



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM:	DATE: August 10, 2020
All interested and potential companies	REFERENCE: RFP/011/20 Tender for performing the complex works to develop the capacity of responsible personnel of the PSA, PSC, State Inspection for Education Quality Supervision

Dear Sir / Madam:

We kindly request you to submit your Proposal for performing the complex works to develop the capacity of responsible personnel of the PSA, PSC, State Inspection for Education Quality Supervision.

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

Proposals may be submitted **on or before August 25, 2020, 6:00 pm local time (Tashkent)** via email, courier mail or fax to the address below:

**United Nations Development Programme**  
**Republic of Uzbekistan 4, Taras Shevchenko Street, Tashkent 100029**  
**Tel: + 998 71 120-34-50, 120-61-67;**  
**Fax: + 998 71 120-34-85**  
**Procurement Unit, UNDP Uzbekistan**

**For email proposals: [bids.uz@undp.org](mailto:bids.uz@undp.org)**

Your Proposal must be expressed in the English or Russian language and valid for a minimum period of **90 calendar days after the date of Proposal submission**.

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.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

IF you intended to submit your proposal by courier mail, consequently your proposal should be in sealed envelope with the following marking on envelope:

“TO: UNDP Uzbekistan

ATTENTION: PROCUREMENT UNIT

SEALED QUOTATION ref: RFP/011/20 Tender for performing the complex works to develop the capacity of responsible personnel of the PSA, PSC, State Inspection for Education Quality Supervision.

PROPOSER: [NAME AND ADDRESS OF YOUR COMPANY]”

DEADLINE: August 25, 2020, 6:00 pm local time (Tashkent)

“DO NOT OPEN”

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 2.

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/protestandsanctions/>

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: [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Sincerely yours,  
**Procurement Unit, UNDP Uzbekistan**

## Description of Requirements

Context of the Requirement	In the frame of Technical Capacity Building component of the Programme on “Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan”
Implementing Partner of UNDP	Ministry of Justice of Uzbekistan
Brief Description of the Required Services <sup>1</sup>	<p>The joint Project of the Public Services Agency under the Ministry of Justice (hereinafter – the PSA), EU and the UNDP «Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan» (hereinafter – the Client) is implemented with the aim of improving the quality of life of vulnerable sectors of the population in rural areas - such as women, youth and children, the elderly, and people with disabilities – by enhancing their access to public services and by increasing the quality of service delivery.</p> <p>The Project also aims to strengthen citizen participation through supporting a variety of accountability mechanisms that enhance the engagement of all parties in decision-making processes and in the access to information, and in increasing the transparency of local governance system in the country.</p> <p>One of the key areas of the Project is to improve the awareness of population about the advantages of using the public services (Activity 2.1 of the Project Document: Capacity development and training for PSA and PSC personnel; and Activity 2.2: Provision of trainings to personnel of government agencies responsible for development and provision of public services). In this regard, the project envisages the needs assessment for capacity building and strengthening the institutional system of the Project’s partner organizations</p>
List and Description of Expected Outputs to be Delivered	<p><b>Phases of the complex works;</b></p> <ol style="list-style-type: none"> <li>1. Analysis of available regulatory and report documents, development of the questionnaire;</li> <li>2. Analysis and development of the competency criteria to assess the key personnel;</li> <li>3. Preparation of the Strategy for training the key personnel in target organizations (types and topics of trainings, main areas of development, learning areas);</li> <li>4. Development of the learning modules for the online platform;</li> <li>5. Delivery of the learning modules and participation in testing the online platform;</li> <li>6. Organization of the training through the online platform (including without trainers’ participation) and carrying out the webinars for the target organizations’ personnel.</li> </ol> <p><b>Expected deliverables;</b></p> <ol style="list-style-type: none"> <li>1. Report on results of the regulatory and legislative framework analysis, relevant documents, conducted surveys and interviews</li> <li>2. Draft Strategy for training the key personnel of the target organizations</li> </ol>

<sup>1</sup> A detailed TOR is attached to the solicitation document.

