

TERMS OF REFERENCE

Subject:	Creation of a pilot center for vocational rehabilitation of persons with disabilities "Ten Qogam" in the Almaty region
Project number and title:	#00123514 Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups
Duty station:	Almaty region
Duration:	September 2021– 31 December 2022 (16 months)

General background

In February 2015, Kazakhstan ratified the Convention on the Rights of Persons with Disabilities (CRPD).

According to article 27 of the CRPD, the States should ensure and promote the realization of the right of persons with disabilities to work by taking measures aimed, inter alia, at expanding employment opportunities in the labor market, assisting them in finding, obtaining, maintaining and resuming work, giving persons with disabilities effective access to general technical and vocational guidance programs, employment services, vocational and continuing education.

According to the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan (hereinafter – the Ministry), 420 thousand out of 695 thousand people with disabilities (PwD) in the country are of working age.

However, today only 20% of employable persons with disabilities have a job (over 83 thousand people). The share of persons with disabilities among the participants of the Program for the Development of Productive Employment and Mass Entrepreneurship in 2020 was only 4% (16.6 people).

The Government of the country is taking measures to change the situation in the field of employment of persons with disabilities. According to the Strategy of Social Development of the Republic of Kazakhstan¹, conditions will be created in the country when every person with disabilities who wants to work, and who is allowed to work for medical reasons, will have an opportunity for employment. International practice and the experience of UNDP projects indicate the need to create special conditions for people with disabilities who want to find a job or start their own business: psychological and consulting support, support in finding and performing work, spot work with an employer, the presence of specially trained personnel.

In this regard, in order to provide high-quality support for employment, the national plan provides for the introduction of the institute of support for persons with disabilities in employment.

Objectives and scope of work

In order to assist the Ministry in developing measures to achieve key areas of social development of the country, UNDP will ensure the implementation of a pilot project to create a Center for Professional Rehabilitation of persons with Disabilities "Ten Qogam".

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

Methodological assistance in carrying out work within the Terms of Reference is provided in partnership with the Ministry.

Tasks

In general, the work can be divided into the following components:

The preparatory stage:

- 1) development of a detailed plan of organizational measures for the implementation of the pilot

¹ approved by No. 396 Resolution of the Government of the Republic of Kazakhstan dated April 24, 2014

- project and coordinating it with the Customer;
- 2) recruitment of personnel (if necessary) and their training;
- 3) conclusion of agreements (memorandum) on cooperation with interested parties (state bodies, employers, educational institutions, etc.);
- 4) purchase of goods, works, services necessary to ensure the activities of the Center;
- 5) development of the Center's documentation.

Implementation stage:

- 1) organization of the Center's activities;
- 2) conducting an interim assessment of the results of the pilot project implementation and, if necessary, adjusting methods and approaches.

Analytical stage:

- 1) summarizing the experience of the Center with a description of the following components:
 - the model of the Center (organizational and legal form, structure, material and technical base, management, etc.);
 - analysis of financial activities (sources of financing, amounts and items of income and expenses, including the salary fund with the application of the staffing table, the availability of support services, etc.);
 - personnel support (number of personnel, qualification requirements, job responsibilities, etc.);
 - description of the provision of services.
- 2) analysis of the strengths and weaknesses of the creation and operation of the Center, problems and factors that negatively affect its functioning. Describe the prospects for the development of Centers in the Republic of Kazakhstan;
- 3) development:
 - recommendations on the creation and maintenance of the Centers with the application of financial calculations. Recommendations should be addressed to both authorized state bodies and organizations engaged (willing to engage) in the development of Centers;
 - draft documents necessary to ensure the activities of the Center.

Final stage (results):

- 1) presentation of the results of the pilot project in the Ministry (Nur-Sultan);
- 2) revision of the analytical report and provision of its final version.

Brief description of the Center

The main mission of the Center is the introduction of individual, personalized services for professional and social rehabilitation of persons with disabilities for their further employment, gaining economic independence and self-realization.

