Project: “Good Governance for Local Development in South Caucasus” project

Mission: Development of architectural design projects, monitoring and acceptance/closure of renovation and furnishing projects for the establishment of up to 27 Citizen Offices in Armenian municipalities

PN: 19.2204.6-007.00

# Introduction

The “Good Governance for Local Development in South Caucasus” project (GGLD) aims at strengthening the capacities of public institutions in the South Caucasus to the effect that they are better able to provide citizen-oriented services. The project advises partner institutions at national, regional (sub-national) and local levels in Armenia, Azerbaijan and Georgia on designing and implementing national reform processes, improving framework conditions and developing standards and guidelines. It supports the capacity development of key actors for citizen-oriented service delivery, primarily at local level. To promote citizen participation in local development processes, the project advises on the introduction of participation and complaint mechanisms and supports respective awareness raising for citizens. The project also supports the elaboration and implementation of strategies and instruments for regional development and local economic development. As a part of the German Caucasus Initiative, the project promotes professional exchange of knowledge and experiences between the countries of the South Caucasus.

The project is commissioned by the German Federal Ministry of Economic Cooperation and Development (BMZ). In Armenia it is co-funded by the Swiss Development Cooperation (SDC) and carried out in close cooperation with the Ministry of Territorial Administration and Infrastructure (MTAI) 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 11 Citizen Offices (CO) were established in the municipalities of Charentsavan, Aparan, Dilijan, Ijevan, Vedi, Vayk, Jermuk, Yeghegnadzor, Sisian, Goris and Kapan; and between 2015 and 2020 38 COs were established 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, Berd, Yeghvard, Tashir, Shnogh, Tsagkhahovit, Vardenis, Chambarak, Byureghavan, Akunq and Marmashen. It is planned to establish 27 new Citizen Offices during 2020-2023 in the Republic of Armenia.

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 municipalities 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 up to 27 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 up to 27 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 up to 27 municipalities,
2. Full architectural design projects as well as cost estimates for up to 27 Citizen Offices,
3. Monitored and accepted projects in up to 27 Citizen Offices.

# Activities in detail

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

* On-site visit to up to 27 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 LSGs,
* 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.

All required approvals, permits and licenses from relevant authorities and/or independent assessors as part of the design package should be submitted to GIZ.

* 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 performance 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 03.04.2020. The contract will terminate in January 2023. All below listed tasks will be implemented within **up to 526.5** expert-days during the mentioned period of time.

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| **Tasks** | **Expert days** **(up to)** |
| 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) | 40.5 |
| Development of architectural design projects (including structural drawing where necessary) and cost estimates (see 5.2.) (up to 13 days per municipality) | 351 |
| Monitoring and acceptance/closure of the renovation projects (see 5.3.) (up to 5 days per municipality) | 135 |

Tentative timeframe of tasks

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| **Year** | **Tasks** |
| 2020 | Assessment of the premises to be renovated to host Citizen Offices in up to **14** Citizen Offices and delivery of reports (see 5.1)  |
| Development of architectural design projects (including structural drawing where necessary) and cost estimates (see 5.2.) **for up to 14** Citizen Offices |
| Monitoring and acceptance/closure of the renovation projects (see 5.3.) in **up to 8** Citizen Offices |
| 2021 | Assessment of the premises to be renovated to host Citizen Offices in up to **13** Citizen Offices and delivery of reports (see 5.1)  |
| Development of architectural design projects (including structural drawing where necessary) and cost estimates (see 5.2.) **for up to 13** Citizen Offices |
| Monitoring and acceptance/closure of the renovation projects (see 5.3.) in **up to 12 Citizen Offices** |
| 2022 | Monitoring and acceptance/closure of the renovation projects (see 5.3.) in **up to 7 Citizen Offices** |

* 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 as a company in the field of architecture and planning.
* At least 3 successful projects of similar nature (service delivery centres) with minimum project implementation amount of 15.000 EUR
* The proposed team should be composed of experts and specialists in their respective areas of expertise with at least4 years of experience in the field; the following expert profiles are required for the implementation of the assignment but 1 expert can endorse more than one profile:
	+ Project manager
	+ Architect
	+ Cost estimator
	+ Structural engineer
* Experience of working in Armenian municipalities is an asset,
* Capacity to communicate, produce and deliver services and products in English is mandatory.

**The Technical Proposal must entail:**

* Description of the company’s profile
* Information on at least 3 successful projects of similar nature (service delivery centres) with minimum project amount of 15.000 EUR, including photos of the projects
* Description of the method of implementation incl. description of the proposed involvement of individual experts and specialists;
* Description of proposed work schedule;
* CVs of involved experts.