

RFP-2021-003 «Development of tools (tests) for assessing the abilities of candidates entering the civil service»

Q&A section:

#	Questions from potential suppliers	Answers of the UNDP and the Agency of the Republic of Kazakhstan for Civil Service Affairs
1	The standard contract indicates a cost of no more than 50 thousand USD. Is this relevant for this case?	Point 10 of the standard UNDP contract sets out the applicable General Terms and Conditions. If you scroll down, you will see that there are 3 options for the GTC, which are applied depending on the amount of the contract. This paragraph does not limit you in the formation of a financial proposal.
2	Can you please clarify the format for providing test questions (word, pdf, excel, something else ..)	We would like to receive questions in two formats (word, excel), because they will be uploaded into the system in excel format
3	<p>Will it be necessary to interact with the Customer's programmers when uploading tasks into the system?</p> <p>How many times will there be interaction with the Customer's programmers?</p> <p>Who will be the focal point for monitoring the interaction with the Supplier from the customer's side?</p>	<p>Yes, it is necessary, because sometimes there are situations when problems arise when uploading questions into the system.</p> <p>The frequency of interaction with the Customer's programmers depends on how often the questions will be corrected after the pilot testing. If the uploading of questions runs without technical issues, the interaction may not be necessary. It is also planned to conduct trial testing for volunteers, and if trial testing shows shortcomings, then they will need to be eliminated. Therefore, the involvement of the Supplier's programmers is planned in two stages.</p> <p>Monitoring of the quality of services provided will be carried out collectively. Technical implementation in matters of the system will be carried out by the National Center for Civil Service Personnel Management.</p>
4	In the ToR, positions are indicated for the Agency, the Anti-corruption service, and the Ministry of Justice. According to the ToR, tests should be developed for all applicants in accordance with the level / grade of the position and the functional block. Do we understand correctly that it will be necessary to use the description of typical	The distribution of positions is normatively fixed by the Government Decree No. 939. In this Decree, the posts are distributed among the named State bodies. For the rest of the state bodies, there is no such distribution yet. The Technical Specification indicates a typical distribution that will be taken as a basis for all government agencies in the future. Initial testing of questions is planned as part of new

	positions suitable for all government agencies, not only those presented in the terms of reference	approaches to the selection of employees, and after successful testing, these questions will be applicable to candidates in all government agencies.
5	ToR does not indicate how many test questions will be for each level / grade of the position. The total number of questions is indicated in general for all levels. Will the decision on the number of questions related to each position be made in agreement with the Customer? At the discretion of the supplier? or is it not critical?	The distribution of the quantity of questions by grades is not critical, especially since it was not a requirement of the Technical Specification. The Customer does not have a strict requirement for the number of questions for each grade, but it will be good to have approximately the same number of questions for each grade.
6	In the part of the administration of tests. Can I comment? How do you see the test administration training? Do you want the candidates to know the scoring methodology?	We faced a problem during implementation of test questions in 2019. The response thresholds were based on response confidence. But to this day, there are a lot of questions from both the candidates and the National Center for Civil Service Personnel Management staff regarding the calculation of the level of identification of competencies and the reliability of answers. In fact, the scoring methodology is still not clear. After the introduction of test questions, we would like to receive some kind of manual or methodology for a general understanding of level calculation. Candidates do not need to know the formulas and details of scoring approaches, but they should have a general information. When candidates appeal the test results, the Customer must have specific reasons and full explanations of the test results.
7	It follows from those assignments that at least 20% of test tasks for verbal-numerical tests should be developed on the basis of strategic and programmatic documents of the Republic of Kazakhstan. Usually, changes are made to such documents after the lapse of time or they become no longer relevant. In this case, it is necessary to provide levers for managing these changes and responsible persons.	Yes, changes are indeed being made to strategic documents. But the Customer assumes long-term strategic documents (for example, the Strategic Development Plan of Kazakhstan until 2025, the Concept for the Development of Public Administration until 2030). Typically, changes are rarely made to such documents; they are accepted for at least 5 years, at most - for 10 years. The customer expects that the questions will be based on long-term documents that will not require changes in the coming years. After 5 years or more, questions will be subject to correction.

8	Do we have to specify the terms in our commercial proposal ourselves?	All terms are specified in the Terms of Reference; 3 stages are given 50 working days
9	Is UNDP a VAT payer?	UNDP is not a VAT payer, but we always ask our Suppliers to indicate the total amount of the financial proposal, including VAT and other taxes.
10	Do we have to detail all expenses according to Appendix 2a?	<p>For your convenience, the Financial Proposal Submission Form is divided into 2 blocks: price breakdown by tranches according to the Terms of Reference, and price breakdown by Company expenses.</p> <p>Let me remind you that the Financial Proposal must be password protected, the password can only be provided upon formal request from UNDP (by Karina Amralina)</p>