	<p>3. Developed 5 modules adapted for the online platform and delivered to the developer of learning system</p> <p>4. Successful testing of the online platform by the learning modules</p> <p>5. 50 employees of the target organizations completed the online training and participated in webinars (were awarded certificates).</p>
Person to Supervise the Work/Performance of the Service Provider	Programme Coordinator of Project
Frequency of Reporting	As per TOR
Progress Reporting Requirements	See section Results of the TOR
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> At Contractor's Location
Expected Business trips	Tashkent regions of Uzbekistan
Expected duration of work	140 calendar days from signing the contract
Target start date	During 5 calendar days upon signing a contract by both parties
Latest completion date	140 calendar days (from the date of signing a contract by both parties)
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars for foreign companies with a legal address and bank account outside Uzbekistan <input checked="" type="checkbox"/> Local Currency UZS for local companies registered in Uzbekistan

Value Added Tax on Price Proposal <sup>2</sup>	<input checked="" type="checkbox"/> Must be exclusive of VAT for foreign companies registered outside of Uzbekistan; <input checked="" type="checkbox"/> Must be inclusive of VAT for local companies registered in Uzbekistan (if registered as VAT payer);				
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 calendar 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	<input checked="" type="checkbox"/> Not permitted				
Payment Terms	<b>Outputs</b>  <b>Result No. 1</b> Report on results of the regulatory and legislative framework analysis, relevant documents, conducted surveys and interviews  <b>Result No. 2</b> Draft Strategy for training the key personnel of the target organizations  <b>Result No. 3</b> Developed 5 modules adapted for the online platform and delivered to the developer of learning system	<b>Percentage</b>  25% of the total contract amount  20% of the total contract amount  25% of the total contract amount	<b>Timing</b>  40 calendar days from the date of signing the contract  20 calendar days after receiving the Deliverable 1  30 calendar days after delivery of the previous deliverable	<b>Condition for Payment Release</b>  within fifteen (30) calendar days from the date of fulfillment of the following conditions: a) Written acceptance document for UNDP outputs; and b) Receipt of an invoice from the Service Provider	

<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.

	<b>Result No. 4</b> Successful testing of the online platform by the learning modules	15% of the total contract amount	10 calendar days after delivery of the previous deliverable	
	<b>Result No. 5</b> 50 employees of the target organizations completed the online training and participated in webinars (were awarded certificates).	15% of the total contract amount	40 calendar days	
	100% payment will be made from the date the following terms are completed: a) A written document of acceptance by UNDP of Outputs 1, 2, 3, 4 and 5. b) Receiving of the invoice for payment of Vendor c) The signing by the parties of documents confirming the completion of the contractual obligations and the adoption of UNDP.			
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Programme Coordinator of Project			
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services/Face sheet			
Criteria for Contract Award	<input checked="" type="checkbox"/> Lowest Price Quote among technically responsive offers <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria 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 Assessment of Proposal	<b>Technical Proposal</b>			
	#	Technical evaluation of proposal	%	Score
	1	Expertise of the Firm	30%	30 points
	2	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan	34%	34 points
	3	Management Structure and Qualification of Key Personnel.	36%	36 points
		Total	100%	100

	Contract will be awarded to the technical responsive offer proposed the lowest price. Offers are not received the minimum pass score of 70% of technical proposal scores will be recognized as the proposal does not meet the technical requirements of the tender.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider  Sub-contracting is not allowed. Service Provider must perform the entire scope of work on their own, without the involving sub-contractors or experts.
Annexes to this RFP <sup>3</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Statement of interest (Annex 3) <input checked="" type="checkbox"/> Detailed TOR (Annex 4) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3) <sup>4</sup> Applicable 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>

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<sup>3</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>4</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.

