



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 19 October 2021

REF No.: IC/021/21

Country: Uzbekistan

Description of the assignment: International Consultant/Master Coach on Business Process Re-engineering

Project name: Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan

Period of assignment/services (if applicable): 60 working days within thirteen months (December 2021 – December 2022) (home based and at least 7 visits to Uzbekistan by 4 w/days each)

Application Process:

Interested candidates need to apply online at www.jobs.undp.org and upload requested documents in Part 4 of Procurement Notice **no later than end of November 10, 2021** (New York time). Please combine all your documents into one (1) single PDF document as the system only allows to upload maximum one document. Your on-line applications submission will be acknowledged to your email address provided in application. If you do not receive an e-mail acknowledgement within 24 hours of submission, your application may not have been received. In such cases, please resubmit the application, if necessary. Link to application at the UNDP Job Site – https://jobs.undp.org/cj_view_job.cfm?cur_job_id=102718 (cut and paste into browser address bar if the link does not work).

Your on-line applications submission will be acknowledged to your email address provided in application. If you do not receive an e-mail acknowledgement within 24 hours of submission, your application may not have been received. In such cases, please resubmit the application, if necessary.

You can review detailed Procurement Notice, Terms of Reference and download templates from the UNDP Procurement Notices Site following the link http://procurement-notices.undp.org/view_notice.cfm?notice_id=70117. (cut and paste into browser address bar if the link does not work).

Application submitted via email, incomplete applications or received after the closing date (November 10, 2021) may not be given consideration.

For more detailed information about UNDP Uzbekistan please visit our website at www.uz.undp.org. UNDP is an equal opportunity employer. Qualified female candidates, people with disabilities, and

minorities are highly encouraged to apply. UNDP Balance in Manage Policy promotes achievement of gender balance among its staff at all levels.

Requests for clarification must be sent in writing to pu.uz@undp.org, ensuring that the reference number above is included in the subject line. UNDP shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.

1. BACKGROUND

"Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan" is a joint project of the Ministry of Justice of the Republic of Uzbekistan and the United Nations Development Programme (UNDP), funded by the European Union. The overall goal of the project is to improve the quality of life of vulnerable sectors of the population in rural areas – such as women, youth and children, the elderly and people with disabilities – by enhancing their access to public services, and the quality of their provision. Equally, the project aims to strengthen citizen participation in the decision-making processes at the local level and increase their access to information, effectively increasing the transparency of the local governance system.

Project efforts on BPR implementation during 2020 – 2021 years have achieved essential progress. To be more detailed, there were conducted competence needs assessment among PSA & selected back-office organizations and based on findings developed BPR Manual, organized certified accredited ToT training on BPR in Turkey and several BPR introduction trainings in Tashkent for PSA & back-office organizations. Finally, there have been practically applied BPR tool in practice for 3 public services in 2020 year and 17 public services in 2021 year by International company PwC and local company ERGO ANALYTICS for the most demanded public services in sphere of construction, Cadaster, social field and nostrification. Next stage of this work is to apply BPR tool by PSA personnel for the selected at least 2 public services which will be logical step forward in improvement competencies of the PSA and back-office organizations staff.

This is directly corresponding to the Activity 3.2, a functional analysis combined with a business process re-engineering exercise will be implemented in seven pilot regions to streamline at least ten public services per year delivered through the PSCs and improve efficiency and effectiveness of the BPR tool in Uzbekistan.

In this regard the Project is planning to hire the Master Coach on Business Process Re-engineering (BPR) who will provide practical guidance to PSA and IPSD team on BPR tool implementation for the public services and all the project initiatives related to the capacity building activities of government officials in BPR initiatives and knowledge transfer in Uzbekistan.

2. SCOPE OF WORK, RESPONSIBILITIES AND DESCRIPTION OF THE PROPOSED ANALYTICAL WORK

For detailed information, please refer to Annex 1 – Terms of Reference for International Consultant

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:

- Master's Degree in Management, Political Science, Public Administration, International Relations, IT, Economics, Social Sciences, Administration, Law, or related fields.

II. Years of experience:

- At least overall 5 years of relevant professional experience performing a similar technical assistance role on BPR for government and private companies.
- At least 3 years' experience of coaching, facilitating and moderating experience in the sphere of BPR
- Working at the government and international organizations, good understanding of public service delivery process
- Experience of development manual, guide, or instructions
- Experience with training and development in challenging and transitional environments.

III. Competencies:

- Excellent analytical and interpersonal skills including oral and written communication.
- Strong research, data analysis and reporting skills.
- Solid knowledge of modern business processes modeling notations.
- Demonstrated programme management skills including results-based orientation, preparation of work plans, monitoring and evaluation and leading cross-cultural teams.
- Previous experience working in transition environments would be an advantage.
- Previous experience in performing a similar role in UNDP would be an advantage.

