



## REQUEST FOR PROPOSAL (RFP) (For Low-Valued Services)

#00123514, Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups	DATE: July 12, 2021 REFERENCE: RFP-2021-042 “Development of the Institute of Advisors to Akims and Ministers on issues of persons with disabilities”
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Dear Sir / Madam:

We kindly request you to submit your Proposal for the services of the development of the Institute of Advisors to Akims and Ministers on issues of persons with disabilities.

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

Proposals (**Technical and Financial proposals, where financial proposal must be password protected**) should be submitted on or before July 29, 2021, 18:00 (Nur-Sultan time zone) and via following email: [procurement.kz@undp.org](mailto:procurement.kz@undp.org)

Your Proposal must be expressed in the English or Russian languages, with indication of Request for proposal number and valid for a minimum period of 90 days.

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.

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 3.

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: <https://www.undp.org/procurement/business/protest-and-sanctions>

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 :

[https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct\\_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

*Zhanat Tileumuratova*  
Zhanat Tileumuratova  
Procurement Associate  
7/12/2021

*Mernysat Bolyssayeva*

**Annex 1****Description of Requirements**

Context of the Requirement	<i>#00123514, Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups</i>
Implementing Partner of UNDP	UNDP & Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan
Brief Description of the Required Services	In order to create conditions for the support and further development of the Institute of Advisors, to ensure the sustainability and efficiency of their functioning, to improve their professional level, a pilot Resource Center for the support and development of the Institute of Advisors on Issues of Persons with Disabilities (hereinafter – the Resource Center) will be created.
List and Description of Expected Outputs to be Delivered	The detailed outputs and deliverables are given in the Terms of Reference (see Annex 3)
Person to Supervise the Work/Performance of the Service Provider	<i>Project Manager</i>
Frequency of Reporting	<i>According to the Terms of Reference</i>
Progress Reporting Requirements	<i>According to the Terms of Reference</i>
Location of work	<input type="checkbox"/> Exact Address/es [pls. specify] <input checked="" type="checkbox"/> At Contractor's Location with fields trips in Kazakhstan
Expected duration of work	17 months
Target start date	August 2021
Latest completion date	December 2022
Travels Expected	Please see Terms of Reference
Special Security Requirements	<input checked="" type="checkbox"/> In connection with the COVID-19 pandemic, the Service Provider undertakes to provide all the necessary protective equipment for its employees and comply with all WHO standards and recommendations for performing work during the epidemic.
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"/> Local Currency - KZT																	
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes																	
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 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	<table border="1"> <thead> <tr> <th>Outputs</th><th>Percentage</th><th>Timing</th><th>Condition for Payment Release</th></tr> </thead> <tbody> <tr> <td>A Strategy for working with Advisors and a Plan for the activity of the Resource Center have been developed</td><td>20%</td><td>1 month from contract signing</td><td rowspan="4">Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.</td></tr> <tr> <td>A database of Advisors at all levels has been formed, an assessment of the needs and activities of Advisors, as well as the potential of the institute of Advisors has been carried out</td><td>30%</td><td>5 months from contract signing</td></tr> <tr> <td>The Resource Center carries out activities. A performance evaluation system of the Advisors has been developed</td><td>30%</td><td>11 months from contract signing</td></tr> <tr> <td>Summing up the results. Presentation of the results of the Resource Center's activities</td><td>20%</td><td>17 months from contract signing</td></tr> </tbody> </table>	Outputs	Percentage	Timing	Condition for Payment Release	A Strategy for working with Advisors and a Plan for the activity of the Resource Center have been developed	20%	1 month from contract signing	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.	A database of Advisors at all levels has been formed, an assessment of the needs and activities of Advisors, as well as the potential of the institute of Advisors has been carried out	30%	5 months from contract signing	The Resource Center carries out activities. A performance evaluation system of the Advisors has been developed	30%	11 months from contract signing	Summing up the results. Presentation of the results of the Resource Center's activities	20%	17 months from contract signing
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Person(s) to review/inspect/ approve outputs/completed services and authorize the	<i>UNDP Project Manager and Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan</i>																	