Documents to be submitted	<p><input checked="" type="checkbox"/> Duly filled in Form as provided in Annex 1, and in accordance with the list of requirements in Annex 1;</p> <p><input checked="" type="checkbox"/> Profile – describing the nature of business, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area;</p> <p><input checked="" type="checkbox"/> Company’s profile with detailed information (name of the company, address, contact details etc.) using form provided in Table 1 of Annex 2</p> <p><input checked="" type="checkbox"/> Declaration of owners’ interest in other companies issued on company’s letterhead duly signed and stamped (Part 1, Annex2);</p> <p><input checked="" type="checkbox"/> At least 3 successfully completed contracts signed between the Applicant firm and clients, within the framework of which the Applicant has performed similar work over the past 5 (five) years using the form using the form (Table 2, Appendix 2);</p> <p><input checked="" type="checkbox"/> The presence of letters of recommendation - at least 3, which such services were provided.</p> <p><input checked="" type="checkbox"/> Verified copy of Latest Business Registration Certificate and License;</p> <p><input checked="" type="checkbox"/> Verified copy of the page from company’s Charter where the information on company founders is provided;</p> <p><input checked="" type="checkbox"/> Financial statements for the last 2 years verified by independent third party such as auditors or similar as may be applicable</p> <p><input checked="" type="checkbox"/> Self-declaration confirming that the Company is not in the UN sanctions list 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;</p> <p><input checked="" type="checkbox"/> Any information regarding any past and current litigation during the last five (5) years</p> <p><input checked="" type="checkbox"/> Signed by owners resumes and declaration of availability of involved specialists during contract implementation period</p> <p><input checked="" type="checkbox"/> Recommendations and list of corporate orderers/clients to whom such services were provided</p> <p><input checked="" type="checkbox"/> The service provider should provide a step-by-step concept and implementation scheme for the tasks/methodology with a work schedule (10 pages max.) for detailed information please see <b>Annex 2, A. Proposed Methodology for the Completion of Services.</b></p> <p>Failure to provide any of the abovespecified documents will serve as a ground for disqualifying the Offeror from the tender by declaring it as technically non-compliant.</p>
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Eligibility Criteria	<p><input checked="" type="checkbox"/> Service Provider must have a minimum 3-year experience in analysis/surveys</p> <p><input checked="" type="checkbox"/> The availability of the required personnel for the successful completion of works;</p> <p><input checked="" type="checkbox"/> More than 3 similar works performed by the Contractor within the last 5 years;</p> <p><input checked="" type="checkbox"/> Demonstrated availability of a permanent office reachable via landline telephone and permanent staff of at least 3 persons;</p> <p><input checked="" type="checkbox"/> The availability of reference letters – at least 3, from the clients to whom similar services were delivered;</p> <p><input checked="" type="checkbox"/> Methodology – the proposed approach and action/events plan;</p> <p><input checked="" type="checkbox"/> Strong financial position: (a) Liquidity ratio for the last two years not less than 1, if financial reports were presented, OR (b) Confirmation from bank regarding strong financial.</p>
Contact Person for Inquiries  (Written inquiries only) <sup>5</sup>	Procurement Unit +998 71 1203485/ <a href="mailto:pu.uz@undp.org">pu.uz@undp.org</a> 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.
Other Information (other requirements)	Offers submitted by two (2) or more Offerors shall all be rejected if they are found to have <u>any</u> of the following: <ul style="list-style-type: none"> <li>a) they have at least one controlling partner, director or shareholder in common; or</li> <li>b) any one of them receive or have received any direct or indirect subsidy from the other/s; or</li> <li>c) they have the same legal representative for purposes of this RFQ;</li> <li>d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or</li> <li>e) influence on the Offer of, another Offerer regarding this RFQ process;</li> <li>f) they are subcontractors to each other's Offer, or a subcontractor to one Offer also submits another Proposal under its name as lead Offerer; or an expert proposed to be in the team of one Offerer participates in more than one Offer received for this RFP process. This condition does not apply to subcontractors being included in more than one Offer.</li> </ul>

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<sup>5</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.

## EVALUATION OF PROPOSALS

UNDP shall examine the Proposal to confirm that all terms and conditions under the UNDP General Terms and Conditions and Special Conditions have been accepted by the Proposer without any deviation or reservation.

The evaluation team shall review and evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference and other documentation provided, applying the evaluation criteria, sub-criteria, and point system specified in the **RFP**. Each responsive Proposal will be given a technical score. A Proposal shall be rendered non-responsive at this stage if it does not substantially respond to the RFP particularly the demands of the Terms of Reference, which also means that it fails to achieve the minimum technical score indicated in the **RFP**. Absolutely no changes may be made by UNDP in the criteria; sub-criteria and point system indicated in the **RFP** after all Proposals have been received.

