**REQUEST FOR EXPRESSIONS OF INTEREST**

**(CONSULTING SERVICES – FIRMS SELECTION)**

**Republic of Armenia**

**THE SOCIAL PROTECTION ADMINISTRATION II PROJECT**

**Credit 5398-AM**

**Assignment Title: Trainings of the staff of the Unified Social Service's Structural Subdivisions**

**Reference No.: SPAP II-NC- 3-1-7**

**The Government of Armenia has received financing from the World Bank toward the cost of the Social Protection Administration II Project (SPAP), and intends to apply part of the proceeds for consulting services.**

**The objective of this consultancy service assignment is** the capacity building of the staff of the USS structural subdivisions, including the staff of the territorial centers, by promoting the provision of better services aimed at the protection of the interests of the beneficiaries, and contributing to the enhancement of the efficiency of the functions performed by the employees.

The objectives of the trainings are the development of professional skills among USS employees, the enrichment of knowledge.

**The consultant shall:**

* Develop the training packages for the capacity building of the employees of the USS structural subdivisions (including territorial centers) upon agreement and approval of the Receiving Party - the Client.
* Develop the Methodological Guide(s) for the Training of Trainers (ToT) and preparation of presentations.
* Develop a Plan-schedule for organizing and conducting the ToTs and trainings (according to groups of participants) and upon agreement and approval of the Client.
* Organize and conduct ToTs according to a pre-approved schedule in compliance with the methodological guide(s) and presentations.
* Provide the trainings for different groups of trainees according to the pre-developed and Client-approved Plan-schedule, using the preliminarily elaborated training packages (printed versions should be provided to participants), pre and post-assessment testing of the trainees’ knowledge and skills under each module shall be conducted.
* Video recording of the trainings for every specific topic of the module and preparation of electronic packages of training supporting materials (at least one text, a presentation and a video) in the required format for the E-learning system (information on the format will be provided additionally).

The envisaged work, particularly the development of training package materials, ToT methodological guides and presentations, as well as the actual ToT and training, should be implemented in Armenian.

The implementation period **is six months after** signing the contract and no later than October 15, 2022.

The trainings should start no later than the June 15 of 2022.

**The Social Protection Administration II Project** (SPAP II) now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.

The shortlisting criteria are:

* Have at least 3 years of working experience in the field of social protection of Armenian population or in the field of social policy (social work) education during the last 5 years,

Have at least 6 months of overall experience of organizing and conducting training (educational programs) in the field of social protection within the last 3 years,

* Have experience in developing training modules or relevant manuals or supporting materials for employees of the social protection sector or employees of organizations providing social services to Armenian population during the last 3 years.

The Consultant may provide the following to justify compliance with these requirements:

- Documents proving its last 3 years activity in the fields of social protection or social policy (social work) education of Armenia, documents proving the implementation of trainings or educational programs for the last 3 years, copies of contracts substantiating the experience of conducting training, developing educational, training materials for social protection sphere specialists of Armenia during the last 3 years,

- Educational, methodological manuals, other supporting materials, public reports, etc., which are the result of the mentioned activities.

The attention of interested Consultants is drawn to paragraphs **1.9, 1.11, 1.12, 1.13** of the World Bank’s *Guidelines: Selection and Employment of Consultants under IBRD Loans by World Bank Borrowers* (“Consultant Guidelines”, [**https://thedocs.worldbank.org/en/doc/437671459190141620-0290022011/original/ProcurementConsultantHiringGuidelinesEngJan2011.pdf**)](https://thedocs.worldbank.org/en/doc/437671459190141620-0290022011/original/ProcurementConsultantHiringGuidelinesEngJan2011.pdf)), setting forth the World Bank’s policy on conflict of interest.

Consultants may associate with other firms in the form of a joint venture or a sub consultancy to enhance their qualifications.

A Consultant will be selected in accordance with the Quality-Based Selection (QBS) method set out in the Consultant Guidelines.

Further information can be obtained at the address below during office hours from **09:00 to 18:00 (Yerevan time).**

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by **February 24, 2022, at 18:00 (Yerevan time)**

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