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REQUEST FOR PROPOSAL (RFP 120/22)

NAME & ADDRESS OF FIRM	DATE: September 7, 2022 REFERENCE: Delivery of online training on Soft Skills for teaching personnel of Vocational Education and Training (VET) Institutions located in Kotayk, Gegharkunik, Vayots Dzor and Syunik regions
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Dear Sir / Madam:

We kindly request you to submit your Proposal for ***Delivery of online training on Soft Skills for teaching personnel of Vocational Education and Training (VET) Institutions located in Kotayk, Gegharkunik, Vayots Dzor and Syunik regions***(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, **22 September 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. Please note that your financial proposal must be password protected.

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Procurement Unit
UNDP Armenia

Description of Requirements

Context of the Requirement	Delivery of online training on Soft Skills for teaching personnel of Vocational Education and Training (VET) Institutions located in Kotayk, Gegharkunik, Vayots Dzor and Syunik regions
Implementing Partner of UNDP	Ministry of Education, Science, Culture and Sport. (NIM modality)
Brief Description of the Required Services ¹	To hire a qualified company to conduct an online training program on Soft Skills for the teaching staff (about 1000 participants) of the regional VET institutions located in Kotayk, Gegharkunik, Vayots Dzor, and Syunik provinces.
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, Program Coordinator, UNDP Armenia
Frequency of Reporting	<i>As per TOR (Annex 1a) IV. Key results expected upon the task completion</i>
Progress Reporting Requirements	<i>As per TOR (Annex 1a) IV. Key results expected upon the task completion</i>
Location of work	<input type="checkbox"/> Exact Address as provided below <input checked="" type="checkbox"/> At Contractor's Location
Expected duration of work	September 30- December 10,2022 after contract signing by both parties.
Target start date	October 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"/> United States Dollars (USD) <input 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 (after signing the contract)	Condition for Payment Release
	1. Contact/e-mails clarification of the potential 1000 participants of the training program, splitting by training groups	80%	1 week	Payments will be conducted as a lump sum upon delivery and approval of the outputs
	2. Delivery of the on-line 20-hour training course on soft skills		9 weeks	
	3. Final assessment of the training participants and preparation of the report on key findings of the training program	20%	10 weeks	
	4. Final narrative and financial reports on the assignment accomplishment submitted to UNDP		10 weeks	
Person(s) to review/inspect/approve outputs/completed services and authorize the disbursement of payment	Karine Simonyan, Program Coordinator, UNDP Armenia, Unleashing Employment and Income Generating Opportunities for Youth in the Regions of Armenia project			
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			

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.

	services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<p>Technical Proposal (70%)</p> <p><input checked="" type="checkbox"/> Expertise of the Firm (max score: 300), including:</p> <ul style="list-style-type: none"> • Experience in performing online broad scope training programmes (max score: 150); • Professional experience: experience with at least 3 years in soft skill development field (max score: 150); <p><input checked="" type="checkbox"/> Methodology, its Appropriateness to the Conditions and Implementation Plan (max score: 250), including:</p> <ul style="list-style-type: none"> - Training curricula and assessment of the final results, training implementation methodology and approach, detailed work plan and key personnel profiles should be included into technical proposal. E-learning platform should be provided by a company. (max score: 250) <p><input checked="" type="checkbox"/> Qualification of Key Personnel (max score: 450), including:</p> <ul style="list-style-type: none"> - Project lead with minimum of 3-year experience in coordinating on-line Training programs. Education: advanced university degree. (max score: 200); - Trainers with minimum of 3-year experience in the field. Education: advanced university degree (max score: 150); - Administrator of online training course with minimum of 3-year experience in supporting and maintenance of online training programs. Education: advanced university degree (max score: 100); <p>Financial Proposal (30%)</p> <p>To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Detailed TOR (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) ⁵ <input type="checkbox"/> Others ⁶
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:** Delivery of online training on Soft Skills for teaching personnel of Vocational Education and Training (VET) Institutions located in Kotayk, Gegharkunik, Vayots Dzor and Syunik regions
- Project title:** Unleashing Employment and Income Generating Opportunities for Youth in the Regions of Armenia
- Duration:** September 20, 2022- December 10, 2022
- Starting Date:** September 20, 2022

Background:

UNDP in Armenia with the financial support of the Russian Federation implements “Unleashing Employment and Income Generating Opportunities for Youth in the Regions of Armenia” Project. The Project aims at supporting the fulfilment of the youth potential and wellbeing in the target regions of Armenia through improved vocational education and training opportunities, facilitated labor market transition and entrepreneurship. The Project is implemented in partnership with the Ministry of Education, Science, Culture and Sport.

