REQUEST FOR PROPOSAL (RFP 011/22)

NAME & ADDRESS OF FIRM	DATE: February 22, 2022
	REFERENCE: Development of technical requirements for E-learning platform on raising financial literacy levels within population

Dear Sir / Madam:

We kindly request you to submit your Proposal for ***Development of technical requirements for E-learning platform on raising financial literacy levels within population*** (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, **23 March 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	**Development of technical requirements for E-learning platform on raising financial literacy levels within population**
Implementing Partner of UNDP	-
Brief Description of the Required Services[1]	The work should be done through consultations with relevant stakeholders to address financial literacy, institutional, decision making and technical barriers for designing and development of technical requirements for E-learning platform to raise financial literacy levels within population.
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	Ligia Ghazaryan, Innovative Financial Instruments for SDG acceleration, Project Coordinator; UNDP-UNICEF-WFP – Project: 00129268
Frequency of Reporting	*As per TOR (Annex 1a) Expected Deliverables and Draft Timeframe of the Services*
Progress Reporting Requirements	*As per TOR (Annex 1a) Expected Deliverables and Draft Timeframe of the Services*
Location of work	☐ Exact Address as provided below ☒ At Contractor's Location
Expected duration of work	4 months after contract signing by both parties.
Target start date	March 2022
Latest completion date	July 2022
Travels Expected	As per Annex 1a – Terms of Reference (TOR)
Special Security Requirements	☐ Others ☒ Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	☐ Office space and facilities ☐ Land Transportation ☐ Others ☒ N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	☒ Required
Names and curriculum vitae of individuals who will be involved in completing the services	☒ Required ☐ Not Required

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

Currency of Proposal	☒ United States Dollars (USD) ☒ Local Currency (AMD) (will be converted in accordance to UNORE)
Value Added Tax on Price Proposal[2]	☐ must be inclusive of VAT and other applicable indirect taxes ☒ must be exclusive of VAT and other applicable indirect taxes
Validity Period of Proposals *(Counting for the last day of submission of quotes)*	☒ 60 days ☐ 90 days ☐ 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	☒ Not Permitted

Payment Terms[3]	Outputs	Percentage	Timing	Condition for Payment Release
	Deliverable 1. Inception report, including detailed workplan for the assignment and methodology with incorporated comments and recommendations from the Project Management.	20%	0.5 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.
	Deliverable 2. Initial Draft of the Concept of the e-learning platform, including human-centered research and the concept and budget forecast of the platform	20%	2 months after contract signing	
	Deliverable 3. Initial Draft of Technical requirmenets, including platform architecture, security measures and other specifications	40%	3 months after contract signing	

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[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.*

	Deliverable 4. Final Concept of the e-learning platform and Tecnical requirements	20%	4 months after contract signing	

Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Ligia Ghazaryan, Innovative Financial Instruments for SDG acceleration, Project Coordinator;
Type of Contract to be Signed	☒ Contract for Services
Criteria for Contract Award	☐ Lowest Price Quote among technically responsive offers ☒ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution), where the minimum passing score of technical proposal is 70%. ☒ 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	**Technical Proposal (70%)** ☒ Expertise of the Firm **(max score: 400)**, including: • Company with at least 5 years of proven experience (international experience and country-wide projects will be an asset) in e-platforms' design and deployment (**max score: 100**); • At least 2 years of proven work experience in developing and implementing e-Learning programs and curriculum, including web-based and computer-based trainings (**max score: 100**); • Proven successful completion of at least 2 contracts of similar value, nature and complexity (for Consortium/Association all Parties cumulatively should meet requirement, (**max score: 100**); • Demonstrated knowledge and practical experience on similar engagements (as Company/Organization or its full-time expert-employees), and experience in working with international organizations, development agencies and Armenia's governmental institutions. General understanding of educational system in Armenia (**max score: 100);** • *Knowledge of financial system legislation and regulation will be an asset.* ☒ Methodology, its Appropriateness to the Conditions and Implementation Plan **(max score: 250)**, including: • 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**)

	☒ Qualification of Key Personnel **(max score: 350)**, including: • **Key Expert 1: Project Manager/Team Leader – Expert in Project Management (up to 40 days)** as per Annex 1a, paragraph 7 **(max score: 150);** • **Key Expert 2: Software Architect (up to 40 days)** as per Annex 1a, paragraph 7 **(max score: 100);** • **Key Expert 3: E-learning analyst in financial education (up to 20 days)** as per Annex 1a, paragraph 7 **(max score: 100);** **<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:	☒ One and only one Service Provider
Annexes to this RFP[4]	☒ Detailed TOR (Annex 1) ☒ Form for Submission of Proposal (Annex 2) ☒ General Terms and Conditions / Special Conditions (Annex 3)[5] ☐ Others[6]
Contact Person for Inquiries (Written inquiries only)[7]	*Procurement Unit, UNDP Armenia procurement.armenia@undp.org* Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.
Other Information *[pls. specify]*	