disbursement of payment	
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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	<p><b><u>Technical Proposal (70%)</u></b></p> <input type="checkbox"/> Expertise of the Firm 35% <input type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 25% <input type="checkbox"/> Management Structure and Qualification of Key Personnel 40% <p><b><u>Financial Proposal (30%)</u></b>  To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.</p>
UNDP will award the contract to	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions <sup>1</sup>	<input checked="" type="checkbox"/> General Terms and Conditions for de minimis contracts (services only, less than \$50,000)  Applicable Terms and 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>
Annexes to this RFP <sup>2</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2a and Annex 2b) <input checked="" type="checkbox"/> Detailed TOR (Annex 3) <input checked="" type="checkbox"/> Checklist for Suppliers (Annex 4)
Contact Person for Inquiries (Written inquiries only) <sup>3</sup>	Zhanat Tileumuratova Procurement Associate <a href="mailto:zhanat.tileumuratova@undp.org">zhanat.tileumuratova@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.

<sup>1</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.

<sup>2</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>3</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.

<p>The pre-bid conference meeting will take place:</p>	<p>Time: 15:00 Date: 22 July 2021 Location: Zoom-call</p> <p>In case of interest in participation at the pre-bid conference, the Suppliers should send participation notification to <a href="mailto:procurement.kz@undp.org">procurement.kz@undp.org</a> with a copy to <a href="mailto:zhanat.tileumuratova@undp.org">zhanat.tileumuratova@undp.org</a> <b>not later than 20<sup>th</sup> July 2021, 18:00</b></p> <p>UNDP will provide the meeting link with all interested participants one day before the pre-bid meeting.</p>
<p>Deadline for the Submission of Proposal</p>	<p>18:00 (Nur-Sultan time zone) 29 July 2021</p>
<p>Method of Submission</p>	<p><b>IMPORTANT:</b></p> <p>Suppliers must submit their offers via electronic mail <a href="mailto:procurement.kz@undp.org">procurement.kz@undp.org</a> with obligatory indication of the name of the contest RFP-2021-042_UNDP-KAZ in the subject of the letter.</p> <p>The technical and financial parts of the Proposal should be presented in separate files. Financial offer (Annex 2b) should be password protected. <u>The password to the Financial Proposal should not be provided to UNDP until a request has been received from the UNDP Procurement Specialist, Meruyert Bolyssayeva.</u></p> <p>Offer submission address: <a href="mailto:procurement.kz@undp.org">procurement.kz@undp.org</a></p> <ul style="list-style-type: none"> <li>▪ File Format: <b>PDF</b></li> <li>▪ File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard.</li> <li>▪ All files must be free of viruses and not corrupted. <u>It's not recommended to archive documents through RAR and ZIP.</u></li> <li>▪ Max. File Size per transmission: <b>20 Mb</b></li> <li>▪ Mandatory subject of email: <b>RFP-2021-042_UNDP-KAZ</b></li> <li>▪ Multiple emails must be clearly identified by indicating in the subject line "email no. 1 of 5", and the final "email no. 5 of 5, in case your Offer consists of several e-messages.</li> <li>▪ It is recommended that the entire Technical offer be consolidated into as few attachments as possible.</li> </ul>

**FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL<sup>4</sup>*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>5</sup>)***

[insert: Location].

