



REQUEST FOR PROPOSAL (RFP)

UNITED NATIONS DEVELOPMENT PROGRAMME PROJECT NAME AND ID: 00123514 - Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups	DATE: July 19, 2021 REFERENCE: RFP-2021-051 Creation of a pilot center for vocational rehabilitation of persons with disabilities "Ten Qogam" in the Almaty region
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Dear Sir / Madam:

We kindly request you to submit your Proposal for Provision of services on Creation of a pilot center for vocational rehabilitation of persons with disabilities "Ten Qogam" in the Almaty region.

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

Proposals (Technical Annex 2a and Financial Annex 2b- **Financial proposal must be password protected**) must be submitted on or before **03 August 2021, 18.00 by Nur-Sultan time (GMT+6)** to the email address procurement.kz@undp.org with mandatory indication of the Reference **RFP-2021-051** in the subject of your letter.

Your Proposal must be expressed in the Russian language, 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:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

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/unsccl/duct_english.pdf](https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsccl/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.



Zhanat Tileumuratova
UNDP Procurement Associate
Date: 18-Jul-2021

Annex 1

Description of Requirements

Context of the Requirement	#00123514 Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups
Brief Description of the Required Services ¹	Creation of a pilot center for vocational rehabilitation of persons with disabilities "Ten Qogam" in the Almaty region
List and Description of Expected Outputs to be Delivered	The detailed Outputs and deliverables are given in TORs as Annex 3
Person to Supervise the Work/Performance of the Service Provider	<i>UNDP Project Manager</i>
Frequency of Reporting	According to the Terms of Reference
Progress Reporting Requirements	According to the Terms of Reference
Location of work	Almaty region
Expected duration of work	16 months
Target start date	Approximately September 2021
Latest completion date	Approximately December 2022
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, Kazakh Tenge
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes
Validity Period of Proposals (Counting for the	<input checked="" type="checkbox"/> 90 days

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

<i>last day of submission of quotes)</i>	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.					
The pre-bid conference meeting will take place:	<p>Time: 14:30 pm Date: 28 July 2021 Location: Zoom-call</p> <p>In case of interest on participation at the pre-bid conference, please send notification on your participation to email not later than 26th July 2021 (Close of Business) procurement.kz@undp.org; with copy to nurlan.tleubayev@undp.org; UNDP will provide the meeting link with all interested participants one day before the pre-bid meeting.</p>					
Partial Quotes	<input checked="" type="checkbox"/> Not permitted					
Payment Terms ³	No	Deliverable	Timing	Document	Payment	
	1	Preparatory stage A detailed plan for the implementation of the pilot project has been developed, including events, dates, responsible performers and co-executors; Staff has been recruited, purchases have been made, documentation for the Center has been developed;	1.5 months from the date of signing the contract	Report on the implementation of the preparatory stage with the appendix: -a detailed plan for the implementation of the pilot project; - contracts and memorandum; - documentation of the Center.	20%	
	2	Implementation stage The center carries out activities.	5 months from the date of signing the contract	Interim report 2 with supporting documents attached	30%	
	3	Implementation stage The center carries out activities.	11 months from the date of signing the contract	Interim report 3 with supporting documents attached	30%	
	4	Analytical stage The experience of the Center is summarized. Recommendations and draft documents have been developed	15 months from the date of signing the contract	Interim report 4 with supporting documents attached	10%	