The Project pursues the following three 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 the 1st objective UNDP plans to capacitate VET faculty of the target regional VET institutions to improve VET quality as one of the key measures to bridge the gap between supply of and demand for qualified labor force.

Objective:

UNDP plans to hire a qualified company to conduct an online training program on Soft Skills for the teaching staff (about 1000 participants) of the regional VET institutions located in Kotayk, Gegharkunik, Vayots Dzor, and Syunik provinces.

Scope of work:

A company is expected to design and to deliver a 20-hour short-term training course on Soft Skills including communication, team work, emotional intelligence, positive attitude, critical thinking, networking, and problem solving topics.

E-learning platform should be provided by a company. Training language is Armenian. Contact list of the participants will be provided by the Ministry of Education, Science, Culture and Sport.

A company is expected to conduct a post-training skills assessment to clearly show the brought added value by the short-term training program as well as remaining knowledge and skills gaps to be addressed in further training programs.

Main responsibilities:

Under the overall supervision of the UNDP team and direct guidance of the Project Coordinator, a contracting organisation will be responsible for the following:

- Deliver the training program online
- Ensure participants are actively participating in the training and that training is intensively interactive
- Carry out periodic review and obtain a feedback from the participants to adjust the content of the training program to the needs of the participants
- Ensure that by the completion of the training program there is a measurable increase in soft skills among the training graduates
- Submit final narrative and financial reports to UNDP on the assignment accomplishment.

Expected outputs:

Description of deliverables	Delivery time
Output 1. Contact/e-mails clarification of the potential 1000 participants of the training program, splitting by training groups	1 week after contract signing
Output 2. Delivery of the on-line 20-hour training course on soft skills	9 weeks after contract signing
Output 3. Final assessment of the training participants and preparation of the report on key findings of the training program	10 weeks after contract signing
Output 4. Final narrative and financial reports on the assignment accomplishment submitted to UNDP	10 weeks after contract signing

Payment mode:

Payments will be conducted as a lump sum upon delivery and approval of the outputs

Output 1-2 - 80%

Output 3-4 – 20%.

UNDP reserves a right to terminate the contract at any phase, if the requirements as per the TOR are not met.

Required Qualifications and Application Package:

A company should demonstrate a thorough understanding of the work to be carried out and present a proven evidence of the capability for the task implementation.

An offer or is required to submit the following:

Expertise of the Company:

- At least 3-year proven experience in delivering of online trainings focused on soft skills.
- A company's team must be comprised of qualified trainers and experts with a demonstrated record in developing and delivering capacity building programs, organization of webinars and workshops
- Proven ability to conduct a large scope online trainings in Armenia
- Understanding of the VET sector's specifics and current challenges
- Demonstrated ability to be flexible, agile, and to meet strict deadlines.

Key personnel qualification requirements:

- Project lead with minimum of 3-year experience in coordinating on-line Training programs. Education: advanced university degree.
- Trainers with minimum of 3-year experience in the field. Education: advanced university degree.
- Administrator of online training course with minimum of 3-year experience in supporting and maintenance of online training programs. Education: advanced university degree.

Proposed Methodology, Approach and Implementation Plan:

Training curricula and assessment of the final results, training implementation methodology and approach, detailed work plan and key personnel profiles should be included into technical proposal. E-learning platform should be provided by a company.

Financial Proposal:

Detailed budget breakdown per planned expenditures.

Annex 2 - FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁸)

(attached separately)

⁸ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes



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Annex 3- UNDP GENERAL CONDITIONS OF CONTRACT FOR SERVICES

(attached separately)