[insert: Date]

To: Zhanat Tileumuratova  
Procurement Associate  
UNDP in Kazakhstan

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP-2021-042 dated 7/12/2021, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

**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, field of expertise, licenses, certifications, accreditations; Confirmed min 5 years' experience in implementing projects aimed at the development and support of the civil sector and min. 2 years of working experience with state and/or quasi government structures in the implementation of different projects, conduction of consultations or research/study, etc.; And working experience with international organizations in development and support to civil sector, if applicable.*
- b) Business Licenses – Company's state registration certificate; Company's Charter (if applicable); VAT certificate (if applicable), etc.*
- c) Financial Stability – Certificate on the absence of debts in tax authorities; Financial reports for the last 2 years (2019 and 2020);*
- d) Experience Record – min 3 contracts/projects for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List;*
- f) At least 2 (two) letters of recommendation from previous Clients.*

**B. Proposed Methodology for the Completion of Services**

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed*

<sup>4</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>5</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

*description of the essential performance characteristics, number of days for field work, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.*  
*Also, the Supplier should provide a plan for the implementation of the required services in the format of the Gantt chart.*

C. **Qualifications of Key Personnel**

*The Service Provider must provide:*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications and documents confirming the qualifications of key experts - diplomas, certificates, etc.; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D.

Previous relevant experience:				
Name of the contracted person or person with whom UNDP can contact	Client & Reference Contact Details including e-mail and phone number	Contract Value	Period of activity	Types of activities undertaken



**FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL<sup>6</sup>*****(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>7</sup>)***

[insert: Location].

[insert: Date]

To: Zhanat Tileumuratova  
Procurement Associate  
UNDP in Kazakhstan

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP-2021-042 dated 7/12/2021, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

**E. Cost Breakdown per Deliverable\***

	<b>Deliverables</b>	<b>Percentage of Total Price</b>	<b>Price (Lump Sum, All Inclusive)</b>
1	A Strategy for working with Advisors and a Plan for the activity of the Resource Center have been developed	20%	
2	A database of Advisors at all levels has been formed, an assessment of the needs and activities of Advisors, as well as the potential of the institute of Advisors has been carried out	30%	
3	The Resource Center carries out activities. A performance evaluation system of the Advisors has been developed	30%	
4	Summing up the results. Presentation of the results of the Resource Center's activities	20%	
	<b>Total</b>	<b>100%</b>	

*\*This shall be the basis of the payment tranches*

**F. Cost Breakdown by Cost Component, according to TOR SOW *[This is only an Example]:***

<b>Description of Activity</b>	<b>Remuneration per Unit of Time</b>	<b>Total Period of Engagement</b>	<b>No. of Personnel</b>	<b>Total Rate</b>
<b>I. Personnel Services</b>				
a. Project Manager				
b. Project Expert				

<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

c. Project Specialist				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Others				
III. Other Related Costs				

*[Name and Signature of the Service Provider's  
Authorized Person]  
[Designation]  
[Date]*

## Annex 3

## TERMS OF REFERENCE

<b>Required services:</b>	Development of the Institute of Advisors to Akims and Ministers on issues of persons with disabilities
<b>Project number and title:</b>	#00123514, Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups
<b>Duty station:</b>	Home-based
<b>Duration:</b>	August 2021– December 2022 (17 months)

## General background

In 2015 Kazakhstan ratified the Convention on the Rights of Persons with Disabilities (hereinafter – the Convention), according to which the States should actively promote the creation of an environment in which persons with disabilities could effectively and comprehensively participate in the management of public affairs without discrimination and on an equal basis with others and encourage their participation in public affairs.

The Government of Kazakhstan is constantly working on the development of civil society<sup>8</sup>, which is extremely important for policy development and plays a significant role in identifying and solving problems.

Joint work with public associations of persons with disabilities is carried out within the framework of consultative and advisory bodies, such as the Coordination Council in the field of the Social Protection of People with Disabilities under the Government of the Republic of Kazakhstan<sup>9</sup>, Councils for People with Disabilities at the level of heads of regions, cities and districts.

In 2012, at the initiative of the non-governmental sector and with the support of UNDP, the first external Advisor to the Minister of Labor and Social Protection of the Population on disability issues was appointed. This step of Kazakhstan was noted at the international level.

Today, 13 Akims of regions<sup>10</sup>, 4 Ministers – Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan, Ministry of Industry and Infrastructural Development of the Republic of Kazakhstan, Ministry of Culture and Sport of the Republic of Kazakhstan and Ministry of Education and Sciences of the Republic of Kazakhstan have Advisors on issues of persons with disabilities (hereinafter – the Advisor).

