experience supervising fieldwork for large-scale surveys
- Experience recruiting, training, and managing field supervisors and data collectors
- Experience coordinating field logistics, schedules, and equipment
- Experience in facilitating group discussions among key stakeholders
- Strong interpersonal skills, ability to solve problems
- Fluency in Armenian is required, knowledge of English is an asset.

**Expected deliverables:**

<b>Description of deliverables</b>	<b>Delivery time</b>
Output 1. Methodological Note (data collection methods, survey design/sampling plan and analysis plan) in Armenian is in place (extracts of the Note related to the children's part should be in English).	April 30, 2022
Output 2. Finalized survey instrument: surveys' questionnaires, interview and FG guidelines are tested and validated	May 10, 2022
Output 3. Data is gathered and inputted	June 10, 2022
Output 4. Draft Analytical Report is developed in Armenian and English	June 25, 2022
Output 5. Final Analytical Report is presented to the Project Management and finalized with the key findings as per the TOR objectives	June 30, 2022

The main direct output of the BS is the final Analytical Report along the above-mentioned 3 pillars of the Project implementation across 3 target regions of the Project. The Report, which should be accessible to policy makers, practitioners, UN agencies management as well as the donor is expected to be short and succinct (max 40 pages). The language of the Report is Armenian and English. It is suggested that the Report should follow the following template:

- I. Executive summary: short summary of main conclusions, focused on options for action or recommendations, with a short supporting analysis
- II. Situation analysis and outlook for the target regions
- III. Description of the BS Methodology, ethics and limitations
- IV. Main findings based on the key indicators
- V. Conclusions
- VI. Recommendations for actions

Corresponding Annexes

The Report should include a foreword, acknowledgements, contents page and references, as usual.

**Payment:**

Payment will be made in two installments:

Output 1 and 2: 50% as per the approval of UNDP/UNICEF Country Offices and the Project Coordinator

Output 3,4 and 5: 50% as per the approval of UNDP/UNICEF Country Offices and the Project Coordinator.

Project Beneficiaries Target Groups and BS Draft Sampling Matrix

Project Activities	Beneficiaries' Target Groups	Survey Methods	Sample Size
<b>Activity 1.1</b> TVET reforms & training for TVETIs	Teaching staff of TVETIs MoESCS National Center for VET Development (NCVETD) MoLSA Unified Social Services (USS) 3 NGOs	Quantitative method – semi-structured telephone interview Qualitative method – key informants interview	220 teachers 2 representatives  2 representatives 2 representatives 2 representatives 3 representatives
<b>Activity 1.2</b> On-job training, paid internship & job placement	Employers First time job-seekers Unemployed women and men Conflict affected young people	Quantitative method – semi-structured telephone interview	70 employers 50 interns 60 trainees
<b>Activity 2.1</b> LOCRINUS & supporting joint DRM initiatives  <b>Activity 2.2</b> DRM plans	RA MES Head of communities DRM National Platform DRM Focal Points  21 NGOs Community residents (including women, children, elderly, persons with disabilities and displaced people)  CSOs; Kindergartens Health facilities TVETIs	Qualitative method – key informants interview  Quantitative method – semi-structured telephone interview  Qualitative method – key informants interview and in-depth interview	2 representatives 9 representatives 2 representatives 3 representatives  21 representatives 80 residents  7 representatives 10 representatives 6 representatives 4 representatives
<b>Activity 2.3</b> DRM plans (schools) & training for teachers & students	Students of schools Teachers and staff of schools	Quantitative method – semi-structured telephone interview	80 students 110 teachers
<b>Activity 3.1</b> Standards, procedures & support services for family & children	RA MOLSA Families Caregivers Children	Qualitative method – key informants interview  Quantitative method – semi-structured telephone interview	2 representatives  50 family members and caregivers
<b>Activity 3.2</b>	Social Service Workforce professionals	Quantitative method – semi-structured telephone interview	170 professionals

## Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>17</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>18</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

### A. Qualifications of the Service Provider

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Latest Audited Financial Statement – income statement or balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) *Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references;*
- 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.*

<sup>17</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>18</sup> 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 experts, etc.;
- b) CVs demonstrating qualifications must be submitted; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

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

	<b>Deliverables</b> <i>[list them as referred to in the RFP]</i>	<b>Percentage of Total Price (Weight for payment)</b>	<b>Price (Lump Sum, All Inclusive)</b>
1	Output 1. Methodological Note (data collection methods, survey design/sampling plan and analysis plan) in Armenian is in place (extracts of the Note related to the children's part should be in English).	50%	
2	Output 2. Finalized survey instrument: surveys' questionnaires, interview and FG guidelines are tested and validated		
3	Output 3. Data is gathered and inputted	50%	
4	Output 4. Draft Analytical Report is developed in Armenian and English		
5	Output 5. Final Analytical Report is presented to the Project Management and finalized with the key findings as per the TOR objectives		
	<b>Total</b>	<b>100%</b>	

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

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

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Key Expert 1				
b. Key Expert 2				
c. ...				
d. Expert 3				
e. Expert 4				
f. ...				
2. Services from Field Offices				
a. Key Expert 1				
b. Key Expert 2				
c. Expert 3				
d. Expert 4				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				



5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				
<b>TOTAL</b>				

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

*[Designation]*

*[Date]*



*Empowered lives.  
Resilient nations.*

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

**(attached separately)**