Evaluation forms for technical proposals are given below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process. The Technical Proposal Evaluation Forms are:

**Form 1:** Expertise of the Company

**Form 2:** Methodology -Proposed Work Plan and Approach

**Form 3:** Management Structure and Key Personnel

Technical Proposal Evaluation		Points Obtainable	Company / Other Entity				
Form 1			A	B	C	D	E
Expertise of the Company							
1.1	Reputation of Organization and Staff (Competence / Reliability):  At least 3 years of experience in analysis/surveys. <ul style="list-style-type: none"><li>• More than 6 years – 10 points;</li><li>• From 4 to 5 years – 8 points;</li><li>• 3 years – 6 points;</li><li>• Less than 3 years is not acceptable</li></ul>	10					
1.2	Recommendations at least 3 to whom such services were provided. <ul style="list-style-type: none"><li>• More than 6 recommendations – 10 points;</li><li>• From 4 to 5 recommendations – 8 points;</li><li>• 3 similar works – 6 points;</li><li>• Less than 3 recommendations are not acceptable</li></ul>	10					
1.3	At least 3 similar works performed by the Contractor within the last 5 years <ul style="list-style-type: none"><li>• More than 6 similar works – 10 points;</li><li>• From 4 to 5 similar works – 8 points;</li><li>• 3 similar works – 6 points;</li><li>• Less than 3 similar works is not acceptable</li></ul>	10					
Total Part 1		30					

Technical Proposal Evaluation Form 2		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Methodology – Proposed Work Plan and Approach							
2.1	Is the scope of task well defined and does it correspond to the TOR?  <ul style="list-style-type: none"><li>• Perfect – 10 points;</li><li>• Good – 8 points;</li><li>• Satisfactory – 6 points;</li><li>• Not acceptable – 0.</li></ul>	10					
2.2	To what degree does the Proposer understand the task and effective method of its provision?  <ul style="list-style-type: none"><li>• Perfect – 12 points;</li><li>• Good – 10 points;</li><li>• Satisfactory – 8 points;</li><li>• Not acceptable – 0.</li></ul>	12					
2.3	Does the provided methodology meet the requirements specified in the terms of reference?  <ul style="list-style-type: none"><li>• Perfect – 12 points;</li><li>• Good – 10 points;</li><li>• Satisfactory – 8 points;</li><li>• Not acceptable – 0.</li></ul>	12					
Total Part 2		34					

Technical Proposal Evaluation Form 3		Points Obtainable	Company / Other Entity				
			A	B	C	D	E
Management Structure and Key Personnel							
3.1	Project manager						
3.1.1	minimum 3-year experience in project management	5					
3.1.2	minimum 3-year experience in organization of the process of conducting analyses and surveys	3					
3.1.3	portfolio of implemented projects (at least 3 projects)	2					
	Subtotal	10					
3.2	Strategy development Expert						

<b>3.2.1</b>	higher education (minimum bachelor's degree or equivalent) in economics/management/law/HR	5					
<b>3.2.2</b>	minimum 5-year work experience in conducting surveys, analyses/assessments, development of learning modules and carrying out workshops/trainings	2					
	<b>Subtotal</b>	<b>7</b>					
<b>3.3</b>	<b>Module development Expert/Trainer</b>						
<b>3.3.1</b>	higher education (minimum bachelor's degree or equivalent) in economics/management/law/HR	5					
<b>3.3.2</b>	minimum 5-year work experience in development of learning modules and carrying out workshops/trainings	2					
	<b>Subtotal</b>	<b>7</b>					
<b>3.4</b>	<b>Strategy development Analyst</b>						
<b>3.4.1</b>	higher education (minimum bachelor's degree or equivalent) in economics/marketing/management	4					
<b>3.4.2</b>	minimum 3-year experience in conducting analyses/surveys and data base processing	2					
	<b>Subtotal</b>	<b>6</b>					
<b>3.5</b>	<b>Module development Analyst/Trainer</b>						
<b>3.5.1</b>	higher education (minimum bachelor's degree or equivalent) in economics/marketing/management	4					
<b>3.5.2</b>	minimum 3-year work experience in development of learning modules and preparation of workshops/trainings	2					
	<b>Subtotal</b>	<b>6</b>					
	<b>Total Part 3</b>	<b>36</b>					
	<b>Total Parts 1,2,3</b>	<b>100</b>					

The overall evaluation score will be based on a combination of the technical score and the lowest price quote. The evaluation method that applies for this RFP shall be as indicated in the **RFP**.

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>6</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>7</sup>)*

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[insert: Location].