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	5	Final stage (results)	16 months from the date of signing the contract	analytical report on the implementation of the pilot project; the certificate of completed works	10%
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	UNDP Project Manager				
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), where the minimum passing score of technical proposal is 70%. <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	<u>Technical Proposal (70%, maximum 700 points, minimum passing score 490 points)</u>				
	<ul style="list-style-type: none">• Expertise of the Firm [30%]• Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan [20%]• Management Structure and Qualification of Key Personnel [50%]				
		Evaluation criteria/subcriteria			Max. points
	1	Expertise of the Firm (30%)			210
	1.1	At least 5 years of experience in implementing social projects aimed at ensuring and protecting the rights and interests of people with disabilities; <i>Less than 5 years - 0 points;</i> <i>5 years - 98 points;</i> <i>6-7 years - 119 points;</i> <i>8 years and above - 140 points.</i>			140
	1.2	At least 1 contract for the provision of services of a similar nature (implementation of projects for vocational rehabilitation, employment and employment of people with disabilities); <i>1 contract - 35 points;</i> <i>2-3 contracts – 42.5 points;</i> <i>4 contracts and more - 50 points.</i>			50
	1.3	Experience working with state and/or quasi government structures <i>Absence - 0 points;</i> <i>Presence – 10 points.</i>			10
1.4	Experience working with international organizations will be an advantage <i>Absence - 0 points;</i> <i>Presence – 10 points.</i>			10	

	2	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (20%)	140
	2.1	Understanding the nature and scope of the services provided by the Contractor. It is required to provide a description of the approach to performing the work, taking into account the specifics of the services. The Contractor must show that the chosen approach will ensure the effective implementation of the project within the established time frame.	80
	2.2	Compliance of the volume of services offered with the requirements of the Terms of Reference (availability of a work plan, description of the distribution of responsibilities and tasks, justification of the choice of the proposed tools for each subtask)	60
	3	Management Structure and Qualification of Key Personnel (50%)	350
	3.1	Project Manager	35
		higher education (social, economic, legal); knowledge of Russian and Kazakh languages; <i>Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.</i>	10
		work experience in the social protection or employment system for at least 2 years or in senior positions in the fields of activity for at least 2 years; <i>Less than 2 years - 0 points; 2 years - 7 points; 3-4 years- 8.5 points; 5 years and above – 10 points.</i>	10
		experience working with persons with disabilities for at least 3 years; <i>Less than 3 years - 0 points; 3 years - 7 points; 4-5 years- 8.5 points; 6 years and above – 10 points.</i>	10
		knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points; Knowledge of Kazakh and Russian – 5 points.</i>	5
	3.2	Consultant - Career counselor	35
		higher professional education (psychological, sociological, pedagogical, social); <i>Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.</i>	10
		total work experience of at least 2 years; <i>Less than 2 years - 0 points; 2 years - 7 points; 3-4 years- 8.5 points; 5 years and above – 10 points.</i>	10

		experience working with persons with disabilities, at least 2 years; <i>Less than 2 years - 0 points;</i> <i>2 years - 7 points;</i> <i>3-4 years- 8.5 points;</i> <i>5 years and above – 10 points.</i>	10
		knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points;</i> <i>Knowledge of Kazakh and Russian – 5 points.</i>	5
	3.3	support specialists (job coach) (at least 3 specialists)	35 points for each specialist (up to 105 in total)
		higher education (social, economic, legal, psychological); <i>Bachelor's degree - 7 points,</i> <i>Master's degree – 8.5 points,</i> <i>Doctor's degree - 10 points.</i>	10
		at least 2 years of general work experience; <i>Less than 2 years - 0 points;</i> <i>2 years - 7 points;</i> <i>3-4 years- 8.5 points;</i> <i>5 years and above – 10 points.</i>	10
		experience working with persons with disabilities is welcomed; <i>Absence - 0 points;</i> <i>Presence – 10 points.</i>	10
		knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points;</i> <i>Knowledge of Kazakh and Russian – 5 points.</i>	5
	3.4	Specialist on social work	35
		higher education (social work, pedagogical, medical, psychological); <i>Bachelor's degree - 7 points,</i> <i>Master's degree – 8.5 points,</i> <i>Doctor's degree - 10 points.</i>	10
		general work experience of at least 2 years; <i>Less than 2 years - 0 points;</i> <i>2 years - 7 points;</i> <i>3-4 years- 8.5 points;</i> <i>5 years and above – 10 points.</i>	10
		experience working with persons with disabilities is welcomed; <i>Absence - 0 points;</i> <i>Presence – 10 points.</i>	10
		knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points;</i> <i>Knowledge of Kazakh and Russian – 5 points.</i>	5
	3.5	Psychologists (at least 2)	35 points for each specialist (up to 70 in total)
		higher (or postgraduate) education (psychology);	10

