Project: Good Local Governance Programme South Caucasus

Mission: Development of architectural design projects, monitoring and acceptance/closure of renovation and furnishing projects for the establishment of 6 Citizen Offices in Armenian municipalities

# Introduction

The Good Local Governance Programme South Caucasus advises and supports respective partner organisations at national, regional (sub-national) and local levels in Armenia, Georgia and Azerbaijan in the implementation of cooperation initiatives towards improved local governance. It supports the improvement of frame conditions, addresses regional (sub-national) governance issues and works towards the improvement of municipal services and citizens’ participation at municipal level. In the context of the German international cooperation approach, the Programme’s objectives are oriented within the framework of the Caucasus Initiative; thus the improved professional exchange among the countries of the South Caucasus and their increasing cooperation are also objectives at regional South Caucasus level.

The Programme is implemented on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) and in Armenia co-financed by Swiss Agency for Develop-ment and Cooperation (SDC) and United States Agency for International Development (USAID). It is carried out in close cooperation with the Ministry of Territorial Administration and Development (MTAD) as the main political partner.

One result area of the Programme is the strengthening of municipalities with regards to management and administration, including service delivery, administrative capacity and participatory decision-making. Here Citizen Offices play a vital role.

Along with the advancement of technologies, there is a need to reorganise the mechanisms of the municipalities’ work, and, focusing on a citizen-oriented approach, ensure availability of services, as well as prompt and efficient services for every citizen living in the communities.

# Background of the assignment

Numerous measures addressing the improvement of the service delivery have been undertaken in different stages of reforms in the local self-governance system. Between 2006 and 2010 10 Citizen Offices were established in the municipalities of Charentsavan, Aparan, Dilijan, Ijevan, Vedi, Vayk, Jermuk, Yeghegnadzor, Sisian and Goris; and 29 Citizen Offices were established between 2015 and 2018 in Tatev, Tumanyan, Abovyan, Artashat, Zaritap, Pemzashen, Urtsadzor, Ashtarak, Alaverdi, Gorayk, Amasia, Arpi, Sarapat, Ashotsk, Meghri, Noyemberyan, Vanadzor, Stepanavan, Koghb, Jrvezh, Areni, Odzun, Ani, Tegh, Gladzor, Aragatsavan, Kajaran, Akhtala and Berd. It is planned to establish 6 new Citizen Offices in 2019.

Learning from German experiences, Citizen Offices are established to centralize service delivery in municipalities in accordance with citizen-oriented “one-stop-shop” approach.

The Programme supports the establishment of Citizen Offices as to the renovation and furnishing of an appropriate room in the municipal administrative building and provides the necessary IT equipment and supports the installation of the Municipal Management and Information System (MMIS). The Programme advises and supports mayors and municipal chiefs of staff on the organisational set-up and related restructuring of management and administrative procedures (e.g. organization of services to be carried out in the front office and their coordination with the back office). The Programme also provides trainings and backstopping for the staff of Citizen Offices.

Partner municipalities will receive from the Programme a financial contribution in form of a Local Subsidy contract to finance the renovation and furnishing works. They will be responsible for announcing tenders and selecting contractors for the renovation and furnishing.

# Objectives of the assignment

This assignment is aimed at supporting the establishment of 6 new Citizen Offices through:

* On-site assessment of the municipal premises to be renovated to host the Citizen Offices,
* Development of architectural design projects and cost estimates for the 6 Citizen Offices,
* Close on-site monitoring of the renovation and furnishing process and final acceptance and closure of the projects.

# Expected deliverables:

The contractor will deliver the following deliverables:

1. Reports on the assessment results of the premises to be renovated to host Citizen Offices in 6 municipalities,
2. Full architectural design projects as well as cost estimates for the 6 Citizen Offices,
3. Monitored and accepted projects of the 6 Citizen Offices.

# Activities in detail

**5.1. Assessment of the premises to be renovated to host Citizen Offices**

* On-site visit to the 6 municipalities for the assessment of the premises, incl. site inspection and measurements,
* Preparation of draft requirements and recommendations for renovation and furnishing of the premises,
* Presentation of the findings and recommendations to GIZ for approval,
* Coordination and approval of the requirements and design approach with the partner municipalities,
* Finalisation of the requirements and delivery of reports.

