# Terms of Reference

**Reference and title:** RFP-2022-000 Youth Knowledge Hackathon to foster STEM skills in

Kazakhstan

**Project number and title:** 00121948, UNDP Accelerator Lab

**Contract type:** Contract for Services

**Duty station:** At Contractor's location (with business trips as per the table below)

**Duration:** 8 weeks (approx. April-May 2022)

## A. Background

Traditional delivery of education is changing - hands-on methods, online and peer-to-peer learning are increasing and complementing the usual way of delivering knowledge. Education based on rigid memorization does not prepare for an agile workforce of the future, capable of critical thinking and solving 21<sup>st</sup>-century problems. The impact of the COVID -19 pandemic on the labour market has also affected the demand for certain skills in this digital age.

Lifelong learning should be the norm in a society that wants to have advanced human capital. Statistics show that only 4-5 percent of workers in Kazakhstan participate in continuing education courses. The habit of acquiring a skill and adapting to the changing labour market should be encouraged early in one's working life. Young people, especially Generation Z (those born between 1998 and 2014), will make up about one-third of Kazakhstan's future labour market, which means it is crucial to target them now.

Knowledge-based growth is a basis for human development driving discoveries, innovation, and skills-based output. While adopting policies on the knowledge economy, it should be acknowledged and considered that the quantity of educational attainment does not mean quality education; high government spending on education does not necessarily translate into improved indicators; finally, the impact of the policies will not be immediate as these are long-term policy changes. That is why a holistic approach is needed addressing broad areas for knowledge-based growth rather than specific solutions trying to fix certain indicators.

To address these challenges, the United Nations Development Programme in Kazakhstan and the Ministry of Labor and Social Protection of the population of the Republic of Kazakhstan are launching the National Knowledge Week 2022. The event aims to facilitate discussions and craft solutions on how to build a knowledge economy in Kazakhstan. The goal of the Knowledge Week is to create a platform to discuss the impact of new trends in technology, changing nature of delivering education, and the future of Kazakhstan's key economic sectors given these rapid changes. The Knowledge Week is a three-day event in Nur-Sultan, with a build-up satellite events across the country's four regions: Mangystau, Karaganda, South Kazakhstan, East Kazakhstan. The audience will be young people, academia, the private sector, and representatives of the public sector.

#### **Problem statement**

There is a massive skills gap between industries and companies' needs and what knowledge is passed on to young people. The education system is faced with the task of providing the labor market with specialists who can adequately respond to modern challenges.

STEM is a cornerstone of education in the 21st-century which encompasses some of the fastest-growing careers in the world in IT, science, business, industry, and interdisciplinary fields. It presents an integrated

approach to teaching natural science disciplines. A STEM-oriented curriculum integrates the STEM fields into all aspects of education, rather than teaching each subject as a separate course. Moreover, with the help of STEM methods, students learn and practice "soft" skills such as critical and creative thinking, the ability to solve real problems unconventionally, and teamwork.

Kazakhstan is developing STEM education: several STEM laboratories are launched at schools and universities across the country. The State Program for the development of education and science of the Republic of Kazakhstan for 2020 – 2025 sets objectives "to equip educational organizations with digital infrastructure and modern material and technical base" as well as "to modernize and digitize scientific infrastructure" which will enable the development of STEM education in the country.

Even though current educational programs include classes aimed at the development of new technologies, scientific innovations, mathematical literacy, there is still a lack of an interdisciplinary integrated approach. According to the <u>study</u>, STEM is still taught conventionally: 85.3% of students report that each subject is taught separately from each other, and about 80% of teachers and 85% of students are not familiar with STEM approaches.

Purpose: Conducting a Youth Knowledge Hackathon to foster STEM skills in Kazakhstan.

#### B. Scope of work

The Youth Knowledge Hackathon is one of the core events of the National Knowledge Week 2022. It will create a platform for young people to share their needs, desires, and ideas about the future of knowledge. The main objective of the Hackathon is to raise awareness of 21<sup>st</sup>-century skills and competencies, increase the attractiveness of STEM professions, and motivate young people to pursue positive life scenarios.