[insert: Date]

To: Procurement unit

We, the undersigned, hereby offer UNDP the following services in accordance with the requirements specified in RFP/011/20 and all its annexes, as well as the General Terms and Provisions of UNDP contracts. We confirm that we have read, understood and accept the requirements and terms of the terms of reference describing our duties and responsibilities under this RFP, as well as the general UNDP terms and conditions under the contract.

We agree to abide by the terms of this commercial offer within **90 calendar** days from the deadline specified in the request for the submission of the offer; it remains binding and can be accepted at any time before the expiration of this period. We hereby declare that:

(a) All information and statements presented in this tender offer are true, and we agree that any incorrect information contained in it may lead to our disqualification;

(b) At present, we are not included in the UN register which includes companies that are not entitled to supply, and other similar lists of other UN agencies, and we are in no way connected with any companies or persons included in the UN Security Council Committee Consolidated List 1267/1989.

(c) We are not at the stage of unfinished bankruptcy and we have no lawsuits or claims that could adversely affect our work as an operating enterprise;

(d) We do not employ people who work or have recently worked for the UN or UNDP, and we do not plan to hire such persons.

We are aware that your organization reserves the right to accept or reject any of the proposals received, is not responsible for such actions and does not undertake to inform the supplier of their reasons without a request from us:

### 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, information about the company (10 pages max.) confirming the field of expertise, practical experience of the Offeror in the required area.*

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<sup>6</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>7</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

b) The company's charter should include the right and other permits to provide the service, Registration Papers, Tax Payment Certification, etc.

c) Recommendations at least 5 to whom such services were provided

d) A copy of Latest Business Registration Certificate and License verified by signature of authorized person and stamp.

## B. Proposed Methodology for the Completion of Services

The service provider should provide a step-by-step concept and implementation scheme for the tasks/methodology with a work schedule (10 pages max.), describe how it will meet the RFP requirements with a detailed description of the main performance characteristics of the work, reporting mechanisms and quality assurance, and rationale for the proposed methods in the context of local conditions and the type of work.

## C. Qualifications of Key Personnel

If required by the RFP, the Service Provider must provide:

- Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
- CVs demonstrating qualifications must be submitted if required by the RFP; and
- Written confirmation from each personnel that they are available for the entire duration of the contract.
- Copy of diplomas, certificates, as required by UNDP.

## D. Cost Breakdown per Deliverable\*

Out puts	Activity/Output	Payment Structure	Price ____ (indicate currency) (The total amount)
<p>For foreign companies with a legal address and bank account outside Uzbekistan.</p> <p>For local companies registered in Uzbekistan:</p> <p>The payments shall be made to the banking account in the following order:</p>			
1.	<b>Result No. 1</b> Report on results of the regulatory and legislative framework analysis, relevant documents, conducted surveys and interviews.	25%	
2.	<b>Result No. 2</b> Draft Strategy for training the key personnel of the target organizations	20%	
3.	<b>Result No. 3</b> Developed 5 modules adapted for the online platform and delivered to the developer of learning system	25%	
4.	<b>Result No. 4</b> Successful testing of the online platform by the learning modules	15%	
5.	<b>Result No. 5</b>	15%	

	50 employees of the target organizations completed the online training and participated in webinars (were awarded certificates).		
	<b>TOTAL</b>	100%	
	<b>V. VAT (if applicable for companies registered in the Republic of Uzbekistan)</b>		
<b>For local companies registered in Uzbekistan.</b> <b>The payments shall be made to the banking account in the following order:</b> 100% payment will be made from the date the following terms are completed: <ul style="list-style-type: none"> <li>a) A written document of acceptance by UNDP of Outputs 1, 2, 3, 4 and 5.</li> <li>b) Receiving of the invoice for payment of Vendor</li> <li>c) The signing by the parties of documents confirming the completion of the contractual obligations and the adoption of UNDP.</li> </ul>			

*\*This shall be the basis of the payment tranches, whether there are discrepancies between the total amount specified in tables D and E, in that case the price rate indicated in table (D) will be prevalent.*

**E. Cost Breakdown by Cost Component:**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
<b>I. Personnel Services</b>				
1. Services of attracted Expertise				
a. Expertise Services 1				
b. Expertise Services 2				
2. Services from Overseas (if required)				
a. Expertise Services 1				
b. Expertise Services 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance including accommodation				
<b>III. Other Direct Related Costs (translation, printing and other)</b>				
<b>IV. Overhead expenses (no more 3,5%)</b>				
<b>V. VAT (if applicable for companies registered in the Republic of Uzbekistan)</b>				