**5.2. Development of architectural design projects and cost estimates**

* Sketching layouts for the Citizen Offices in close cooperation with the municipal partners,
* Cooperation throughout the project duration with GIZ and municipal partners and incorporation of the respective feedbacks into the layout and design, as necessary, final approval by municipalities and GIZ,
* Development of detailed architectural design projects (including structural drawings, if necessary), incorporating:
  + construction works,
  + internal design and modelling of the premises,
  + electric system,
  + heating system,
  + ventilation system (if necessary),
  + doors and windows,
  + lightening,
  + security system,
  + office furniture according to the number of foreseen work places, including: office desks, chairs, shelves and storage facilities, waiting area for citizens,
  + specific area to host the Citizen Office’s server (if necessary),
  + any other element deriving from the situation in the given municipality,
* Particular attention must be given in the design of the Citizen Offices to:
  + work ergonomics for Citizen Office employees,
  + safety and security of the Citizen Offices for the employees and visitors,
  + accessibility of the Citizen Offices for vulnerable groups (esp. elder and handicapped people),
  + energy efficiency,
* Development of cost estimates for the projects organised into Lots for future tendering by the municipalities,
* Assistance to GIZ in preparing projects related documents (in English) that will be submitted to the GIZ headquarters for approval, including: brief description of the projects, list of works to be implemented in the scope of the projects, time schedule, layouts, photos, etc.,
* Advice and support to GIZ and municipalities on obtaining of all required approvals, permits and licenses from all relevant authorities and/or independent assessors (pre, during and post construction).

**5.3. Monitoring and acceptance/closure of the renovation projects**

* Planning of the renovation and furnishing works in close cooperation with municipal partners and GIZ,
* Consultancy, technical advice to municipalities, contractors of municipalities and GIZ throughout the entire process of implementation of the renovation and furnishing works,
* Provision of clarifications/modifications/changes to the drawings and specifications, cost estimates and time schedule as required during the implementation of the assignment,
* Consultancy to municipalities on the development of tender documents and tender procedures,
* Participation in the evaluation of proposals (if necessary),
* Supervision and monitoring of the renovation works at all stages, incl. regular on-site visits, on its conformity to the drawings and specifications, planned and executed works, quality of the works and chosen materials and deadlines,
* Evaluation of the works implemented, verification and approval of the acts presented by contractors,
* Acceptance/closure/settlement of the renovation and furnishing projects,
* Backstopping support.

# Schedule and management of the assignment

Tentative commencement of the assignment is 15.02.2019. The contract will terminate on 10.11.2019. All below listed tasks will be implemented within **up to 117** expert-days during the mentioned period of time.

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| **Tentative timeframe of tasks** | **Tasks** | **Expert days**  **(up to)** |
| February, 2019 | Assessment of the premises to be renovated to host Citizen Offices and delivery of reports (see 5.1) (up to 1.5 day per municipality) | 9 |
| March – June, 2019 | Development of architectural design projects and cost estimates (see 5.2.) (up to 13 days per municipality) | 78 |
| March – November, 2019 | Monitoring and acceptance/closure of the renovation projects (see 5.3.) (up to 5 days per municipality) | 30 |

* The contractor is obliged to perform the assignment based on these TORs while ensuring close contact with GIZ throughout the implementation of the assignment.
* The contractor shall provide all the results directly and in the first turn to GIZ for discussion and further action.
* GIZ will support the contractor with provision of transportation for travelling to municipalities, accommodation and other logistics. Travel costs (transportation, overnight stay) will be settled by GIZ.

# Reporting

With each payment stipulated in the Contract the Contractor should provide reports indicating precisely the actual working days spent, activities and deliverables. Payments will be made based on the submitted reports. Reports are to be provided in English.

# Requirement for the company profile

* At least 3 years of experience in the field of architecture and planning,
* At least 3 successful projects of similar nature (projects information should be enclosed),
* The proposed team should be composed of experts and specialists in their respective areas of expertise with at least 5 years of experience in the field,
* Experience of working in municipalities is an asset,
* Capacity to communicate, produce and deliver services and products in English is mandatory.