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[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.*

[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.*

E-learning platform for raising financial literacy levels within population
UNDP-UNICEF-WFP – Project: 00129268
TERMS OF REFERENCE
Company to develop technical requirements for E-learning platform on raising financial literacy levels within population

1. **Background**

The 2030 Agenda: The 2030 Agenda for Sustainable Development (2030 Agenda), adopted by world leaders in September 2015 at an historic UN Summit, presents an ambitious, complex, and interconnected vision for sustained and inclusive economic growth, social inclusion, and environmental protection, fostering peaceful, just, and inclusive societies. Realizing this vision will require mobilizing and effectively utilizing a diverse range of public and private resources. The Addis Ababa Action Agenda, which outlines a framework for financing the 2030 Agenda, calls for integrated approaches to finance that are driven at the national level.

Access to finance and financial education: UNDP works with countries to expand people's choices for a fairer, sustainable future, to build the world envisioned by Agenda 2030 with planet and people in balance. During implementation of the projects a rights-based approach of "Leaving no-one behind" in all activities and projects is maintained, including development finance and provision of acceptable level of access to finance for all groups of population. Increasing access to finance is a key component in terms of reducing poverty and raising equality within the population, including gender equality and empowering women and girls. According to UNCTAD "Access to finance as a driver for the post-2015 development agenda" policy brief increasing access to finance is contributing to 2030 Agenda and to SDGs 1, 2, 5, 8, 9, their targets and indicators. Many public and private institutions undertake a range of actions to increase the diversity and accessibility of financial services for different target groups (women, rural population, SMEs etc.) through innovative channels and instruments. However, in parallel of these actions it's very important to raise the level of financial literacy and financial education among the population. It helps people to make rational and informed decisions during managing their personal finance, receiving loans, or using innovative financial instruments. Financially literate people can understand and to use financial services (including innovative mobile and technological services) provided by financial organizations and to assess the possible benefits and risks of those services.

Armenian context: In the result of compound crisis of COVID-19 pandemic and conflict in and around NK in 2020, population in Armenia particularly those engaged in entrepreneurial activities, faced many challenges concerning access to finance to ensure sustainable operation during times of crisis and, to having extra expenses because of irrational financial decisions. Many people didn't have access to basic financial services or didn't have enough knowledge and information on how to use digital financial products and services in the best way. That's why many uninformed decisions were made during the pandemic, such as receiving extra loans, taking out another high-percent loan to cover old ones, withdrawing deposits from the banks, not using mobile financial services properly etc. In addition to that, it became obvious that there is a need to develop user-friendly and easy digital financial instruments and services which can be used by population to have access to finance. The Central Bank of Armenia (CBA) is the institution responsible for advancing financial inclusion, access to finance, consumer protection and financial literacy in the country. There are lots of development activities initiated both by the CBA to increase financial literacy levels within Armenian population but still there is a huge room for improvement in the financial literacy level of the population and SME-s to make rational decisions and choose right instruments and services. Particularly, the CBA and the Ministry of Education and Science have launched the "Financial

Education in Schools" program in 2014 which was a part of the National Strategy for Financial Education in Armenia (NSFE). The NSFE defined schoolchildren as one of the priority target groups for financial education which was reflected in the action plan for the implementation of financial education in schools. One of the most important part of "Financial Education in Schools" program is the training of teachers. For four years (2018-2021), around 11 000 teachers delivering financial education have been trained covering all school (1400+) in Armenia.

Currently teachers are trained via traditional face-to-face classroom approach which is:

- costly and not-efficient especially under COVID-19 restrictions (printing materials, travel, accommodation, food, logistics).
- not friendly for continuous integration of innovative tools, for after-training communication and networking opportunities, for continuous monitoring and evaluation of effectiveness.

In this regard the creation of the comprehensive infrastructure for raising financial literacy among the population and SME-s is becoming very crucial. The CBA is planning to design and deploy a unique and comprehensive e-platform for training of teachers at schools on financial topics. In addition to this, there is a growing need for implementing a line of different activities for increasing financial literacy of SMEs. These activities will have a long-term and large-scale positive impact on the levels of financial literacy among different target groups of population, with particular focus on women and girls contributing to the implementation of the SDGs 1, 2, 5, 16, 17 in Armenia.