The participants of the Hackathon will be young students currently enrolled in colleges and universities in four regions of Kazakhstan (Mangystau, Karaganda, South Kazakhstan, East Kazakhstan). The event will be delivered in a hybrid format with an online education component, four regional idea competitions, and a Pitch Day in Nur-Sultan. All registered participants will be trained in STEM skills and given expert talks. This will be followed by idea competitions in four regions where the participants will develop solutions for one of three given challenges. Each competition will produce three winning teams. The 12 selected teams will have the opportunity to further develop their skills and compete for the three national prizes during the Pitch Day in Nur-Sultan.

The Contractor's detailed assignment will include the following activities:

1. Preparation for the Youth Knowledge Hackathon

Preparation activities will include the development of detailed work plans of online scouting of participants, online educational Bootcamp, idea competitions in four regions, and the Final Pitch Day in Nur-Sultan.

- A call for applications should be launched at least two weeks before the start of the educational Bootcamp. It must contain clear eligibility requirements, terms, and conditions of participation, prizes, and deadlines. The Contractor must prepare a list of target universities and letters of invitation, a composition of the application review committee.
- Educational Bootcamp will be carried out in two separate tracks: in Russian and English languages. The Contractor is expected to develop educational programs for both tracks with a focus on STEM hard skills and "soft" skills, as well as expert talks on challenges-related topics. There should be at least 5 STEM-dedicated sessions and 3 challenges-oriented training of 1,5 hours on each track. The Contractor must prepare the composition of speakers and experts in consultation with UNDP.
- Four regional idea competitions will be held in person in a "hackathon" format. The Contractor must arrange four one-day events in series in Aktau, Karaganda, Turkestan, and Ust-Kamenogorsk cities. The agendas, lists of participants, the composition of jury and mentors, pitches criteria, COVID-19

risks reduction measures, and all organizational aspects should be discussed and prepared separately for each region. The offline format is preferred, however, it depends on the pandemic situation in the country.

• The Pitch Day will be held offline in Nur-Sultan as a part of the National Knowledge Week. The Contractor needs to prepare the agenda, list of participants, the composition of jury and mentors, ideas of prizes, COVID-19 risks reduction measures, and other organizational activities.

#### A. Online scouting for participants

The Contractor is expected to launch the online call for application and use the most effective ways to promote the announcement, directly contact all target universities to invite students for participation. The target number of participants is 120 with even distribution of students from the four regions. The Contractor must provide online consultations and technical support to the applicants as well as support in application review. All selected participants should be timely notified by emails.

#### B. Online educational Bootcamp

The Contractor is responsible for the provision of the high-quality content of the learning sessions to train in transferable skills that will benefit participants in their professional and academic journeys. The sessions should include teamwork and practical activities, rather than lectures. STEM skills may include but are not limited to the following:

- Hard skills: graphic design; mobile and video graphics, Social Media Marketing (SMM), personal finance and budgeting, digital marketing, ICT literacy (Microsoft Office/ Google Workspace).
- Soft skills: emotional intelligence and mental wellbeing, leadership, project management, communication, teamwork and collaboration, effective presentation and public speaking, building a personal brand, networking.

# Examples of expert talks topics:

- Challenges and opportunities of science in Kazakhstan
- Inspiring stories of researchers in Kazakhstan
- Breakthrough innovation of 21<sup>st</sup> century
- What does it take to build a career in STEM?
- Women in STEM: challenges, projects, motivation
- Education in rural areas: case studies

Two separate tracks in Russian and Kazakh languages should be completed in one week. A participation rate and interaction level should be evaluated, monitored, and reported daily. A short survey should be taken upon the completion of each set of sessions (2-3 feedback surveys) to assess the quality and collect the feedback. The Contractor must provide technical support for all online sessions. All payments to guest speakers and experts should be made by the Contractor. All sessions should be video recorded.

