



Service Area	Basic (300,000 AMD/year)	Standard (600,000 AMD/year)	Premium (1,000,000 AMD/year)
<ul style="list-style-type: none"> <li>Coaching on legislative drafting</li> <li>Peer learning on best practices.</li> </ul>		(water, waste, housing, other) 1 tailored peer learning	Unlimited consultation per month on 1 targeted service (water, waste, housing, other) 1 tailored peer learning
<b>Public and Media Relations</b> <ul style="list-style-type: none"> <li>Trainings and consultancy:               <ul style="list-style-type: none"> <li>Communications strategies</li> <li>Awareness campaigns</li> </ul> </li> <li>Peer learning on campaign design.</li> </ul>	Introductory training 1 consultation per month 1 peer learning session	Introductory training 1 training on communications strategies 1 consultation per month 1 tailored peer learning	Introductory training 1 training and coaching on communications strategies 1 training and coaching on developing and implementing awareness campaigns Unlimited consultations 1 tailored peer learning
<b>Citizen Participation</b> <ul style="list-style-type: none"> <li>Trainings and consultancy:               <ul style="list-style-type: none"> <li>participatory urban planning</li> <li>participatory budgeting</li> <li>social audit</li> </ul> </li> <li>Coaching on practicing participatory tools</li> <li>Peer learning on participatory practices</li> </ul>	Introductory training 1 consultation per month 1 peer learning session	Introductory training Training and coaching on 1 targeted/selected participatory tool 1 consultation per month 1 tailored peer learning	Introductory training 1 training and coaching on participatory tools: <ul style="list-style-type: none"> <li>participatory urban planning</li> <li>participatory budgeting</li> <li>social audit</li> </ul> Unlimited consultations 1 tailored peer learning
<b>Local Government/Municipal Services</b> <ul style="list-style-type: none"> <li>Trainings and consultancy:               <ul style="list-style-type: none"> <li>Solid Waste Management                   <ul style="list-style-type: none"> <li>Circular economy principles, waste hierarchy, and extended producer responsibility.</li> <li>Recycling: local and international best practices.</li> </ul> </li> </ul> </li> </ul>	Introductory training 1 consultation per month 1 peer learning session	Introductory training on municipal services Training and coaching on 1 targeted/selected municipal service <ul style="list-style-type: none"> <li>Intermunicipal cooperation</li> </ul>	Introductory training on municipal services Training and coaching on 3 targeted/selected municipal service <ul style="list-style-type: none"> <li>Intermunicipal cooperation</li> <li>Cross-border cooperation</li> </ul> Unlimited consultations

Service Area	Basic (300,000 AMD/year)	Standard (600,000 AMD/year)	Premium (1,000,000 AMD/year)
<ul style="list-style-type: none"> <li>▪ Landfill Management and Closure: Introduction to EU Landfill Directive, leachate control, methane capture.</li> <li>▪ Waste-to-Energy Solutions-best practices.</li> <li>▪ SWM Strategic planning</li> <li>▪ Unit cost calculation for waste collection, accumulation, transportation and disposal</li> <li>▪ Community Engagement in Waste Reduction: Awareness campaigns, citizen participation models.</li> <li>▪ Behavior changes communications</li> </ul> <ul style="list-style-type: none"> <li>○ Water Resources Management <ul style="list-style-type: none"> <li>▪ Water resources: general overview</li> <li>▪ Introduction to the EU Water Framework Directive (WFD) and basin management planning</li> <li>▪ Introduction to water sector institutions</li> <li>▪ Wastewater Treatment and Reuse: mechanical and biological treatment, best practices (e.g., EU Urban Wastewater Directive standards)</li> <li>▪ Water infrastructure construction implementation plan</li> <li>▪ Operation and maintenance of water infrastructure</li> <li>▪ Introduction to Water and wastewater technologies</li> <li>▪ Behavior change communications</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>○ Cross-border cooperation</li> <li>1 consultation per month</li> <li>1 tailored peer learning</li> </ul>	<ul style="list-style-type: none"> <li>1 tailored peer learning</li> </ul>

