

# REQUEST FOR PROPOSAL (RFP)

UNDP Azerbaijan

3, UN 50<sup>th</sup> Anniversary street, Baku, Azerbaijan

REFERENCE: 14/11/2021 RFP for organizing and administering English language courses in Ganja, Zagatala and Sumgait.

Dear Sir / Madam:

We kindly request you to submit your Proposal for **organizing and administering English language** courses in Ganja, Zagatala and Sumgait on Long Term Agreement (LTA) basis.

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

Proposals may be **uploaded to the e-tendering system (BU AZE10; Event ID 0000010852)** on or before Thursday, November 18, 2021 18:00 Baku time.

Please see below method of submission of Proposal for details.

Please note that Financial/Price Proposals shall be separately prepared from Technical Proposal and to be uploaded to the system in Password Protected File. The Financial proposals shall not be indicated in Technical Proposal and shall not be made available to UNDP.

The Offerors/Bidders that did not make Financial/Price information password protected/not visible will be disqualified.

Once Technical Evaluation finalized, UNDP will request the companies passing technical evaluation to provide passwords to Financial Proposals.

Interested bidders will be invited to Online Pre-bidding Conference on November 9, 2021 16:00 Baku time.

Interested bidders shall express their interest no later thank November 8, 18:00 Baku to procurement.aze@undp.org

Your Proposal must be expressed in English language, and valid for a minimum period of 90 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/business/protest-and-sanctions.html

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.

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Sincerely yours,

Subhan Ahmadov OM

Annex 1

## **Description of Requirements**

## UNDP project on "Promoting Innovation and Employment in Azerbaijan" will Context of the launch English language courses in Ganja, Zagatala and Sumgait in January 2022. Requirement The project is implemented jointly with the State Employment Agency under the Ministry of Labour and Social Protection of the Population, with funding from USAID. The project aims to promote youth employment and employability through professional growth trainings and engaging with the local private sector. The project services include supporting local youth with modern job-seeking methods, active networking among youth and businesses, building professional soft skills for office environment, etc. The project is implemented through Youth Professional Growth (PROGRO) Centres in Ganja, Zagatala and Sumgait. By providing capacity building and networking support for rural youth to improve their workforce capabilities, the project will enhance the employability of the unemployed youth, which will in turn facilitate their integration in local labour markets. In 2021, the project added English language courses as part of its activities. English language would serve as an outstanding advantage for youth not only in terms of access to English language media and thus current worldviews, but also to more job opportunities and professional growth – most local employers consider English language as a critical asset and require job applicants have at least intermediate level of English proficiency. English language would also enable youth to have better access to a wealth of online and printed resources on entrepreneurial success, digital literacy, and web skills, which are essential for youth's adaptability to ever growing demands of job markets, their preparedness for "future of work", and their potential for pursuing new avenues of entrepreneurship and self-employment. Thus, English proficiency, with its strong multiplier effect, is to be used as a helpful resource for the local youth's professional growth and productive economic engagement. State Employment Agency under the Ministry of Labour and Social Protection of **Implementing** Partner of UNDP the Population **Brief Description** The Company will administer English language instruction for total of 500 youth of the Required in Ganja, Zagatala and Sumgait. Services<sup>1</sup> The Company will start the English language courses in January 2022 and complete before September 2024, with preparatory work on curriculum, entry tests, etc. to be finalized in December 2021. Thus the Company's actual services will begin in December 2021 and finish before September 2024. The courses shall be organized free of charge. The contractor/service provider and its employees shall not get any additional fee/benefit for the services within the contract from students within the given period.

<sup>&</sup>lt;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.

UNDP will provide with training venues, equipment (computers, printers, projectors and loudspeakers), English instruction books, certificates, stationeries for participants and visibility for these courses. UNDP will also advertise the English courses locally and organize the entrance tests. Only the applicants with Basic or higher levels of English proficiency will be admitted to English courses – i.e. applicants will be expected to have at least Basic proficiency of English with knowledge of alphabet, sounds, basic counting and vocabulary skills.

The Company will organize 5 (five) Rounds of 6-month courses at each location.

Each Round will consist of 7 (seven) groups of participants, with 4 (four) participants in each group, thus 28 participants are expected to graduate each course.