The main task of the Advisor's activity is to assist the Ministers/Akims in developing effective solutions to ensure the rights and improve the quality of life of people with disabilities<sup>11</sup>.

At the same time, the work of Advisors is not of a systematic professional nature, the following problems are noted:

<sup>8</sup> No. 390 Decree of the President of the Republic of Kazakhstan dated August 27, 2020 "On approval of the Concept of Civil Society Development in the Republic of Kazakhstan"

<sup>9</sup> The regulations and composition were approved by N1266 Decree of the Government of the Republic of Kazakhstan dated December 21, 2005

<sup>10</sup> In four regions, procedures are underway to determine a candidate for the position of an Advisor in connection with the re-election, death of previous Advisors

<sup>11</sup> The Advisors carry out their activities on the basis of the Model Regulation on Advisors to Ministers, Akims on Disability Issues, developed by public associations and approved by the decision of the Coordinating Council of June 30, 2016

- lack of complete data on the Advisors, especially those working at the city and district level;
- low level of confidence in the institution of Advisors both from persons with disabilities and heads of ministries and regions, including due to the lack of transparent procedures for electing Advisors and evaluating the effectiveness of their activities;
- insufficient work of state bodies to attract Advisors to solve problems - often the interaction of the first Head and the Advisor is a formal;
- insufficient level of professionalism and competence of Advisors due to lack of experience in interaction, constructive equal dialogue with public authorities and skills in positioning their mission;
- lack of common standards of functional responsibilities, powers, indicators for evaluating the effectiveness, accessibility and transparency of the activities of Advisors;
- lack of material motivation for the Advisor's activities based on the assessment of the effectiveness of the activity.

The Institute of the Advisors on Persons with Disabilities has a great potential for development and can become an effective channel of interaction between persons with disabilities and the first Head of the department/region who makes important and responsible decisions on the development of the industry/region.

### **Objectives and scope of work**

In order to create conditions for the support and further development of the Institute of Advisors, to ensure the sustainability and efficiency of their functioning, to improve their professional level, a pilot Resource Center for the support and development of the Institute of Advisors on Issues of Persons with Disabilities (hereinafter – the Resource Center) will be created.

The activities of the Resource Center will be aimed at:

- 1) implementation of information and methodological support;
- 2) consulting support and support for the initiatives of Advisors;
- 3) analysis and monitoring of the activities of Advisors;
- 4) promotion and development of recommendations for the further development of the institute of Advisors;
- 5) increase the effectiveness of the activities of Advisors by expanding their powers and strengthening their status in a particular state body;
- 6) strengthening public confidence in the institution of Advisors as an effective feedback channel between beneficiaries and public authorities.

To fulfill the set goals and objectives within the framework of this Terms of reference, UNDP will engage an organization that is able to provide the relevant services with high quality (hereinafter – the Contractor).

### **Tasks**

- 1) To develop of a Strategy for working with Advisors and a plan for the activity of the Resource Center

*Expected results: presentation of the Strategy and Activity Plan of the Resource Center.*

- 2) To create a database of Advisors at all levels

*Expected results: a database of Advisors at all levels, including Advisors to Akims of cities, districts.*

- 3) To assess the needs and activities of Advisors, as well as the potential of the Institute of Advisors

*Expected results: Analytical report on the activities of Advisors.*

- 4) To develop and test a performance evaluation system of Advisors

*Expected results: A performance evaluation system of Advisors with a description of goals, objectives, methodology, indicators. Analytical report on the testing of the performance evaluation system at the*

*beginning and at the end of the work on this ToR.*

5) To ensure the payment of scholarships (grants) to the Advisors of Akims of regions, cities of republican significance, the capital and Ministers in the amount of at least the minimum wage established by the law on the republican budget for the corresponding year, in compliance with the requirements of the legislation of the Republic of Kazakhstan.

