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REQUEST FOR PROPOSAL (RFP 085/22)

NAME & ADDRESS OF FIRM	DATE: 18 July, 2022
	REFERENCE: Support to micro and small business with the focus on youth in 2 regions of Armenia (Kotayk and Gegharqunik regions), Armenia

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Support to micro and small business with the focus on youth in 2 regions of Armenia (Kotayk and Gegharqunik regions), Armenia** (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, **3 August 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/unsccl/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	Support to micro and small business with the focus on youth in 2 regions of Armenia (Kotayk and Gegharqunik regions)
Implementing Partner of UNDP	-
Brief Description of the Required Services ¹	To contribute to the development of entrepreneurship-oriented human capital, the Project plans to contract an implementing partner to ensure access to finance for youth-based MSEs, while creating an inclusive and diverse cohort of innovative and educated young entrepreneurs in the two target regions
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	Karine Simonyan, Project Coordinator Strengthening Security Stability
Frequency of Reporting	<i>As per TOR (Annex 1a)</i>
Progress Reporting Requirements	<i>As per TOR (Annex 1a)</i>
Location of work	<input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	4 months after contract signing by both parties.
Target start date	August 2022
Latest completion date	December 2022
Travels Expected	As per Annex 1a – Terms of Reference (TOR)
Special Security Requirements	<input type="checkbox"/> Others <input checked="" type="checkbox"/> Not Required
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input type="checkbox"/> Others <input checked="" type="checkbox"/> N/A
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency (AMD) (will be converted in accordance to UNORE)

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

Value Added Tax on Price Proposal ²	<input type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> must be exclusive of VAT and other applicable indirect taxes			
Validity Period of Proposals (<i>Counting for the last day of submission of quotes</i>)	<input checked="" type="checkbox"/> 60 days <input type="checkbox"/> 90 days <input type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not Permitted			
Payment Terms ³	Outputs	Percentage	Timing	Condition for Payment Release
	Output 1. Design and execute outreach campaign combining digital channels and public meetings to ensure as many regional MSEs are aware of the initiative as possible	60	2 weeks 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. Design and launch open call competition for innovative ideas on business process improvement/enlargement for potential applicants		2 weeks after contract signing	
	Output 3. Design and delivery of capacity building component addressing the above-mentioned gaps and challenges		1 month after contract signing	
	Output 4. Provision of recommendations for small-grant execution program for about 20 MSEs	40	2 months after contract signing	
	Output 5. Interim monitoring visits are conducted and M&E reports submitted to UNDP		3 months after contract signing	
	Output 6. Completion of the project is documented, success cases and lessons learnt are documented. Final Narrative and Financial Reports are presented and approved by UNDP		4 months after contract signing	
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Karine Simonyan, Project Coordinator Strengthening Security Stability;			

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.

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><u>Technical Proposal (70%)</u></p> <input checked="" type="checkbox"/> Expertise of the Firm (max score: 300), including: <ul style="list-style-type: none"> • An applicant must have at least 5 years of proven work experience in providing and managing small entrepreneurship grants in the regions of Armenia (max score: 100); • An applicant must have at least 5 years of work experience in project implementation, donor grants, budget management, monitoring, and public relations management (max score: 100); • An applicant must demonstrate experience in implementation of business development-related community initiative, proven ability to ensure wide outreach and community mobilization (max score: 100); <input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (max score: 300), including: <ul style="list-style-type: none"> • Task implementation approach, including detailed description of implementation methods and milestones to carry out the proposed task; a detailed work plan with timelines for the Deliverables/Outputs (max score: 250) <input checked="" type="checkbox"/> Qualification of Key Personnel (max score: 400), including: <ul style="list-style-type: none"> • Team Lead as per Annex 1a paragraph “Key personnel qualification requirements” 7 (max score: 150); • Two Business Trainers as per Annex 1a paragraph “Key personnel qualification requirements” (max score: 100); • Finance officer as per Annex 1a paragraph “Key personnel qualification requirements” (max score: 100); • Project administrative and PR assistant as per Annex 1a paragraph “Key personnel qualification requirements” (max score: 50); <p><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.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider

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

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.