*Name and signature of authorized person]*

*[Position]*

*[Date]*

*[Stamp of the company]*



## Part 1: DECLARATION OF INTEREST

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Dear Sir/Madam,

We/I, \_\_\_\_\_ (Name and Title), as Director/Founder of \_\_\_\_\_ Company, declare that:

(a) Have no financial and other interests in, association or relationship with, are not employed and do not have relatives (i.e. spouse, parents, children or siblings) employed by the United Nations Development Programme (UNDP) or the Government of Uzbekistan that announced the tender; and do not have access to information about, or influence on the selection process for this tender;

(b) Have no common controlling partner, director, shareholder, legal representative for the purposes of this tender with any other entity submitting its Quotation under this tender; are not subcontracting or are subcontractors to other entities for the purposes of this tender; and that the experts proposed in the team do not participate in more than one Quotation for this tender;

(c) Are not involved in activities that could have an impact on the objectivity and independence of the Contractor's team in carrying out its duties under the contract or can affect the image of the United Nations and the Government of Uzbekistan.

We certify that the information stated is true, correct and complete to the best of our knowledge and belief. We are obliged to comply with all requests for additional information, documentation, clarification and/or verification concerning the Declaration of Interest statement.

All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the tender.

We declare that we are not in the UN Security Council 1267/1989 List, UN Procurement Division List or other UN Ineligibility List.

*Name and signature of authorized person]*

*[Position]*

*[Date]*

*[Stamp of the company]*

**TABLE 1: COMPANY PROFILE**

<b>Part 3: COMPANY PROFILE</b> 1. Offeror's Legal Name [insert Offeror's legal name]		
2. In case of Joint Venture (JV), legal name of each party: [insert legal name of each party in JV]		
3. Actual or intended Country/ies of Registration/Operation: [insert actual or intended Country of Registration]		
4. Year of Registration in its Location: [insert Offeror's year of registration]		
5. Countries of Operation	6. No. of permanent staff in each Country	7. Years of Operation in each Country
8. Legal Address/es in Country/ies of Registration/Operation: [insert Offeror's legal address in country of registration]		
9. Value and Description of Top three (3) Biggest Contracts for the past eight (5) years		
10. Latest Credit Rating (Score and Source, if any)		
11. Brief description of litigation history (disputes, arbitration, claims, etc.), indicating current status and outcomes, if already resolved.		
12. Offeror's Authorized Representative Information Name: [insert Authorized Representative's name] Address: [insert Authorized Representative's Address] Telephone/Fax numbers: [insert Authorized Representative's telephone/fax numbers] Email Address: [insert Authorized Representative's email address]		
13. Are you in the UNPD List 1267.1989 or UN Ineligibility List? <input type="checkbox"/> YES or <input type="checkbox"/> NO		

*Name and signature of authorized person]*

*[Position]*

*[Date]*

*[Stamp of the company]*

**TABLE 2: PERFORMANCE OF SIMILAR CONTRACTS. \***

Name of delivered goods	Terms of the contract (year, month)	Cost of work	Customer (Company name, full name of the contact person, telephone)

\*Requires at least two similar contracts during last 3 years on supply of machinery (including field and sport equipment).

*[Name and signature of authorized person]*

*[Position]*

*[Date]*

*[Stamp of the company]*

## TERMS OF REFERENCE (TOR)

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**Joint project of UNDP, the EU and the Public Services Agency under the Ministry of Justice of the Republic of Uzbekistan "Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan"**

**Subject: Performing the complex works to develop the capacity of responsible personnel of the PSA, PSC, State Inspection for Education Quality Supervision under the Cabinet of Ministers of the Republic of Uzbekistan, State Ecology and Environmental Protection Committee of the Republic of Uzbekistan in delivery of public services**

### 1. BACKGROUND

The joint Project of the Public Services Agency under the Ministry of Justice (hereinafter – the PSA), EU and the UNDP «Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan» (*hereinafter – the Client*) is implemented with the aim of improving the quality of life of vulnerable sectors of the population in rural areas - such as women, youth and children, the elderly, and people with disabilities – by enhancing their access to public services and by increasing the quality of service delivery.