2. Scope of Work

UNDP in Armenia is looking to contract a Company to develop technical requirements for E-learning platform on raising financial literacy levels within the target population.

The work should be done through consultations with relevant stakeholders to address financial literacy, institutional, decision making and technical barriers for designing and development of technical requirements for E-learning platform to raise financial literacy levels within population. The work will also have a particular focus on the elaboration of the concept for building the E-learning platform in an efficient way to contribute to the increase of levels of financial literacy levels within the population as well as to the implementation of the SDGs in Armenia.

3. Duties and responsibilities

The Company is expected to work under the overall supervision of UNDP Armenia Innovation and SDG finance portfolio Lead and the Project Coordinator of "Unlocking finance for Armenia 2030". Coordination and close collaboration with the CBA are also expected.

The Company will be responsible for:

Task 1. Develop a concept of the e-learning platform which will provide access to around 11,000 teachers delivering financial education in all schools (1400+) in Armenia.

- Conducting of the human-centered research to identify/validate the correlation of needs, capacities and issues,
- Analysis of the potential users of the e-learning platform, including the challenges and issues which the potential users can face as well as possible solutions for those challenges and issues,
- Elaboration of the concept paper describing the best and the most efficient tool for the e-learning platform, including the description of the type of information channel (a website or a platform and/or a fully equipped e-learning tool),
- Budget forecast for the recommended platform, including all costs breakdown with the detailed description.

Task 2. Develop the technical requirements for the e-learning platform

- Design of the content, the architecture and the structure of the e-learning platform

- Description of the data management system, including data types, structuring and description, logging & control, mechanism of the users' access,
- Security specifications of the e-learning platform
- Design of all the business processes flow chart of the e-learning platform
- Description of the analytic, reporting, networking, study group creation tools

The requirements should be based on the below mentioned specifications.

1. **The suggested E-learning platform shouldn't be based on an open-source software such as WordPress.**

a) State of the art platform

The platform should be feature-rich and able to stay up to date with the ever-changing Learning &Development landscape. Expected functionalities should include user registration, easy and interactive navigation through the course lessons, ability to set and take up quizzes, set up timers for courses, display course progress, give certifications, and so on. Most features should be automated.

b) User Access and Mobile App Friendly

Easily accessible on desktop and mobile devices, 24/7. Users should be able to undertake trainings/courses on their own schedule and pace, independent of device or operating system and with limited bandwidth.

c) Content Compatibility

The platform should be flexible, easily customizable, able to easily upload existing training materials or build courses from scratch while remaining user-friendly. It should cater for various content formats such as word, excel, pdf, videos, animations, ppts and provide the possibility of uploading various content formats easily into the platform. The platform's ability to have a visual content is paramount. The content capture and delivery will include:

- Word document, PDF, XML, PowerPoint presentations
- Video streaming to pure audio transcript
- Quizzes
- Surveys
- Completion Certificates

d) Reports and Analysis

The platform should provide for the auto-generation and auto-emailing of reports (daily, weekly, or monthly), and a dashboard for the various user levels including management for review.
The comprehensive analysis and reporting solution should:

- offer insights on the performance of the learners and ultimately the effectiveness of
- courses on offer
- support background monitoring for specific user levels
- gauging the learning trends of users and tracking compliance of the learners.

The reports can be categorized (but not limited to):

- Course Reports
- Schedules (upcoming courses), Enrolment, Assessment
- User Reports
- Active Users, Login activities, User's progress, Performance Comparisons using various parameters
- Organization Training
- Complete course report by unit/theme/location or gender, Certification, Curriculum, policy etc
- Custom Reports
- Tailored to meet specific requirements/requests such as: quick and easy access to quiz' analysis, learner tracking, to check the amount of time spent on a particular lesson or the

number of attempts made to pass a quiz, challenges faced on courses, knowledge retention tool to conduct impromptu checks/pop-up quizzes.

f) Security and Reliability

The platform security should be top notch assuring content confidentiality as well as protecting the users' personal data. It should comply with the security requirements of the CBA. It should also take into consideration encryption and adherence to ISO security standards and cater for integration into the existing Centre firewall. A high-level reliable platform with minimal downtime, is required while taking into consideration disaster management and contingency planning. The system should be able to allow both the administrators and the vendor to carry out frequent security measures including denial-of-service attack testing.

4. Modalities of Work

The selected Company will work under the direct supervision of "Unlocking finance for Armenia 2030" project coordinator, under the overall guidance of Innovation and SDG Finance Team leader. During the assignment, the Company will also have to work and coordinate closely with key project stakeholders in the sector: responsible departments of the CBA, the Ministry of Education, Science, Culture and Sport, as well as other stakeholders and partners.