6) To ensure the operation of the Resource Center.

The buildings and premises used for the execution of works under this ToR must be accessible to people with disabilities with various forms of disability. All services and information must be provided in accessible formats.

*Expected results: The Center operates in full mode.*

7) Summing up the results. Presentation of the results of the Resource Center's activities

*Expected results: regulatory and legal support for the activities of Advisors.*

#### **Expected deliverables**

<b>№</b>	<b>Deliverable</b>	<b>Timing</b>	<b>Document, submitted to the Project Manager for review and approval</b>	<b>Payment</b>
1	A Strategy for working with Advisors and a Plan for the activity of the Resource Center have been developed	1 month from contract signing	Report with the attachment of the Strategy and Activity Plan	20%
2	A database of Advisors at all levels has been formed, an assessment of the needs and activities of Advisors, as well as the potential of the institute of Advisors has been carried out	5 months from contract signing	Analytical report on the activities of the Advisors	30%
3	The Resource Center carries out activities. A performance evaluation system of the Advisors has been developed	11 months from contract signing	Report on the activities of the Center with the attachment of supporting documents, including a document describing the methodology and evaluation system	30%
4	Summing up the results. Presentation of the results of the Resource Center's activities	17 months from contract signing	Final analytical report; certificate of completed work	20%

#### **Payment**

Payment will be made in 4 tranches according to the results achieved, the final payment is made upon completion of the work/services based on the confirmation of the UNDP Project Manager and the Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan according to the breakdown indicated in the section "Expected deliverables". At the end of the contract period, the Contractor must provide a report demonstrating the implementation of this technical task.

The services require field trips to the pilot regions and to Nur-Sultan. Therefore, the Contractor

should reflect in its financial proposal the travel expenses for the trips (no more than 5 trips of 3 working days length, including travel time, for no more than 2 people on each trip).

UNDP reserves the right to change the Terms of Reference of no more than 25%, which does not affect the cost of performing services.

#### **Duration**

This assignment should be completed within 17 months from its start date. The expected contract execution period August 2021 – December 2022.

#### **Duty station**

The required services can be carried out at the location of the Contractor. The TOR SOW requires fields trips.

#### **Responsibility and accountability of the Contractor**

##### **The contractor:**

- is fully responsible for the accuracy and legality of the information provided and for the timely submission of reports;
- ensures full compliance with the information security policies and procedures of the Beneficiaries;
- coordinates its actions with UNDP Project Manager;
- cooperates with project partners by prior agreement with UNDP;
- ensures the unconditional fulfillment of the requirements specified in the Terms of Reference;
- is not entitled to provide the results of the study to third-party entities without prior approval from UNDP;
- performs the work efficiently and in a timely manner, in unconditional compliance with the requirements of the contract and this Terms of Reference. In case of poor quality of the Contractor's work, UNDP reserves the right to terminate the contract unilaterally;
- provides necessary protective equipment for its employees and to comply with all the norms and recommendations of the WHO, as well as local authorized bodies of the Republic of Kazakhstan for performing work during the period of the introduction of quarantine measures and emergency situations in connection with the COVID 19 pandemic.
- ensures the implementation of preventive measures to reduce the likelihood of threats of deliberate violation of the confidentiality, integrity and availability of information by the Contractor's employees. After signing the contractual relationship, the Contractor must ensure that the employees of the Contractor (co-executor) sign an obligation not to disclose confidential information (with a validity period of at least 3 years) and provide it within the time agreed with UNDP.

#### **Reports and materials**

The results (depending on the requirements of the ToR) should be presented on paper and in electronic form in Kazakh and Russian languages. Requirements for a text report: font – Times New Roman, KZ Times New Roman, size-14, interval – single.