Service Area	Basic (300,000 AMD/year)	Standard (600,000 AMD/year)	Premium (1,000,000 AMD/year)
<ul style="list-style-type: none"> <li>▪ Flood Risk Management: nature-based solutions, resilience planning.</li> <li>▪ Climate Adaptation in Water Services: drought management, water reuse, green infrastructure.</li>   <li>○ Urban Development <ul style="list-style-type: none"> <li>▪ Urban development document package</li> <li>▪ Urban development charter</li> <li>▪ GIS</li> <li>▪ Sustainable Urban Planning: UN-Habitat’s courses on resilient and inclusive cities.</li> <li>▪ Smart Cities &amp; Digital Governance: EU smart city frameworks, ICT-enabled service delivery.</li> <li>▪ Public Transport &amp; Mobility Planning: IFC’s E&amp;S Academy case studies on sustainable transport.</li> <li>▪ Green Infrastructure &amp; Climate Resilience: EU Green Deal urban initiatives, nature-based solutions.</li> <li>▪ Participatory Urban Governance: Citizen engagement, transparency, and accountability mechanisms.</li> </ul> </li>   <li>○ Housing <ul style="list-style-type: none"> <li>▪ Affordable Housing, Policy and Financing: social housing models, and subsidy schemes.</li> </ul> </li> </ul>			

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<ul style="list-style-type: none"> <li>▪ Energy Efficiency in Housing: retrofitting apartment buildings.</li> <li>○ Apartment Building Management and Maintenance <ul style="list-style-type: none"> <li>▪ Condominium Governance and legal Framework: international and European beset practices.</li> <li>▪ Capacity building of apartment building managers</li> <li>▪ Technical assessment of apartment buildings, passports for apartment buildings.</li> <li>▪ Maintenance Planning and Asset Management: preventive maintenance systems.</li> <li>▪ Energy Efficiency Retrofits: Best practices in insulation, heating upgrades, and renewable integration.</li> <li>▪ Financial Management of Apartment Buildings: Service fee structuring, transparent budgeting.</li> <li>▪ Digital Tools for Building Management: e-governance platforms.</li> </ul> </li> <li>• Intermunicipal cooperation</li> <li>• Cross-border cooperation</li> <li>• Coaching on municipal services</li> <li>• Peer learning on participatory practices</li> </ul>			

Service Area	Basic (300,000 AMD/year)	Standard (600,000 AMD/year)	Premium (1,000,000 AMD/year)
<b>Local Government</b> <ul style="list-style-type: none"> <li>• Trainings and consultancy: <ul style="list-style-type: none"> <li>○ Introduction to Good Governance</li> <li>○ Good governance principles</li> </ul> </li> </ul>	Introductory training good governance 1 consultation per month	Introductory training good governance <ul style="list-style-type: none"> <li>○ Training and coaching good governance principles</li> </ul> 1 consultation per month	Introductory training good governance <ul style="list-style-type: none"> <li>○ Training and coaching good governance principles</li> </ul> Unlimited consultations 1 tailored peer learning through benchmarking
<b>Benchmarking</b> <ul style="list-style-type: none"> <li>• Trainings on benchmarking tools</li> <li>• Consultancy on performance indicators</li> <li>• Coaching on comparative analysis</li> <li>• Peer learning on best practices.</li> </ul>	Introductory training in benchmarking 1 consultation per month	Introductory training 1 targeted training and coaching on benchmarking of 1 municipal service in settlements 1 consultation per month	Introductory training targeted training and coaching sessions on benchmarking of 3 municipal services in settlements Unlimited consultations
<b>Strategic Planning</b> <ul style="list-style-type: none"> <li>• Situation Analysis</li> <li>• Participatory problem identification and prioritization</li> <li>• Development vision, mission, overall and specific objectives and action plan with timetable and cost estimation</li> </ul>	Introductory training 1 consultation per month 1 peer learning session	Introductory training Training and coaching on developing/updating 1 targeted planning document 1 consultation per month	Introductory training Training and coaching on developing/updating 3 targeted planning documents Unlimited consultation per month 1 tailored peer learning
<b>Fundraising</b> <ul style="list-style-type: none"> <li>• Trainings and consultancy on donor diversification</li> <li>• Coaching on fundraising tools</li> <li>• Peer learning on successful mobilization.</li> </ul>	Introductory training 1 consultation per month	Introductory training Training and coaching on 1 targeted fundraising initiative 1 consultation per month	Introductory training Training and coaching on 1 targeted fundraising initiative and proposal development Unlimited consultations