All students who attended the Bootcamp should be granted e-certificates and allowed to participate in the idea competitions.

#### C. Regional idea competitions

Three main challenges relevant to the national agenda and the Sustainable Development Goals are identified as the following:

• Science in Kazakhstan: untapped growth opportunities. There is limited understanding of what research and science mean to children and youth in Kazakhstan. This challenge will explore the future of science in Kazakhstan and identify ways in which it can develop. How can we get children and young people excited about science? How should the current education system change its approach to

teaching research and science subjects in schools and universities? Participants are encouraged to write a pitch for their scientific work; however, this is not required.

- Reducing disparities in the quality of STEM education. Although Kazakhstan's children and youth choose STEM fields during secondary and higher education, this trend is not reflected in their career choices. The quality of STEM education varies dramatically by geographic location, socioeconomic status, and family motivation. The challenge will explore how STEM education can be popularized in secondary and higher education. Teams can explore the area of data literacy, i.e., how to build basic data skills and use them for academic and professional purposes. A particular focus on girls and women is beneficial, but not required.
- Improving education in rural schools. Kazakhstan's educational performance indicators have improved significantly over the past 20 years. However, because most of the state budget is spent on a small number of high-performing students (e.g., Bolashak Scholarship, Nazarbayev Intellectual Schools, Nazarbayev University), a larger portion of students are left behind and have limited opportunities to receive a quality education. Children and youth in rural areas are particularly at risk of being marginalized due to a lack of teachers and digital infrastructure. This challenge is about answering the following questions: what tools can be created to improve the quality of educational opportunities in rural areas? How can the attractiveness of quality education for rural youth be increased? What policies are needed to increase their performance?

The Contractor is expected to arrange the following: all participants should be formed in teams of 3-4 students, select one of the proposed challenges and develop an idea to solve the challenge. All teams should be given the same amount of time to prepare for the idea pitch. To ensure the relevance of the crowdsourced ideas, industry experts and education policymakers will be invited to serve as Hackathon mentors. During the preparation, all teams should be able to get mentor support and access to food and drinks.

All ideas should be presented and evaluated by the jury on the same day. Three winning teams should be selected to participate in Pitch Day – a national-level competition. All idea competitions should be conducted separately in each of the four cities.

In Karaganda and Ust-Kamenogorsk, the events should be carried out in the Russian language, while in Aktau and Turkestan – in the Kazakh language.

#### D. Pitch Day

The Pitch Day will take place in Nur-Sultan as a part of the National Knowledge week. The teams are expected to be prepared for an in-person presentation of their ideas. As a result, three winners will be selected by the jury. The Pitch Day will be concluded with the award ceremony. The Contractor must prepare the prizes. A professional moderator should be engaged to run the event. The event must be openly accessed through a live broadcast.

The Contractor will be responsible for the travel arrangements and accommodation of the winning teams of the regional competitions. All activities of the students during their stay in Nur-Sultan (2-3 days) should be planned and arranged by the Contractor. It may include 1-2 sightings and cultural events, visiting universities and research centers, meeting policymakers.

# C. Expected Deliverables

The Contractor will be responsible for the following deliverables:

#	Deliverables	Estimated duration	Review and approval	Payment
		to complete	required	%

1	Davalan datailed work plans of apline scouting of	4 weeks after the	Assolarator Lab ED	
1	Develop detailed work plans of online scouting of		Accelerator Lab FP	
	participants, online educational Bootcamp, idea	signing a contract	Head of Unit	
	competitions in four regions, and a final Pitch			
	Day in Nur-Sultan.			
	Results:			
	Online scouting of participants:			
	- a call for applications online form with clear			
	eligibility requirements			
	- a list of target universities, letters of invitation			
	- a composition of the application review			
	committee			
	Outline advantaged Banksons			
	Online educational Bootcamp:			
	- educational programs for two tracks			
	- lists of proposed speakers and experts for two			
	tracks			
	- feedback surveys templates			
	Pagional idea competitions /four concepts sets of			
	Regional idea competitions (four separate sets of			
	documents)			
	- a competition agenda			
	- a list of participants			
	- a composition of the jury and mentors			
	- pitches judging criteria			30%
	- COVID-19 risks reduction measures			30,1
	- other organizational activities			
	Ditch Day in Nur Sultan			
	Pitch Day in Nur-Sultan:			
	- an event agenda			
	- a list of participants			
	- a composition of the jury, mentors, experts, and			
1	moderator			
	- ideas of prizes			
	- COVID-19 risks reduction measures			
	- other organizational activities plans			
	- plan for students 2-3 days stay in Nur-Sultan			
	, ,			
2	Online scouting of participants: launch the call	4 weeks after the	Accelerator Lab FP	
	for application, directly contact all target	signing a contract	Head of Unit	
	universities to invite students for participation,	0 0 2 22		
	support in the application review			
	Support in the application leview			
	Results:			
1				
	- Call of application is launched			
	- at least 3 universities of each region are invited			
1	for participation			
1	- at least 120 participants (30 participants from			
	four regions) are selected for the Bootcamp			

3	Run a 1-week online educational Bootcamp	5 weeks after the	Accelerator Lab FP	
	·	signing a contract	Head of Unit	
	Results:			
	- Two separate tracks of education in Russian and			
	Kazakh languages are conducted in one week			
	- At least 5 STEM learning sessions of 1,5 hours			
	are held in each track			
	- At least 3 challenges-oriented training of 1,5			
	hours are held in each track			
	- At least 2 feedback surveys on the quality of			
	sessions are conducted (STEM, expert talks) in			
	each track			
	- All sessions are video recorded and handed over			
	to UNDP			
	- All participants received e-certificates for			
	attending the Bootcamp			
	- Attendance rate is evaluated daily and reported			
	to UNDP			
	- A report with all presentations and learning			
	materials, feedback, and lessons learned is			
	prepared and approved by UNDP			
4	Arrange four one-day regional idea competitions	7 weeks after the	Accelerator Lab FP	
	in Aktau, Karaganda, Turkestan, and Ust-	signing a contract	Head of Unit	
	Kamenogorsk.			
	Results:			
	- Idea competitions are held in "hackathon"			
	format by the programs approved by UNDP			
	- Three winner teams are selected based on			
	criteria endorsed by UNDP			
	- The events are streamed online			
	- 4 reports on the results of all idea competitions			
	including photos, key summaries, a list of teams			
	and ideas are prepared and approved by UNDP			70%
5	Arrange a Pitch Day in Nur-Sultan	8 weeks after the	Accelerator Lab FP	
		signing a contract	Head of Unit	
	Results:			
	- A Pitch Day is held during the Kazakhstan			
	Knowledge week			
	- 12 winning teams are brought to Nur-Sultan			
	and participated in the event			
	- 3 winners are selected based on criteria			
	endorsed by UNDP and received prizes			
	- A final report on the results of the event			
	(including photos, key summaries, list of			
	teams and ideas) is prepared and approved by			
	UNDP			

**Reports and materials:** The results (depending on the requirements of the ToR) should be presented in electronic form in the Russian language. Requirements for a text report: font – Times New Roman, size-12, interval – single.

#### D. Institutional Arrangement

The Contractor will be reporting to the UNDP team, which consists of an Accelerator Lab focal point and a Head of Unit. The performance of service will be evaluated based on the actual quality of deliverables prescribed in the ToR and the timely completion of each deliverable.

The Contractor should ensure timely identification of potential risks and signal any delays in deliverables to UNDP. Adjustments to the project timeline and/or extension of the contract shall be discussed and documented in a form of contract amendment.

The Contractor will have sole responsibility for all logistical, administrative, and maintenance support necessary to its personnel for the duration of the contract with no responsibility on the part of UNDP. This shall include the following:

- 1. The welfare of its staff, including payment of salaries, medical insurance, medical and casualty evacuation in the event of a security breakdown.
- 2. Arrangements for logistics across all aspects of the assignment, including transportation for its operations, and accommodation.
- 3. Security for all its personnel and assets. Neither UNDP nor its partners shall provide security facilities or be liable for any individual and material damage.