The Project also aims to strengthen citizen participation through supporting a variety of accountability mechanisms that enhance the engagement of all parties in decision-making processes and in the access to information, and in increasing the transparency of local governance system in the country.

One of the key areas of the Project is to improve the awareness of population about the advantages of using the public services (Activity 2.1 of the Project Document: Capacity development and training for PSA and PSC personnel; and Activity 2.2: Provision of trainings to personnel of government agencies responsible for development and provision of public services). In this regard, the project envisages the needs assessment for capacity building and strengthening the institutional system of the Project's partner organizations.

### 2. OBJECTIVES

- 2.1. Carrying out the needs assessment in strengthening the institutional capacity of the Public Services Agency (PSA) under the Ministry of Justice, Public Services Centers (PSC), and government institutions delivering public services, namely:
  - 2.1.1. Central Office of the PSA (3-5 people in total);
  - 2.1.2. Regional PSA Departments in pilot provinces – Surkhandarya, Kashkadarya, Jizzakh, Syrdarya and Tashkent provinces (15-20 people in total);
  - 2.1.3. Public Services Centers in pilot districts (*hereinafter – the target regions*) – Dekhkanabad district of Kashkadarya province, Sariasia district of Surkhandarya province, Bahmal district of Jizzakh province, Khavast district of Syrdarya province and Nurafshan city of Tashkent province (15-20 people in total);
  - 2.1.4. State Inspection for Education Quality Supervision under the Cabinet of Ministers of the Republic of Uzbekistan (2-3 people in total);
  - 2.1.5. State Ecology and Environmental Protection Committee of the Republic of Uzbekistan divisions (2-3 people in each) in target regions (*hereinafter – the target organisations*), delivering public services.
- 2.2. Defining the core competencies of the key personnel of organizations in public services delivery sector including the senior and medium management;

- 2.3. Based on defining the competencies, to identify the areas of development of the key personnel competencies and to design the development plans by training topics;
- 2.4. Preparing the training modules for the organization of online (designed in accordance with existing Project Concept of the UNDP for the online platform - attached) and offline (for carrying out trainings at physical location) training in accordance with developed recommendations;
- 2.5. Provision of information (developed training modules with testing system and certification, audio and video materials) to the online platform developer and joint testing of the training process;
- 2.6. Carrying out the online trainings and webinars for the personnel of the target organizations.

### 3. SCOPE OF WORK

- 3.1. Analysis of primary documentation: provisions, organizational structure, functional duties of employees, reports on carried out studies and applied management practices to identify the main criteria of effective behavior (task performance) of key personnel of the target organizations, including<sup>8</sup>:
  - analysis of the organizational structure, job descriptions of the key personnel, priority tasks and areas of activity of the target organizations;
  - defining strategic objectives for the professional development based on the priority areas of activity of the target organizations;
  - developing the methodology for information collection from the field staff through specialized interviews in combination with various methodologies (repertory grids, critical incidents, etc.) in order to form competencies (criteria of successful performance of tasks and purposes by the field staff);
  - selective online assessment of the key field staff abilities of the target organizations (numeric and verbal abilities) including flexible skills (personal, communicative and professional);
  - collection of information on the developed methodology in the field (key staff).
- 3.2. Based on identified criteria, developing competencies (requirements/duties) for the key personnel of the target organizations, including:
  - complex analysis of the received information, collected in paragraph 3.1;
  - classification of the received information and selection of the main competencies;
  - **competence level identification** for assessing the efficient behavior (task performance) of the personnel of different levels, including competencies for the management staff in Russian and Uzbek through developing the reference “job description” for comparing with those duties that the responsible employee currently performs. (Note: The comparison will show the weak competencies, development potential and provide set of topics for further training).
- 3.3. Based on the **identified competence levels**, preparing the Strategy for training the key personnel of the target organizations:
  - approval of the Strategy content and structure with the Client;
  - learning the foreign countries’ experience in upgrading staff qualification (in particular, experience of the EU, Singapore, South Korea and other applicable countries);
  - developing recommendations on training and preparing proposals on the main areas of development of the key personnel in the target organizations.

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<sup>8</sup> Information will be provided by the responsible personnel of the Public Services Agency, including related to the State Inspection for Education Quality Supervision under the Cabinet of Ministers of the Republic of Uzbekistan, and State Ecology and Environmental Protection Committee of the Republic of Uzbekistan.