Tasks of the Center:

- 1. provision of personalized services for professional rehabilitation and integration into the labor market for PwD:
 - a comprehensive functional assessment by a team of specialists (identification of existing problems and needs, the level of professional capabilities of PwD);
 - professional orientation;
 - formation of an individual plan of professional rehabilitation and its implementation;
 - individual support of the PwD at all stages, including the first 6 months of labor activity;
- 2. provision of services for finding suitable vacancies and employment; conducting trainings on the development of soft-skills (competent CV preparation, communication skills, methods of effective interviewing);
- 3. psychological counseling and assistance;
- 4. consulting on social and legal issues;
- 5. provision of social and household rehabilitation services;
- 6. cooperation with employers, educational institutions and other interested parties;
- 7. promotion of self-employment and social entrepreneurship of PwD;

8. informational and educational work (promotion of the idea of accompanied employment, explanation of the current legislation, conducting trainings and seminars for and with the participation of interested parties)
9. development of proposals for improving the legislation of the Republic of Kazakhstan in terms of providing employment for PwD and promoting "Ten Qogam" Centers;
10. development of the Center's documentation (the standard position of the center, the staffing table, the standards for the provision of services by the center, the workload standards of specialists and their functional responsibilities, the methodology for evaluating the effectiveness of the center's work).

- **Main beneficiaries**

Persons with disabilities of 1-2 groups aged from 18 to 55 years. Focus: long-term unemployed persons with disabilities; wheelchair users; persons with severe visual and/or hearing impairments; people with mental disorders.

The total number of recipients of the Center's services must be at least 2,000 people per year.

- **Requirements for the organization of services**

Staff:

- availability of required number of specialists with appropriate training, special skills and experience necessary to provide the services in accordance with the needs of the beneficiaries (minimum staff: project manager, consultant (career counselor) – not less than 1 specialist, the support specialist (job coach) at least 3 specialists, specialist in social work – at least 1 specialist, a psychologist – not less than 2 specialists, a lawyer – at least 1 specialist).

The project description should contain the job responsibilities of each specialist.

Premises

The premises of the Center must comply with sanitary and epidemiological standards, building safety requirements, including fire safety, and also be adapted to the needs of persons with disabilities.

Legal support

In their activities, the Centers are guided by the Constitution of the Republic of Kazakhstan, laws and other regulatory legal acts of the Republic of Kazakhstan.

Documentation

The Center ensures the keeping of the documentation (including personal files of beneficiaries, a register of registration and movement of beneficiaries indicating the services provided and the results of rehabilitation, feedback questionnaires, etc.).

The Center carries out its activities in cooperation with the Employment Center, interested state bodies and non-profit organizations whose activities contribute to the achievement of the goals and objectives of the center.

Expected deliverables and payment conditions

№	Deliverable	Timing	Document, submitted to the Project Manager for approval and/or initiation of payment	Payment
1	Preparatory stage A detailed plan for the implementation of the pilot	1.5 months from the date of signing the contract	Report on the implementation of the preparatory stage with	20%

	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;		the appendix: -a detailed plan for the implementation of the pilot project; - contracts and memorandum; - documentation of the Center.	
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%
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%

Payment

Payment will be made in 5 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 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.

UNDP reserves the right to change the Terms of Reference of no more than 20%, which does not affect the cost of performing services.

Duration

This assignment must be completed within 16 months from its start date. The expected start date is September 2021. Therefore, the completion date for the assignment will be approximately 31 December 31 2022.

Duty station

The pilot project will be implemented in the Almaty region.

Responsibility and accountability of 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;
- the Contractor is not entitled to provide the results of the study to third-party entities without

- prior approval from UNDP;
- the work must be performed 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;
- In connection with the COVID 19 pandemic, the Contractor undertakes to provide all the necessary protective equipment for its employees and 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. The service provider is responsible for the proper and timely provision of its employees involved in this Terms of Reference with all necessary personal protective equipment in accordance with the current WHO recommendations (masks, gloves, sanitizers, passing the COVID-19 test (if necessary) for the period of Contract.
- The Contractor will ensure 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 the Customer.

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. Requirements for a text report: font – Times New Roman, KZ Times New Roman, size-14, interval – single.