IV. Language requirements:

- Fluency in written and spoken English. Knowledge of Russian would be an advantage.

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

Interested individual consultants must submit the following documents/information to demonstrate their qualifications:

1. Proposal:

- (i) **Letter of Confirmation of Interest and Availability** using the template provided by UNDP (Annex 3);
- (ii) **CV** with indication of the e-mail and phone contact or Personal History Form (P11 form), but successful consultant will be requested to submit filled in and signed a **Personal History Form (P11 form)** before contract issuance

(iii) Provide a detailed **Action plan/methodology** on how they will approach and conduct the work (max. two pages or 4000 characters with spaces and enters)

2. Financial proposal that indicates the all-inclusive fixed total contract price and all other travel related costs (such as flight ticket, per diem, etc), supported by a breakdown of costs, as per template attached to the Letter of Confirmation of Interest template. If an applicant is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under Reimbursable Loan Agreement (RLA), the applicant must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP (Annex 3).

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5. FINANCIAL PROPOSAL

Lump sum contracts

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including travel, per diems, and number of anticipated working days).

#	Deliverables	Timeframe	Payment
1	Report on job training in application BPR and QMS tools and set of recommendations to improve public service delivery process in Uzbekistan (two visits to Uzbekistan for coaching)	March 30, 2022	20%
2	Report on coaching, facilitating and moderating practical guidance for QMS application for the at least five selected public services (two visits to Uzbekistan for coaching)	June 15, 2022	25%
3	Report on coaching, facilitating and moderating practical guidance for BPR application for the one selected public service (two visits to Uzbekistan for coaching)	September 15, 2022	25%
4	Final report that includes: <ul style="list-style-type: none"> - Coaching, facilitating and moderating practical guidance for BPR application for the one selected public service - Road Map on application of BPR and QMS tools to the public services for 2023 - 2028 years - Presentation of the coaching experiences in BPR & QMS and summary of Road Map at round table (one visit to Uzbekistan) 	November 30, 2022	30%

Travel

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed

6. EVALUATION

Cumulative analysis

When using this weighted scoring method, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:

- a) responsive/compliant/acceptable, and
- b) Having received the highest score out of a pre-determined set of weighted technical and financial criteria specific to the solicitation.

* Technical Criteria weight; [55 points]

* Interview Criteria weight; [15 points]

* Financial Criteria weight; [30 points]

Only candidates obtaining a minimum of 49 points (70% of technical score) would be considered for the Financial Evaluation.

Criteria	Weight	Max. Point
<u>Technical</u>		
<i>At least overall 5 years of relevant professional experience performing a similar technical assistance role on BPR for government and private companies.</i> <ul style="list-style-type: none">▪ <i>Less than 5 years in not accepted</i>▪ <i>5-6 years – 12</i>▪ <i>more than 7 years - 15</i>	<i>15%</i>	<i>15</i>
<i>At least 3 years' experience of coaching, facilitating and moderating experience in the sphere of BPR.</i> <ul style="list-style-type: none">▪ <i>Less than 3 years in not accepted</i>▪ <i>3-4 years – 8</i>▪ <i>5 and more – 10</i>	<i>10%</i>	<i>10</i>
<i>Experience of development manual, guide, or instructions.</i> <ul style="list-style-type: none">▪ <i>1-2 manual, and guide/instructions - 8</i>▪ <i>3 and more topics of trainings – 10</i>	<i>10%</i>	<i>10</i>
<i>Working at the government and international organizations, good understanding of public service delivery process.</i> <ul style="list-style-type: none">▪ <i>Experience with government organization - 8</i>▪ <i>Experience with government and international</i>	<i>10%</i>	<i>10</i>

<i>organization - 10</i>			
<i>Fluency in written and spoken English. Knowledge of Russian would be an advantage.</i> <ul style="list-style-type: none"> ▪ <i>English - 4</i> ▪ <i>English and Russian – 5</i> 	5%	5	
<u>Interview</u> <ul style="list-style-type: none"> ▪ <i>Poor - 5</i> ▪ <i>Satisfactory - 10</i> ▪ <i>Good - 15</i> ▪ <i>Very good – 20</i> 	20%	20	
<u>Financial offer</u>	30%	30	

ANNEX

ANNEX 1- TERMS OF REFERENCES (TOR)

ANNEX 2- INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS (available at <http://www.undp.org/content/dam/undp/documents/procurement/documents/IC%20-%20General%20Conditions.pdf>)

ANNEX 3- [OFFEROR'S LETTER TO UNDP](#) CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT AND FINANCIAL SUBMISSION FORM (BREAKDOWN OF COSTS SUPPORTING THE ALL-INCLUSIVE FINANCIAL PROPOSAL