- 3.4. Development of 5 modules of the workshops and trainings for organization of the online and offline learning in accordance with the developed strategy:
- learning the «Concept of online learning system for capacity and skills development and professional preparedness enhancement of the Public Services Agency/Public Services Centers personnel» (UNDP, May 2020);
  - developing modules for the online platform according to the prepared recommendations. Special requirements for the modules in accordance with the online platform concept, including:
    - participants can complete the training without being accompanied;
    - audio and video lessons, texts, pictures, dialogues, monologues and case studies are used;
    - system is available to conduct the interim and final testing of materials mastering;
    - certificates are issued, etc.
- 3.5. Online platform developer is provided with the worked out information and the learning process is jointly tested:
- adaptation and delivery of all necessary text, audio and video materials for introduction in the online platform;
  - participation in the successful testing of the online platform by all uploaded modules.
- 3.6. Carrying out online trainings and webinars for the target organizations' personnel:
- Developing the online learning plan and trainings schedule;
  - Organization and carrying out online trainings for the target organizations' personnel.
  - Harvesting feedbacks and preparing recommendations based on the outcomes of the carried out online learning among participants.

#### 4. PHASES OF THE COMPLEX WORKS

- 4.1. Analysis of available regulatory and report documents, development of the questionnaire;
- 4.2. Analysis and development of the competency criteria to assess the key personnel;
- 4.3. Preparation of the Strategy for training the key personnel in target organizations (types and topics of trainings, main areas of development, learning areas);
- 4.4. Development of the learning modules for the online platform;
- 4.5. Delivery of the learning modules and participation in testing the online platform;
- 4.6. Organization of the training through the online platform (including without trainers' participation) and carrying out the webinars for the target organizations' personnel.

#### 5. EXPECTED DELIVERABLES AND DEADLINES

No	Deliverables	Deadlines
1.	Report on results of the regulatory and legislative framework analysis, relevant documents, conducted surveys and interviews	40 calendar days

2.	Draft Strategy for training the key personnel of the target organizations	20 calendar days
3.	Developed 5 modules adapted for the online platform and delivered to the developer of learning system	30 calendar days after delivery of the previous deliverable
4.	Successful testing of the online platform by the learning modules	10 calendar days after delivery of the previous deliverable
5.	50 employees of the target organizations completed the online training and participated in webinars (were awarded certificates).	40 calendar days

All above deliverables must be completed not later than 140 calendar days after signing the Contract, so the Service Provider must submit and agree the works schedule with due account of specified deadlines.

## 6. TECHNICAL REQUIREMENTS

- 6.1. All works must be completed in Uzbek and Russian languages;
- 6.2. The developed documents must be submitted in Uzbek and Russian languages on electronic carriers in two copies;
- 6.3. All activities and events must be carried out both virtually and physically on the field after restrictions for free movement between the regions of Uzbekistan are lifted.

## 7. QUALIFICATION REQUIREMENTS TO SERVICE PROVIDER

7.1. Successful candidate (organization) must meet the following criteria:

- be a legal entity;
- Service Provider must have a minimum 3-year experience in analysis/surveys;
- Recommendations at least 3 to whom such services were provided;
- At least 3 similar works performed by the Service Provider within the last 5 years;
- methodology – the proposed approach and action/events plan.

7.2. The Service Provider must consist of experts team (resumes of experts should be provided):

### Project manager:

- minimum 3-year experience in project management;
- minimum 3-year experience in organization of the process of conducting analyses and surveys;
- portfolio of implemented projects (at least 3 projects).

### Strategy development Expert:

- higher education (minimum bachelor's degree or equivalent) in economics/management/law/HR;
- minimum 5-year work experience in conducting surveys, analyses/assessments, development of learning modules and carrying out workshops/trainings.

### Module development Expert/Trainer:

- higher education (minimum bachelor's degree or equivalent) in economics/management/law/HR;

- minimum 5-year work experience in development of learning modules and carrying out workshops/trainings.

Strategy development Analyst:

- higher education (minimum bachelor's degree or equivalent) in economics/marketing/management;
- minimum 3-year experience in conducting analyses/surveys and data base processing.

Module development Analyst/Trainer

- higher education (minimum bachelor's degree or equivalent) in economics/marketing/management;
- minimum 3-year work experience in development of learning modules and preparation of workshops/trainings.