# E. Expected Duration of the Assignment

The assignment must be implemented within 8 weeks from the date of the contract signing (approx. April - May 2022).

# F. Duty Station and Expected Business trips

The tasks will be executed at the place of residence/location of the Contractor with trips to conduct regional idea competitions and a final pitch event.

Location:	Expected Period of Trip:	Duration:	Comments
Karaganda	May 2022	2 days each trip	All trips should be taken in
Aktau			2 week period following the educational Bootcamp
Ust-Kamenogorsk			·
Turkestan			
Nur-Sultan	May 2022	3 days	Last week of May

#### !!! IMPORTANT Special conditions for COVID19 !!!

All events participated by three or more people shall be held respecting the requirement of social distancing and participants shall be provided with the necessary sanitary conditions (wet wipes, sanitisers, medical masks for all participants to be replaced at least once every 2.5 hours; airing the premises every 2.5 hours). Before each trip, each performer involved in the project shall be checked for COVID. In case of a positive test result, the performer is not allowed to participate and shall be substituted. If the substitute is not

possible, the project shall stop until the situation is stabilized. Where technical conditions are available and where possible, the project implementation team seeks to hold all activities online.

The Contractor is committed to providing all necessary protective equipment for its employees and to comply with all WHO standards and recommendations of local authorities to carry out work during the epidemic. The service provider is responsible for ensuring that its employees involved in this Terms of Reference are properly and promptly provided with all necessary personal protective equipment in accordance with current WHO guidelines (masks, gloves, disinfectants, COVID-19 test (if necessary)) for the entire period of work on this assignment.

Full vaccination of project team participants is considered a great advantage.

#### G. Qualifications of the Successful Contractor

The Contractor must be a duly registered company/organization that meets the following requirements:

- Full acceptance of the UNDP General Terms and Conditions, with the format of the UNDP contract
- Company must have the legal capacity to enter into agreements (certificate of registration/reregistration, copy of Chart).
- Company must be solvent, not subject to liquidation, their property is not seized, and their business
  activities are not suspended constrainedly by-laws (certificates confirming the absence of debts in
  the tax authorities, balance sheets for 2019-2020). Certificate of VAT, if the company is a VAT payer.
   Otherwise, written confirmation that the company is not a VAT payer.
- Company's profile with detailed activity information confirming the following:
  - focus on youth development, innovation, civil society engagement, education event management, and similar areas
  - 2 years of experience in educational events organization (online and offline)
  - experience in educational events organization in regions (offline)
- Reputation a table/list of clients for the last 2 years for similar services required by UNDP with an indication of the Customer, name of services/works, year of service provision, contract name, and customer contact details (e-mail, phone number, and full name of contact person)
- 3 letters of recommendation from previous customers for similar /analogous services (on official letterhead, signed and dated)
- Availability of qualified personnel with the necessary work experience and qualifications according to
  the table below, with the provision of a detailed resume, documents confirming the expert's
  qualifications (diplomas, certificates of advanced training in the subject area, other certificates), as
  well as written confirmation from each employee that they will be available during the entire duration
  of the contract.

The Contractor team should include a Team leader and a group of experts with the necessary skills and qualifications. The Contractor shall propose the number of members of the group of experts.

# List for the main staff and qualifications of key personnel involved in the implementation of work on this technical assignment:

#	Team	Number	Educational level and	Special skills/work experience
	composition	of	field of study	
		people		
1	Team Leader	1	Professional education in Management,	3 years of experience in project management and leadership
				<ul> <li>Experience in working with educational institutions, youth organizations</li> </ul>

			Business, Finance, or related field	•	Experience in organizing and running educational events (hackathons, forums, competitions, Olympiads, online training)
2	Expert in STEM education	1	Professional education in Education, STEM areas, or related fields	•	2 years of experience in STEM education (teaching, development of learning materials, organization of training) Languages: Russian, Kazakh
3	Coordinator	2	Professional education in social science, management, engineering, or related fields	•	1 year of experience in coordinating educational events (hackathons, forums, competitions, Olympiads, online training) Experience in the arrangement of travel and accommodation for groups of people Languages: Russian, Kazakh
4	Expert in IT and technical support	1	Professional education in IT or related fields	•	1 year of experience in providing technical support during online and offline events

The proposal must contain provisions if any work would be subcontracted, the rationale for subcontracting, to whom, percentage of work, and the roles of the proposed sub-contractors.