TERMS OF REFERENCE

Job Title:	Provision of Services: Support to micro and small business with the focus on youth in 2 regions of Armenia (Kotayk and Gegharqunik regions),
Project Title:	Unleashing Employment and Income Generating Opportunities for the Youth in the Regions of Armenia
Contract modality:	
Duration:	4 months
Starting Date:	August 2022
Duty Station:	Kotayk and Gegharkunik regions

Background:

UNDP in Armenia, with the support of the Russian Federation, implements “Unleashing Employment and Income Generating Opportunities for the Youth in the Regions of Armenia” Project. The Project aims at supporting the fulfilment of the youth’s potential and wellbeing in the regions of Armenia through improved education opportunities, facilitated labor market transition and entrepreneurship. The Project is implemented in partnership with the Ministry of Science, Education, Culture and Sport and in close cooperation with the Ministry of Labour and Social Affairs. The Project pursues the following objectives 1) Increase the employability of the youth in vocational education and training by addressing the mismatch of the labor market demand and supply sides; 2) Facilitate transition to work for the youth in the target regions; 3) Support economic empowerment of young people in the target regions, especially in rural and remote areas.

Under objective 3 UNDP intends to provide funding opportunities to micro and small enterprises (MSEs) in the target regions, which are seeking further improvement or expansion accepting business proposals from all the interested businesses-applicants.

The priority sectors are as follows: agro-production and agro-processing, small-scale production (dried fruits, textile products, leather goods, items from precious and semi-precious stones and metals; agricultural products), IT, tourism and hospitality, entertainment, recreation and culture.

Businesses offering innovative solutions in the sectors (not limited only to the sectors mentioned above) will be also considered. The funding scheme focuses particularly on the youth-led business and teams from the remote rural areas, young people with disabilities, young temporary migrants and young people whose businesses have been affected by the compound crisis.

Objective:

To contribute to the development of entrepreneurship-oriented human capital, the Project plans to contract an implementing partner to ensure access to finance for youth-based MSEs, while creating an inclusive and diverse cohort of innovative and educated young entrepreneurs in the two target regions.

The main objective of the TORs is to help micro and small businesses in their perfection or and expansion to assure transition to the next phase of development, be it through digital transformation, optimization of business processes, marketing, or any other aspect of business management.

In order to assist youth-led regional MSEs, UNDP intends to select an organization, which will be responsible for the following:

- ❖ Select the pool of the Project potential beneficiaries-grantees
- ❖ Deliver targeted business courses to the potential 30 beneficiaries

- ❖ Support in the development of the business plans including justification of a lump sum for the purchase of fixed assets
- ❖ Post-grant business support aimed at providing the necessary advice in order to overcome the difficulties arising during the implementation of economic activities, regarding the fulfillment of tax obligations and other state payments, business management and marketing issues
- ❖ Monitoring and evaluation (M&E) of the project results for further scale up across other two target regions of the Project.

Scope of work:

A selected organization will conduct local needs assessment among regional MSEs, and deliver targeted capacity building services for selected businesses. In the follow-up of business trainings, a selected organization shall organize all the small-grant selection process (announcement, its dissemination, outreach campaign, evaluation and selection of grantees, etc.) and further support potential beneficiaries in preparing and submitting their business applications. Together with UNDP Project team a specialized committee will be established for evaluation of grant proposals. An evaluation committee will comprise of representatives from an implementing organization, UNDP staff, a business expert(s).

Selection criteria will be based on the following key factors:

- 1) existence of a realistic business idea to carry out activities in the above-mentioned fields
- 2) desire and motivation of a beneficiary to improve or extend business
- 3) willingness to make at least 10% of co-funding

and might be further defined by an implementing local organization in close consultation with and approval by the UNDP Project staff. A selected organization will be responsible for pre-grant coaching, practical provision and management of small grants to selected beneficiaries, monitoring and post-grant mentoring and monitoring. Ongoing consultations with and feedback to UNDP Project staff is required on monthly bases.

UNDP intends to award small grants (from 2 000 000 AMD up to 3 000 000 AMD (maximum 6,500 USD) in case of 10% co-funding commitment from the successful applicants)) to about 20 MSEs in the total amount of 130 000 USD for further improvement/expansion of the exiting businesses.

An outsourced organization is expected to deal with the selection, management, coaching and monitoring of grants support projects. It is anticipated that around half of the project beneficiaries will be women.

Duties and responsibilities:

Under overall supervision and the overall guidance of the UNDP Project Coordinator the contractor will be responsible for the following:

- Design and execute outreach campaign combining digital channels and public meetings to ensure as many MSEs are aware of the open grant competition as possible;
- Design and launch open call competition for innovative ideas on business process improvement or expansion for potential applicants
- Jointly with UNDP Project management select local beneficiaries on competitive basis. The selection committee should include at least two 2 representative from UNDP and a business expert.
- Implement needs assessment at the company’s level related to its current gaps for further expansion and development.
- Provide ongoing mentoring and coaching to beneficiaries. Provide ongoing monitoring, including financial and procurement matters of a grant award.
- Conduct the whole process of grant distribution including regular monitoring, assuring all the financial documentation (such as budgets, business plans, invoices, receipts, proof of co-funding) are in place. Monthly consultations with the UNDP Project management are required.
- Prepare monthly reports and other types of communication (success stories, media updates) on the project implementation.
- Conduct M&E field visits to the selected MSEs.