		<i>Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.</i>	
		work experience as a psychologist for at least 3 years; <i>Less than 3 years - 0 points; 3 years - 14 points; 4-5 years- 17 points; 6 years and above – 20 points.</i>	20
		knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points; Knowledge of Kazakh and Russian – 5 points.</i>	5
	3.6	Lawyer	35
		higher legal education; <i>Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.</i>	10
		work experience as a lawyer for at least 2 years; <i>Less than 2 years - 0 points; 2 years - 14 points; 3-4 years- 17 points; 5 years and above – 20 points.</i>	20
		knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points; Knowledge of Kazakh and Russian – 5 points.</i>	5
	3.7	consultant in medical and social examination sphere	35
		higher medical education; <i>Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.</i>	10
		work experience in the health care system for at least 5 years; <i>Less than 5 years - 0 points; 5 years - 7 points; 6-7 years- 8.5 points; 8 years and above – 10 points.</i>	10
		work experience in the field of medical and social expertise for at least 5 years; participation in research is welcome; knowledge of Russian and Kazakh languages; <i>Less than 5 years - 0 points; 5 years - 7 points; 6-7 years- 8.5 points; 8 years and above – 10 points.</i>	10
		knowledge of Russian and Kazakh languages. <i>No knowledge of Kazakh and Russian – 0 points; Knowledge of Kazakh and Russian – 5 points.</i>	5
Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP. The financial offer must be password protected.			

UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP ⁴	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annexes 2a and 2b) <input checked="" type="checkbox"/> Detailed Terms of Reference (Annex 3) <input checked="" type="checkbox"/> Contract template and General Terms and Conditions (Annex 4)
Minimum Eligibility Criteria	<ol style="list-style-type: none"> 1. Provide detailed information on Company's activities, which demonstrate (max for 5-7 pages): <ul style="list-style-type: none"> • At least 5 years of experience in implementing social projects aimed at ensuring and protecting the rights and interests of people with disabilities; • At least 1 contract for the provision of services of a similar nature (implementation of projects for vocational rehabilitation, employment and employment of people with disabilities); • Experience working with state and/or quasi government structures; • Experience working with international organizations will be an advantage; 2. Methodology, strategy and plan for the implementation of the required services in the format of the Gantt chart. 3. Details of key personnel (CVs of required key personnel with details of education and experience, copies of diploma should also be submitted). 4. Valid registration certificate. Must have legal capacity to enter into agreements (certificate of registration / re-registration); 5. Charter of the Company; 6. VAT certificate (if applicable). If the company is not a VAT payer, a written confirmation must be provided; 7. Certificate on the absence of debts in tax authorities; 8. Financial reports for the last 2 years (2019 and 2020); 9. Recommendation letters from previous clients (min. 2 should be presented); 10. 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;
Contact Person for Inquiries (Written inquiries only) ⁵	<p><i>Nurlan Tleubayev</i> <i>Procurement Specialist</i> Nurlan.tleubayev@undp.org</p> <p>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.</p>

⁴ Where the information is available in the web, a URL for the information may simply be provided.