By the end of each course, all graduates must have demonstrated proficiency of Intermediate English.

During the course, 4 participants in each of 7 groups will attend English classes 3 times a week, with 1.5 hours allocated for each class.

Classes will be scheduled during 6 days in a week to accommodate the 7 groups; for example, 4 groups may have classes on Mondays, Wednesdays and Fridays, while other 3 groups would attend on Tuesdays, Thursdays and Saturdays.

The course will also include up to 3 (three) sessions per week for conversation clubs, viewing movies or documentaries in English, or other social activities to help the participants with English practice and their motivation and networking. Ideally, such sessions should be held with 2 or more groups together (8 or more participants).

If entrance tests reveal applicants with higher English proficiency than Beginner level, the Company may be requested to group these applicants for courses of shorter duration, for example, for 4 months. The ultimate goal will always be the Intermediate English of graduating participants, and the Company will always have to administer no more than 7 groups at any given time. If the Company is to organize courses for advanced groups with shorter duration, it will just mean that some of the 7 groups will graduate sooner than the others. In such cases, the timing of groups and courses will be coordinated between the Company and UNDP in advance.

The Company will inform UNDP about their methodology, curriculum and learning materials for English language instruction in advance for purposes of proper justification to demonstrate how they will accomplish the expected deliverables, or specifically, how the company will ensure that the participants reach Intermediate English proficiency within [up to] 6 months. Based on these materials, the Company will then produce a 6-month program of English courses (or in some cases programs for shorter duration, as suggested in previous paragraph).

The Company will also design 3 types of tests: 1) Entry Tests: Tests for applicants to measure their entrance level of English proficiency (only the applicants with Basic or higher level of English will be admitted to the course); 2) Mid-term Tests: Tests, exams or pop quizes for monthly performance assessments to gauge how well the participants are grasping the learning material or progressing in their English skills; and 3) Final Tests: Final examination test to ensure the participants have adequately mastered the Intermediate English proficiency before being awarded with a Certificate of Completion. The Company will work closely with the Professional Growth and Innovations Platform (PROGRO) Supervisor and PROGRO Coordinators to ensure proper integration of PROGRO's training materials and professional growth themes as part of English course materials. The Company is expected to mobilize ideally 3 (three) teachers as English language instructors in each target area (Ganja, Zagatala and Sumgait) to administer the English classes and provide the English instruction. The Company will be free to rotate the schedule of these Instructors as it deems fit. The Company will assign 1 (one) person as Team Leader to provide overall supervision of all English courses in 3 regions and communicate regularly with PROGRO Supervisor and/or UNDP's Project Manager on relevant matters. The Company may also assign 1 (one) admin/finance assistant to keep track of all administrative and financial aspects of the company's English instruction services for UNDP. The Company will regularly report to UNDP (in English) on all aspects of administering the English language courses, such as participant statistics, deliverables, risks, issues, recommendations, lessons learned, plans, etc. The format and frequency of such reporting will be mutually agreed between the Company and UNDP in advance. Person to **PROGRO Supervisor** Supervise the Work/Performanc e of the Service Provider Frequency of At least Quarterly Reporting Proposals must be submitted as follows: Method of **⊠** E-tendering Submission of Proposal File Format: pdf, word, excel File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.

	<ul> <li>All files must be free of viruses and not corrupted.</li> <li>Max. File Size per transmission: 50 MB</li> <li>It is recommended that the entire Quotation be consolidated into as few attachments as possible.</li> <li>The bidder should receive an email acknowledging email receipt.</li> <li>For eTendering method, click the link <a href="https://etendering.partneragencies.org">https://etendering.partneragencies.org</a> and insert Event ID information</li> <li>BU: AZE10</li> <li>Event ID number:0000010852</li> <li>Detailed instructions on how to submit, modify or cancel a bid in the eTendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link:</li> </ul>
	http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/
Location of work	<ul> <li>Exact Address/es:</li> <li>Ganja: Məmməd Xələfov küç. 18 AZ2000, Gəncə</li> <li>Zagatala: Heydar Aliyev Center, Car küç. 3 AZ6200, Zaqatala</li> <li>Sumgait: Səməd Vurğun küç. 100 AZ5000, Sumqayıt</li> </ul>
	☐ At Contractor's Location
Expected duration of work	About 2.5 years, beginning in December 2021 and ending before September 2024
Target start date	December 2021 (to start working on course design and administrative arrangements)
Latest completion date	31 August 2024
Travels Expected	Sumgait, Ganja, Zagatala
Special Security Requirements	<ul> <li>□ Security Clearance from UN prior to travelling</li> <li>□ Completion of UN's Basic and Advanced Security Training</li> <li>□ Comprehensive Travel Insurance</li> <li>□ Others [pls. specify]</li> </ul>
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<ul> <li>☑ Office space and facilities</li> <li>☐ Land Transportation</li> <li>☐ Others [pls. specify]</li> </ul>
Implementation Schedule indicating breakdown and timing of activities/sub- activities	