#### **Qualifications of the Successful Contractor**

The service provider can be a company / organization duly registered in the Republic of Kazakhstan and meeting the following requirements:

1. Have the legal capacity to conclude contracts (certificate of registration / re-registration, constituent documents);
2. Be solvent, not subject to liquidation, his property should not be seized, his financial and economic

activities should not be suspended in accordance with the law (certificates confirming the absence of debts in serviced banks and tax authorities based on the results);

3. Have at least 5 years of experience in implementing projects aimed at the development and support of the civil sector;
4. Have at least 2 years of working experience with state and/or quasi government structures in the implementation of different projects, conduction of consultations or research/study, etc.;
5. Have working experience with international organizations in development and support to civil sector, will be an advantage;
6. Have qualified personnel with the following profiles and competencies:

<b>Group members</b>	<b>Education</b>	<b>Experience/Special skills</b>
Project Manager	higher education (economic, legal, technical, public administration)	<ul style="list-style-type: none"> <li>• demonstrated experience in managing project groups/teams for at least 3 years;</li> <li>• experience working with persons with disabilities and organizations representing their interests will be an advantage;</li> <li>• advanced knowledge of Russian and Kazakh languages;</li> <li>• working experience with UN/international organizations;</li> <li>• good knowledge of English will be an advantage.</li> </ul>
Project Expert	higher education (humanities, economics, law)	<ul style="list-style-type: none"> <li>• at least 2 years of experience in research, analysis and/or building business processes;</li> <li>• experience and knowledge of the civil sector in the regions will be considered as an advantage;</li> <li>• knowledge of Russian and Kazakh languages;</li> <li>• a high level of computer skills (Microsoft Office, Internet);</li> <li>• business correspondence skills, communication and presentation skills.</li> </ul>
Project Specialist	higher education (humanities, economics, law)	<ul style="list-style-type: none"> <li>• at least 2 years of experience in projects for the development of civil society;</li> <li>• experience and knowledge of the civil sector in the regions will be considered as an advantage;</li> <li>• knowledge of Russian and Kazakh languages;</li> <li>• a high level of computer skills (Microsoft Office, Internet,);</li> <li>• business correspondence skills, information processing and communication skills.</li> </ul>

#### **Evaluation method**

Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)

#### **Evaluation criteria**

##### **Technical proposal (70%, maximum 700 points, minimum passing score 490 points)**

- Expertise of the Firm [35%]

- Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan [25%]
- Management Structure and Qualification of Key Personnel [40%]

	<b>Evaluation criteria/subcriteria</b>	<b>Max. points</b>
<b>1</b>	<b>Expertise of the Firm (35%)</b>	<b>245</b>
1.1	At least 5 years of experience in implementing projects aimed at the development and support of the civil sector <i>Less than 5 years - 0 points;</i> <i>5 years - 105 points;</i> <i>6-7 years- 120 points;</i> <i>8 years and above - 150 points.</i>	150
1.2	Have at least 2 years of working experience with state and/or quasi government structures in the implementation of different projects, conduction of consultations or research/study, etc. <i>Less than 2 years - 0 points;</i> <i>2-years - 49 points;</i> <i>3-4 years – 56 points;</i> <i>5 years and above – 70 points.</i>	70
1.3	Have working experience with international organizations in development and support to civil sector will be an advantage <i>Absence - 0 points;</i> <i>Presence – 25 points.</i>	25
<b>2</b>	<b>Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (25%)</b>	<b>175</b>
2.1	Understanding of the essence of the required services; proposed methodology and expected results of the project corresponds to the terms of reference and are reflected in the proposal	100
2.2	Work schedule (must include the composition of the team and the distribution of responsibilities)	75
<b>3</b>	<b>Management Structure and Qualification of Key Personnel (40%)</b>	<b>280</b>
3.1	<b>Project Manager – 112 points</b>	
	Higher education (economic, legal, technical, public administration) <i>Higher education - 16 points;</i> <i>Master's degree and above- 22 points.</i>	22
	Demonstrated experience in managing project groups/teams for at least 3 years <i>Less than 3 years - 0 points;</i> <i>3 years - 44 points;</i> <i>4-5 years- 50 points;</i> <i>6 years and above – 62 points.</i>	62
	Experience of working with persons with disabilities and organizations representing their interests <i>Absence - 0 points;</i> <i>Presence – 11 points.</i>	11
	Advanced knowledge of Russian and Kazakh languages; good knowledge of English will be an advantage	17