All deliverables should be produced in electronic formats. Final reports shall be provided in English, in word and pdf versions. The charts, graphs and maps shall be provided in editable format(s). All final deliverables should clearly define all data inputs and outputs, and deliverables should be developed to facilitate future identification and reporting and include all raw input and output data. All public-facing materials should be formatted and branded in a standard that is consistent with existing UNDP publications.

The Company will be expected to provide overall management of the task implementation, quality control/quality assurance, data organization, analysis of results and final reports with oversight, guidance, and input from the Project Coordinator and its partners.

It is expected that the Company will incorporate the feedback obtained from the workshop participants into the respective deliverables/reports and presentations.

After final acceptance of the papers, the ownership of the papers should be transferred and become UNDP and CBA property and can be changed if necessary. The papers should not be transferred to the third party. The Company is not allowed to disclose confidential and proprietary information that is shared during the assignment.

5. Draft Timeframe of the Services

The start date for the Services will be upon signing of the contract between the Contractor and UNDP Armenia. The Services are expected to be completed within 4 **months** after contract signature according to the following tentative time schedule (March 2022 - June 2022).

Deliv.	Description	M1	M2	M3	M4
1.	Inception report, including detailed workplan for the assignment and methodology with incorporated comments and recommendations from the Project Management.	▓			
2.	Initial Draft of the Concept of the e-learning platform, including human-centered research and the concept and budget forecast of the platform		▓	▓	
3.	Initial Draft of Technical requirmenets, including platform architecture, security measures and other specifications				▓
4.	Final Concept of the e-learning platform and Tecnical requirements				▓

6. 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 requirements for this contract are as follows:

- Company should be a legally registered entity, or consortium of legal entities;
- At least 5 years of proven experience (international experience and country-wide projects will be an asset) in e-platforms' design and deployment;
- At least 2 years of proven work experience in developing and implementing e-Learning programs and curriculum, including web-based and computer-based trainings.
- Proven successful completion of at least 2 contracts of similar value, nature and complexity (for Consortium/Association all Parties cumulatively should meet requirement)*;
- Demonstrated knowledge and practical experience on similar engagements (as Company/Organization or its full-time expert-employees), and experience in working with international organizations, development agencies and Armenia's governmental institutions;
- General understanding of educational system in Armenia;
- Knowledge of financial system legislation and regulation will be an asset.

Reference list of the most recently implemented relevant projects needs to be submitted alongside the offer, including the contact details and statement/confirmation of organizations/clients on the success of similar complexity projects.

7. Management Structure and Qualifications of Key Personnel

The Company should have a strong team of experts with reliable experience and proven professional capacities. All experts who have a crucial role in implementing the contract are referred to as key experts. The applicants shall submit CV's and statements of exclusivity and availability for the key experts. Other expert profiles (Non-Key) deemed relevant for the successful implementation of the project should be described and will be assessed in relation to the methodology and technical approach.

The tenderers are required to prepare a human resources deployment schedule illustrating the input, responsibilities and timing of all suggested experts.

The team of experts should as a minimum include the following roles:

Key Expert 1: Project Manager/Team Leader – Expert in Project Management (up to 40 days)
Qualifications and Skills

- Advanced university degree in Software Engineering, Computer Science, Math or other relevant disciplines related filed;
- Strong knowledge of emerging e-Learning theories, concepts, and standards;
- Understanding of the Armenian context and Armenian user needs to match with adequate technical solutions;
- Proven leadership skills, with track-record to lead a team of experts,
- Proven ability to work under pressure and handle multiple activities and tasks concurrently
- Excellent drafting, communications and presentation skills
- Fluency in English and Armenian is required

Professional experience

- At least 7 years of professional experience in Project/Product Management or a relevant field
- Experience in working as a team leader/project management in at least 3 projects of similar scope and complexity
- Experience in development of analytical documents and reports in similar projects

Key Expert 2: Software Architect (up to 40 days)
Qualifications and Skills
- Advanced university degree in Software Engineering, IT, Computer Science, Math or other relevant disciplines related filed as well as Project management with a minimum of 3-year experience;
- Strong knowledge of platform design and engineering;
- Extensive knowledge of e-platforms' architecture; with particular focus on web-based platforms;
- Ability to describe and design repeatable processes; clearly communicate ideas and expectations;
- Ability to describe and design a new software product from the ground up, while working closely with stakeholders and software engineers;
- Continuing education to stay up-to-date on emerging technologies and best practices
- Fluency in English and Armenian is required

Professional experience
- At least 5 years of professional experience in a relevant field
- Experience in working as a software architect in at least 3 projects of similar scope and complexity
- Experience in development of technical requirements and documents and reports in similar projects