Names and curriculum vitae of individuals who will be involved in completing the services	<ul> <li>☑ Required - for Company Liaison/Team Leader, English Language</li> <li>Instructors/Teachers and Accountant/Assistant only</li> <li>□ Not Required</li> </ul>
Currency of Proposal  Value Added Tax on Price Proposal <sup>2</sup>	<ul> <li>☑ United States Dollars</li> <li>☐ Euro</li> <li>☐ Local Currency</li> <li>☐ must be inclusive of VAT and other applicable indirect taxes</li> <li>☑ must be exclusive of VAT and other applicable indirect taxes</li> </ul>
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  ☐ Permitted
Payment Terms <sup>3</sup>	On quarterly basis upon successful performance.
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	PROGRO Supervisor and PROGRO Project Manager
Type of Contract to be Signed	<ul> <li>□ Purchase Order</li> <li>□ Institutional Contract</li> <li>□ Contract for Professional Services</li> <li>□ Long-Term Agreement<sup>4</sup> with following POs</li> <li>☑ Contract Face Sheet with GTC</li> </ul>

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<sup>&</sup>lt;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>&</sup>lt;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.

<sup>4</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$200,000.00.

Criteria for	☐ Lowest Price Quote among technically responsive offers
Contract Award	☑ Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)
	☑ 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	Technical Proposal (70%)
Assessment of Proposal	☑ Expertise of the Firm (300 points)
FTOposai	☑ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (300 points)
	☑ Management Structure and Qualification of Key Personnel (400 points)
	Financial Proposal (30%)  To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award	☐ One and only one Service Provider
the contract to:	☑ One or more Service Providers, depending on the following factors: <i>Selected Service Providers will cover specific target regions, without any overlapping or sharing coverage.</i>
Contract General	☐ General Terms and Conditions for contracts (goods and/or services)
Terms and Conditions <sup>5</sup>	☐ General Terms and Conditions for de minimis contracts (services only, less than \$50,000)
	Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>
Annexes to this	☑ Form for Submission of Proposal (Annex 2)
RFP <sup>6</sup>	☐ Detailed TOR [optional if this form has been accomplished comprehensively] ☐ Others <sup>7</sup> [pls. specify]
Contacts for	Procurement Unit
Inquiries	Procurement.aze@undp.org
(Written inquiries only) <sup>8</sup>	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.

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<sup>&</sup>lt;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>&</sup>lt;sup>6</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>&</sup>lt;sup>7</sup> A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

<sup>&</sup>lt;sup>8</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.

Other Information	
[pls. specify]	

# **Detailed Technical Evalution Criteria Scoring Table**

Summa	ary of Technical Proposal Evaluation Forms	Score Weight	Points Obtainable
1.	Expertise of Firm / Organization	30%	300
2.	Proposed Methodology, Approach and Implementation Plan	30%	300
3.	Management Structure and Key Personnel	40%	400
	Total		1000

Techn	ical Proposal Evaluation	Points
Form	1	obtainable
	Expertise of the Firm/Organization	
1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing	70
1.2	General Organizational Capability which is likely to affect implementation  - Financial stability (10 points)  - Age/size of the firm (10 points)  - Excessive support personnel for absence coverage or additional support (10 points)  - project management controls (10 Points)  Quality assurance procedures, warranty	50
1.4	Partnership with global educational or English instruction/testing institutions	50
1.5	Relevance of: - Specialised Knowledge (30 points) - Experience on Similar Programme / Projects (30 points) - Experience on Projects in the Region (20 points) - Experience with UN and other international organizations (10 points)	90
		300