Professional qualifications of the Contractor and key employees

The service provider may be non-profit organizations registered in the Republic of Kazakhstan, duly registered and meeting the following requirements:

1. At least 5 years of experience in implementing social projects aimed at ensuring and protecting the rights and interests of people with disabilities;
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);
3. Experience working with state and/or quasi government structures;
4. Experience working with international organizations will be an advantage;
5. Availability of qualified personnel with the following profiles and competencies:
 - **Project Manager:** higher education (social, economic, legal); 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; experience working with persons with disabilities for at least 2 years; knowledge of Russian and Kazakh languages; experience working with UNDP/international organizations will be an advantage;
 - **Consultant - Career counselor:** higher professional education (psychological, sociological, pedagogical, social); total work experience of at least 2 years; experience working with persons with disabilities, at least 2 years; knowledge of Russian and Kazakh languages; experience working with UNDP/international organizations will be an advantage;
 - **at least 3 support specialists (job coach):** higher education (social, economic, legal, psychological); general work experience of at least 2 years; experience working with persons with disabilities is welcomed; knowledge of Russian and Kazakh languages; experience working with UNDP/international organizations will be an advantage;
 - **Specialist on social work:** higher education (social work, pedagogical, medical, psychological); general work experience of at least 2 years; experience working with persons with disabilities is welcomed; knowledge of Russian and Kazakh languages;
 - **at least 2 psychologists:** higher (or postgraduate) education in psychology and work experience as a psychologist for at least 3 years; knowledge of Russian and Kazakh languages;

- **lawyer:** higher legal education; work experience as a lawyer for at least 2 years; knowledge of Russian and Kazakh languages;
- **consultant in medical and social examination sphere:** higher medical education; work experience in the health care system for at least 5 years, in the field of medical and social expertise for at least 5 years; participation in research is welcomed; knowledge of Russian and Kazakh languages.

Evaluation criteria

The evaluation method is the highest combined score (the share of the technical proposal is 70%, and the share of the financial proposal is 30%). The minimum passing score for a technical assessment is 70% (minimum 490 points).

- 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,</i> <i>Master's degree – 8.5 points,</i> <i>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;</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 for at least 3 years; <i>Less than 3 years - 0 points;</i> <i>3 years - 7 points;</i> <i>4-5 years- 8.5 points;</i> <i>6 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
3.2	Consultant - Career counselor	35
	higher professional education (psychological, sociological, pedagogical, social); <i>Bachelor's degree - 7 points,</i> <i>Master's degree – 8.5 points,</i> <i>Doctor's degree - 10 points.</i>	10
	total 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, 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>	10

	<i>Presence – 10 points.</i>	
	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); <i>Bachelor's degree - 7 points,</i> <i>Master's degree – 8.5 points,</i> <i>Doctor's degree - 10 points.</i>	10
	work experience as a psychologist for at least 3 years; <i>Less than 3 years - 0 points;</i> <i>3 years - 14 points;</i> <i>4-5 years- 17 points;</i> <i>6 years and above – 20 points.</i>	20
	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
3.6	Lawyer	35
	higher legal education; <i>Bachelor's degree - 7 points,</i> <i>Master's degree – 8.5 points,</i> <i>Doctor's degree - 10 points.</i>	10
	work experience as a lawyer for at least 2 years; <i>Less than 2 years - 0 points;</i> <i>2 years - 14 points;</i> <i>3-4 years- 17 points;</i> <i>5 years and above – 20 points.</i>	20
	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
3.7	consultant in medical and social examination sphere	35
	higher medical education; <i>Bachelor's degree - 7 points,</i> <i>Master's degree – 8.5 points,</i> <i>Doctor's degree - 10 points.</i>	10
	work experience in the health care system for at least 5 years;	10

	<i>Less than 5 years - 0 points;</i> <i>5 years - 7 points;</i> <i>6-7 years- 8.5 points;</i> <i>8 years and above – 10 points.</i>	
	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;</i> <i>5 years - 7 points;</i> <i>6-7 years- 8.5 points;</i> <i>8 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

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. 1 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.

This TOR is prepared by:

Botagoz Yussupova, Project Manager

Signature Botagoz Yussupova

Date of Signing 12-Jul-2021

This TOR is approved by:

Kanat Ibrayev, OiC Head of Governance Unit

Signature Kanat Ibrayev

Date of Signing 12-Jul-2021