- Prepare financial reports (Interim and Final) on the Project implementation.
- Prepare narrative reports summarizing main achievements and lessons learnt for scaling up further interventions.

Qualifications required:

A successful organization should have the following knowledge and experience:

- An applicant must be a local organization operating in the regions of Armenia (preferably in Kotayk and Gegharqunik) or with significant representation in these areas;
- An applicant must have at least 5 years of proven work experience in providing and managing small entrepreneurship grants in the regions of Armenia;
- An applicant must have at least 5 years of work experience in project implementation, donor grants, budget management, monitoring, and public relations management;
- An applicant must demonstrate experience in implementation of business development-related community initiative, proven ability to ensure wide outreach and community mobilization;
- An applicant must be able to work with multiple stakeholders, including people from vulnerable groups of society;
- A successful candidate should be able to communicate issues and facilitate resolutions to them in a timely manner.

Key personnel qualification requirements:

The following key positions should be nominated by an organization to fulfil the whole scope of the assignment:

1. Team Lead with the minimum 5 years of management experience of similar by scope and nature projects. Advanced university degree in business, management, economics, or social sciences is required. Excellent knowledge of Armenian and English is required.
2. Two Business Trainers for the respective two regions with the minimum 5 years of business training experience on business sustainability and expansion. Advanced university degree in business, management, and economics is required. Excellent knowledge of Armenian is required
3. Finance officer with the minimum of 3 years of finance experience in financial management of the similar by scope and nature projects. Advanced university degree in finance, business, or economics is required. Excellent knowledge of accounting and tax system is required. Fluency in English is required.
4. Project administrative and PR assistant with the minimum of 3 years of experience in similar by scope and nature projects. University degree is required, PR experience is plus. Excellent knowledge of Armenian and English languages is required. Excellent knowledge of Russian is plus.

Expected deliverables:

Description of deliverables	Delivery time, 2022
Output 1. Design and execute outreach campaign combining digital channels and public meetings to ensure as many regional MSEs are aware of the initiative as possible	2 weeks after contract signing
Output 2. Design and launch open call competition for innovative ideas on business process improvement/enlargement for potential applicants	2 weeks after contract signing
Output 3. Design and delivery of capacity building component addressing the above-mentioned gaps and challenges	1 month after contract signing
Output 4. Provision of recommendations for small-grant execution program for about 20 MSEs	2 months after contract signing
Output 5. Interim monitoring visits are conducted and M&E reports submitted to UNDP	3 months after contract signing

Output 6. Completion of the project is documented, success cases and lessons learnt are documented. Final Narrative and Financial Reports are presented and approved by UNDP	4 months after contract signing
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Payment:

Payment will be made in the following installments upon completion of the tasks under each output and approval of deliverables by the UNDP country office and Project Coordinator:

- Output 1-3- 60%
- Output 4-6- 40%

Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location].

[insert: Date]

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

Dear Sir/Madam:

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

A. Qualifications of the Service Provider

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

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement or balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

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**

<p><i>If required by the RFP, the Service Provider must provide:</i></p> <p>a) <i>Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are experts, etc.;</i></p> <p>b) <i>CVs demonstrating qualifications must be submitted; and</i></p> <p>c) <i>Written confirmation from each personnel that they are available for the entire duration of the contract.</i></p>
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D. **Cost Breakdown per Deliverable***

E.

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Output 1. Design and execute outreach campaign combining digital channels and public meetings to ensure as many regional MSEs are aware of the initiative as possible	60%	
2	Output 2. Design and launch open call competition for innovative ideas on business process improvement/enlargement for potential applicants		
3	Output 3. Design and delivery of capacity building component addressing the above-mentioned gaps and challenges		
4	Output 4. Provision of recommendations for small-grant execution program for about 20 MSEs	40%	
5	Output 5. Interim monitoring visits are conducted and M&E reports submitted to UNDP		
6	Output 6. Completion of the project is documented, success cases and lessons learnt are documented. Final Narrative and Financial Reports are presented and approved by UNDP		
	Total	100%	

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

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

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Key Expert 1				
b. Key Expert 2				
c. Key Expert 3				
d. Expert 3				
e. Expert 4				
f. ...				
2. Services from Field Offices				
a. Key Expert 1				
b. Key Expert 2				
c. Expert 3				

d. Expert 4				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				
TOTAL				

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

[Designation]

[Date]



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Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)