Techi	Technical Proposal Evaluation		
Form	Form 2		
	Proposed Methodology, Approach and Implementation Plan		
2.1	To what degree does the Proposer understand the task?	50	
2.2	Have the important aspects of the task been addressed in sufficient detail?	50	
2.3	Is the proposal covers back up and additional support involvement to address smooth and uninterrupted administration of English courses?	50	
2.4	Is the conceptual framework adopted appropriate for the task?	50	
2.5	Is the scope of task well defined and does it correspond to the TOR?	50	

2	.6	Is the presentation clear and is the sequence of activities and the planning logical,	50
		realistic and promise efficient implementation to the project?	
			300

Technical Proposal Evaluation Form 3				
	Management Structure and Key I	Personnel		
3.1	Team Leader (Company Liaison) for English Instruction Service		200	
			Sub-Score	
	General Qualification (Suitability for the Project):	1	160	
	Educational background, relevant University Degree	40		
	<ul> <li>Training experience/Certification in the area of specialization</li> </ul>	40		
	Professional experience in the area of specialization	40		
	Experience with supervision of technical staff	40		
	Language Qualifications (English, Azerbaijani)		40	
			200	
3.2	Admin/Finance Assistant for English Instruction Services			100
			Sub-Score	
	General Qualification (Suitability for the Project):		80	
	Educational Background	20		
	<ul> <li>Training experience/Certification in the area of specialization</li> </ul>	20		
	<ul> <li>Professional experience in the area of specialization</li> </ul>	20		
	Knowledge of the region	20		
	Language Qualifications (English, Azerbaijani)		20	
			100	
3.3	English Language Instructors			100
			Sub-Score	
	General Qualification (Suitability for the Project):		80	
	Educational Background	20		
	<ul> <li>Training experience/Certification in the area of specialization</li> </ul>	20		
	Professional experience in the area of specialization	20		
	Knowledge of the region	20		
	Language Qualifications (English, Azerbaijani)		20	
			100	
	Total Part 3			400

Annex 2

### FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL9

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>10</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, social media handles;
- b) Business Licenses Registration Papers, Tax Payment Certification, etc.
- c) Latest Audited Financial Statement, if available income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.
- d) Track Record list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation, if available including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

## B. Proposed Methodology for the Completion of Services

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

<sup>&</sup>lt;sup>9</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>&</sup>lt;sup>10</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

not be limited to the following information:

- General methodology explaining:
  - o how the Company will ensure the beneficiaries reach Intermediate level English proficiency within 6 months;
  - how the Company will ensure 500 youth successfully graduate the English courses by August 2024;
- Proposed implementation plan, including scheduling of groups and courses
- Proposed criteria for evaluating the Intermediate proficiency of graduates
- Proposed criteria, mechanisms or actions to ensure adequate progress of students during their courses
- Proposed curriculum and English learning resources (books, exercises, group works, etc.) to be used during the courses
- Any other methodological information justifying the content and effectiveness of English courses

### 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, English Language Instructors/Teachers and Admin/Finance Assistant;
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

#### D. Financial Price Proposal (Password Protected)

## Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Cost per Unit, In USD	Units	Quantity	Total Rate, In USD
	Α	В	С	AxC
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1 – Team Leader Salary	\$/month	Month	32	
b. Expertise 2 – Admin/Finance Assistant Salary	\$/month	Month	32	
2. Services from Field Offices – Ganja				
a. Expertise 1 – Teacher 1 salary	\$/month	Month	32	
b. Expertise 2 – Teacher 2 salary	\$/month	Month	32	
c. Expertise 3 – Teacher 3 salary	\$/month	Month	32	
3. Services from Field Offices – Zagatala				
a. Expertise 1 – Teacher 1 salary	\$/month	Month	32	
b. Expertise 2 – Teacher 2 salary	\$/month	Month	32	
c. Expertise 3 – Teacher 3 salary	\$/month	Month	32	
4. Services from Field Offices – Sumgait				
a. Expertise 1 – Teacher 1 salary	\$/month	Month	32	
b. Expertise 2 – Teacher 2 salary	\$/month	Month	32	
c. Expertise 3 – Teacher 3 salary	\$/month	Month	32	_

III. Other Related Costs (elaborate)		
1		
TOTAL		\$

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