Key Expert 3: E-learning analyst in financial education (up to 20 days)
Qualifications and Skills
- Advanced university degree in Finance, Economics or other relevant disciplines,
- Strong knowledge of the financial sector policies, legal and institutional frameworks, challenges and opportunities for financial services' consumer protection and financial education,
- Proven ability to work under pressure and handle multiple activities and tasks concurrently
- Excellent drafting, communications and presentation skills
- Fluency in English and Armenian is required; knowledge of Russian is an asset

Professional experience
- At least 5 years of professional international experience in a relevant field
- Experience in working as an analyst in at least 3 projects of similar scope and complexity
- Experience in development of analytical documents and reports in similar projects

Short-term non-key experts
The Company should provide other short-term experts as required according to the profiles identified in the Methodology. The pool of other consultants/experts (such as analysts, software engineers etc.) should include a good mix experiences and know-how to complement the key consultants/experts in delivering on the tasks. Depending on selected areas for further research and analysis experts with relevant knowledge and experience can be involved. The consultants/experts' profiles must indicate whether they are to be regarded as senior/junior so that it is clear which fee rate in the budget breakdown will apply to each profile. For the short-term non-key consultants/experts, at least 30 working days (in summary for all) can be included in the proposal.
It is expected that the Company will involve local consultants/experts with proven experience in similar assignments in Armenia. All consultants/experts must be independent and free from conflicts of interest in the responsibilities accorded to them. Note that civil servants and other staff of the public administration cannot be recruited as consultants/experts.

8. **Level of efforts of the key personnel**

Within their offers, Proposers are required to suggest consultants/experts (alongside with their CVs, highlighting relevant experience, against the general requirements for expertise).

9. Facilities to be Provided by the Company

The Company must ensure that consultants/experts are adequately supported and equipped. It must ensure that there is sufficient administrative, secretarial and interpreting provision to enable consultants/experts to concentrate on their primary responsibilities. The Company should provide their own office equipment, including IT equipment and any other equipment needed to perform the activities of the contract. The Company shall ensure translation of all necessary documents/reports and any interpretation required during the task implementation.
The Company is required to:
- Arrange and finance by own means all other services, documentation, logistical support, etc. which is deemed necessary for the successful implementation of the contract;
- Undertake the necessary security measure for the consultants' safety.

10. Deliverables and Schedule of Payments

Payment per each deliverable as referred to in ToR will be done after full clearance of the deliverables by the Project Management Team. Payment will be made in four installments upon timely completion of respective deliverables.
Deliverable 1 - 20% of total contract amount;
Deliverable 2 - 20% of total contract amount;
Deliverable 3 - 40% of total contract amount;
Deliverable 4 - 20% of total contract amount.

Description of Deliverables	Payments
Deliverable 1. Inception report, including detailed workplan for the assignment and methodology with incorporated comments and recommendations from the Project Management.	20%
Deliverable 2. Initial Draft of the Concept of the e-learning platform, including human-centered research and the concept and budget forecast of the platform	20%
Deliverable 3. Initial Draft of Technical requirmenets, including platform architecture, security measures and other specifications	40%
Deliverable 4. Final Concept of the e-learning platform and Tecnical requirements	20%

11. Bids and Evaluation of Bids

The application package of the bidders should include:
1. Technical proposal
   - Proposed Methodology, Approach and Implementation Plan, including detailed description of implementation methods and milestones to carry out the proposed task;
   - Detailed work plan with timelines for the expected Deliverables/Outputs consistent with the timeline of deliverables;
   - Demonstration of the capacity of the Company, including years of similar experience and references to similar projects;
   - CVs of required key professional staff and copies of documental proof of their professional background, etc.
2. Financial proposal
   - Detailed budget breakdown per main expenditures (consultancy fees, other related costs, etc.).

Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL[8]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[9])

[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.*

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[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*

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***

	Deliverables *[list them as referred to in the RFP]*	Percentage of Total Price *(Weight for payment)*	Price *(Lump Sum, All Inclusive)*
1	**Deliverable 1.** Inception report, including detailed workplan for the assignment and methodology with incorporated comments and recommendations from the Project Management.	20%	
2	**Deliverable 2.** Initial Draft of the Concept of the e-learning platform, including human-centered research and the concept and budget forecast of the platform	20%	
3	**Deliverable 3.** Initial Draft of Technical requirmenets, including platform architecture, security measures and other specifications	40%	
4	**Deliverable 4.** Final Concept of the e-learning platform and Tecnical requirements	20%	
	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				16
III. Other Related Costs				
TOTAL				

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

Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)