	<i>No knowledge of Kazakh and Russian – 0 points; Knowledge of Kazakh and Russian – 12 points; Knowledge of Kazakh, Russian and English– 17 points.</i>	
3.2	<b>Project Expert – 84 points</b>	
	Higher education (humanities, economics, law) <i>Higher education - 12 points; Master's degree and above- 17 points.</i>	17
	At least 2 years of experience in research, analysis and/or building business processes <i>Less than 2 years - 0 points; 2 years - 33 points; 3-4 years- 37 points; 5 years and above – 46 points</i>	46
	Experience and knowledge of the civil sector in the regions <i>Absence - 0 points; Presence – 11 points.</i>	11
	Advanced knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points; Knowledge of Kazakh and Russian – 10 points</i>	10
3.3	<b>Project Specialist – 84 points</b>	
	<i>Higher education (humanities, economics, law) - 12 points; Master's degree and above- 17 points.</i>	17
	At least 2 years of experience in projects for the development of civil society <i>Less than 2 years - 0 points; 2 years - 33 points; 3-4 years- 37 points; 5 years and above – 46 points</i>	46
	Experience and knowledge of the civil sector in the regions <i>Absence - 0 points; Presence – 11 points.</i>	11
	Advanced knowledge of Russian and Kazakh languages <i>No knowledge of Kazakh and Russian – 0 points; Knowledge of Kazakh and Russian – 10 points.</i>	10

**Financial proposal (30%). Maximum 300 points.**

**Required documents**

- Company's state registration certificate;
- Company's Charter (if applicable);
- VAT certificate (if applicable);
- Certificate on the absence of debts in tax authorities;
- Financial reports for the last 2 years (2019 and 2020);
- Information about the company / Company's profile indicating the list of projects/contracts (min. 3 contracts for the provision of similar services), confirming the min. 5 years of experience in implementing projects aimed at the development and support of the civil sector (max for 5-7 pages);
- Recommendation letters from previous clients (min. 2 should be presented);
- CVs of required key personnel with detailed information about education and experience (copies

- of diploma to be submitted as well);
- Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List;
  - Methodology, strategy and plan for the implementation of the required services in the format of the Gantt chart.

## Annex 4

## CHECKLIST FOR SUPPLIERS

**LIST OF DEMANDED DOCUMENTS FOR SUBMISSION TO RFP-2021-042 COMPETITION**

No	Name of document	Comments	Yes, submitted
1	Annex 2a: Duly completed and signed Form for submitting service provider's technical proposal		<input type="checkbox"/>
2	Annex 2b: Duly completed, signed and password protected Form for submitting service provider's financial proposal	Password protected	<input type="checkbox"/>
3	A copy* of company's state registration certificate		<input type="checkbox"/>
4	A copy of company's Charter (if applicable)		<input type="checkbox"/>
5	A copy of VAT certificate (if applicable)		<input type="checkbox"/>
6	Certificate on the absence of debts in tax authorities		<input type="checkbox"/>
7	Financial reports for the last 2 years (2019 and 2020)		<input type="checkbox"/>
8	Information about the company / Company's profile indicating the list of projects/contracts, confirming the min. 5 years of experience in implementing projects aimed at the development and support of the civil sector and other required experience (max for 5-7 pages);		<input type="checkbox"/>
9	Recommendation letters from previous clients (min. 2 should be presented)		<input type="checkbox"/>
10	Detailed CVs and documents confirming the qualifications of key experts - diplomas, certificates, etc.		<input type="checkbox"/>
11	Methodology, strategy, and plan for the implementation of the required services in the format of the Gantt chart		<input type="checkbox"/>
12	Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List (prepared in any form)		<input type="checkbox"/>

*\*Copies of documents no need to notarize!*