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			1 tailored peer learning
<b>Public-Private Partnerships (PPP)</b> <ul style="list-style-type: none"> <li>• Trainings on PPP frameworks</li> <li>• Consultancy on and coaching on developing PPPs</li> <li>• Peer learning on PPP case studies.</li> </ul>	Introductory training 1 consultation per month	Introductory training Training and coaching sessions on 1 targeted PPP initiative 1 consultation per month	Introductory training Training and coaching on 1 targeted PPP initiative Unlimited consultations 1 tailored peer learning
<b>Event Management and Translation/Interpretation</b> <ul style="list-style-type: none"> <li>• Event planning; logistics; facilitation</li> <li>• Translation and interpretation services</li> </ul>	Introductory training 1 consultation per month	Introductory training Training and coaching sessions on 1 targeted event management 1 consultation per month	Introductory training Training and coaching sessions on 3 targeted event management Unlimited consultations 1 tailored peer learning
<b>ESG - Environmental, Social, and Governance standards:</b> <ul style="list-style-type: none"> <li>• Trainings on ESG frameworks</li> <li>• Consultancy on ESG integration</li> <li>• Coaching on ESG reporting</li> <li>• Peer learning on ESG best practices.</li> </ul>	Introductory training 1 consultation per month	Introductory training Training and coaching sessions on ESG - Environmental, Social, and Governance standards 1 consultation per month	Introductory training Training and Technical Assistance in ESG - Environmental, Social, and Governance standards: Unlimited consultations 1 tailored peer learning
<b>Climate Change:</b> <ul style="list-style-type: none"> <li>• Trainings and consultations on climate adaptation, mitigation, resilience strategies.</li> </ul>	Introductory training 1 consultation per month	Introductory training Training and coaching on drafting a specific document with climate considerations 1 consultation per month	Introductory training Training on climate adaptation, mitigation, resilience strategies and coaching on drafting a specific documents with climate considerations Unlimited consultations 1 tailored peer learning

Service Area	Basic (300,000 AMD/year)	Standard (600,000 AMD/year)	Premium (1,000,000 AMD/year)
<p><b>Disaster Risk Reduction (DRR):</b></p> <ul style="list-style-type: none"> <li>• Trainings on DRR frameworks</li> <li>• Consultancy on risk management; risk assessment, preparedness, resilience</li> <li>• Coaching on emergency planning</li> <li>• Peer learning on DRR case studies.</li> </ul>	<p>Introductory training 1 consultation per month</p>	<p>Introductory training Advanced training and coaching in Disaster Risk Reduction (DRR): 1 consultation per month</p>	<p>Introductory training Advanced Training and Technical Assistance in Disaster Risk Reduction (DRR):</p> <ul style="list-style-type: none"> <li>• Trainings on DRR frameworks</li> <li>• Consultancy on risk management; risk assessment, preparedness, resilience</li> <li>• Coaching on emergency planning</li> <li>• Peer learning on DRR case studies.</li> </ul> <p>Unlimited consultations 1 tailored peer learning</p>
<p><b>Environmental Assessment for Local Governments:</b></p> <ul style="list-style-type: none"> <li>• Trainings on EA methods</li> <li>• Consultancy on conducting EAs</li> <li>• Coaching on integrating assessments into municipal planning</li> </ul>	<p>Introductory training 1 consultation per month</p>	<p>Introductory training Training and coaching sessions on Environmental Assessment for Local Governments Trainings on EA methods 1 consultation per month</p>	<p>Introductory training</p> <ul style="list-style-type: none"> <li>• Training and coaching sessions on Trainings on EA methods</li> <li>• Coaching on integrating assessments into municipal planning</li> </ul> <p>Trainings on EA methods Unlimited consultations 1 tailored peer learning</p>