⁵ 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>Procedure for filing an electronic proposal</p>	<p>IMPORTANT: Applicants must submit their bids via electronic mail procurement.kz@undp.org; with obligatory indication of the name of the contest RFP-2021-051 in the subject of the letter. The technical and financial parts of the Proposal should be presented in separate files. Financial offer (Annex 2b) should be password protected. The password to the Financial Proposal should not be provided to UNDP until a request has been received from the UNDP representative, Nurlan Tleubayev.</p> <p>Document format: PDF files only; A maximum of 60 characters should be included in the names of the files and should not contain any special characters other than letters; The files to be sent must not contain viruses or be damaged; Maximum file size for one electronic transmission: up to 20 MB; Maximum number of electronic transmissions: 5 messages; Mandatory indication of the subject RFP-2021-051 "Creation of a pilot center for vocational rehabilitation of persons with disabilities "Ten Qogam" in the Almaty region"</p> <p>If more than 1 message is used, enter a serial number in the subject.</p>
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FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁶)

[insert: Location].

[insert: Date]

To: Yakup Beris
UNDP Resident Representative

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the **RFP-2021-003** dated 05 February 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:

- *Provide detailed information on Company's activities, which demonstrate (max for 5-7 pages):*
- *At least 5 years of experience in implementing social projects aimed at ensuring and protecting the rights and interests of people with disabilities;*
- *At least 1 contract for the provision of services of a similar nature (implementation of projects for vocational rehabilitation, employment and employment of people with disabilities);*
- *Experience working with state and/or quasi government structures;*
- *Experience working with international organizations will be an advantage;*
- *Methodology, strategy and plan for the implementation of the required services in the format of the Gantt chart.*
- *Details of key personnel (CVs of required key personnel with details of education and experience, copies of diploma should also be submitted).*
- *Valid registration certificate. Must have legal capacity to enter into agreements (certificate of registration / re-registration);*
- *Charter of the Company;*
- *VAT certificate (if applicable). If the company is not a VAT payer, a written confirmation must be provided;*
- *Certificate on the absence of debts in tax authorities;*
- *Financial reports for the last 2 years (2019 and 2020);*
- ☐ *Recommendation letters from previous clients (min. 2 should be presented);*
- ☐ *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.*

⁶ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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 description of the essential performance characteristics, 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.

C. Qualifications of Key Personnel

Service Provider must provide :

- a) Names and qualifications of the key personnel that will perform the services;*
- b) CVs demonstrating qualifications, with detailed information about education and experience, copies of the diploma must be submitted as required by the RFP, and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

Annex 2b

D. COST BREAKDOWN BY DELIVERABLES (ACCORDING TO THE TOR):**ANNEX 2b MUST BE PASSWORD PROTECTED!**

No	Deliverable	Timing	Payment percentage	Price, KZT
1	Preparatory stage A detailed plan for the implementation of the pilot project has been developed, including events, dates, responsible performers and co-executors; Staff has been recruited, purchases have been made, documentation for the Center has been developed;	1.5 months from the date of signing the contract	20%	
2	Implementation stage The center carries out activities.	5 months from the date of signing the contract	30%	
3	Implementation stage The center carries out activities.	11 months from the date of signing the contract	30%	
4	Analytical stage The experience of the Center is summarized. Recommendations and draft documents have been developed	15 months from the date of signing the contract	10%	
5	Final stage (results)	16 months from the date of signing the contract	10%	
TOTAL ALL-INCLUSIVE PRICE				

This shall be the basis of the payment tranches*E. Cost Breakdown by Cost Component [This is only an Example]:**

Description of activities	Payment for months	Duration of services (months)	Number of people	Total price
1. Personnel (according to the Terms of Reference)				
Project Manager		16	1	

Consultant - Career counselor		16	1	
Support specialists (job coach)		16	3	
Specialist on social work		16	1	
Psychologists		16	2	
Lawyer		16	1	
Consultant in medical and social examination sphere		16	1	
2. Travel expenses				
Fare				
Daily allowance				
Communication				
Copying documents				
Equipment rent				
Other				
3. Bank expenses (if applicable)				
4. Unexpected expenditures (if yes, please specify)				
VAT (if applicable)				
Grand total in KZT				

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