# H. Payment Schedule

The price offer shall include all Contractor's costs with a detailed breakdown by items stipulated under the "Expected Deliverables" section, as well as the Contractor's agreement with the conditions and requirements of the Terms of Reference. The price offer shall include all indirect and direct costs (VAT, if applicable, and other mandatory payments). The Contractor must specify if it pays the VAT or not.

This contract sets a fixed price based on the achieved result, regardless of the extension of its specified period.

Payments shall be made in 2 tranches upon satisfactory completion of each item under the "Expected deliverables" section of the Terms of Reference and authorization of deliverables by the UNDP project team upon submission of an act of acceptance and an invoice.

#### I. Technical assessment criteria

Highest Combined Score (based on the 70% technical proposal and 30% price proposal weight distribution) where the minimum passing score of the technical proposal is 70% (700 points).

Applications that will accumulate at least 490 points of the maximum 700 points during the technical evaluation process will be qualified for financial proposal.

**300** is the maximum score for price proposal points that can be obtained.

The successful bidder will be selected based on the highest aggregated score (technical and financial scoring).

# Criteria for the Assessment of Proposal:

Technical Proposal (70%, maximum 700 points):

- Expertise of the Company [45%]

- Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan [30%]
- Management Structure and Qualification of Key Personnel [25%]

	Summary of Technical Proposal	Weight,	Max points
1.	Expertise of the Firm	45%	315
2.	Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan	30%	210
3.	Management Structure and Qualification of Key Personnel	25%	175
Total			

	Expertise of the Firm/Organization	Max Points
1.1	The main areas of the Contractor's activities are focused on youth development, innovation, civil society engagement, education event management, and similar areas  Not relevant – 0 points  Partially relevant – 60 points  Fully relevant – 80 points	80
1.2	2 years of experience in educational events organization (online and offline)  Less than 2 years – 0 points  2 years – 90 points  Each additional year - 10 points  Maximum – 120 points	120
1.3	Experience in educational events organization in regions (offline)  1 event – 30 points  2-3 events - 45 points  4 events and more – 55 points	55
1.4	Previous experience with UN or other international/foreign organizations will be an advantage.  No experience - 0 points  Availability of experience - 30 points	30
1.5	Availability of quality assurance procedures, risk, and mitigation measures for the project  No information provided - 0 points  Partial relevance - 21 points  Fully relevant - 30 points	30

Total		315
	Proposed Methodology, Approach and Implementation Plan	Max Points
2.1	Important aspects of the task have been addressed in sufficient detail and correspond to the Terms of Reference.  Methodology and logical framework are outlined in general - 77 points  Methodology is justified and described in sufficient details – 93 points  Objectives, activities, outputs and outcomes are defined – 110 points	110
2.2	Proposed work plan and contingencies:  Work plan is relevant - 70 points  Work plan is realistic, defines main phases and deliverables - 85 points  Work plan contains provisions to respond to changing circumstances - 100 points	100
Total		210

	Management Structure and Qualification of Key Personnel			
3.1	Team Leader	55		
3.1.1	Professional education in Management, Business, Finance, or related field	15		
	Secondary vocational education – 11 points			
	Bachelor's degree – 13 points			
	Master's degree – 14 points			
	PhD – 15 points			
3.1.2	3 years of experience in project management and leadership	20		
	Less than 3 years – 0 points			
	3 years – 14 points			
	4 years – 17 points			
	5 years and more - 20 points			
3.1.3	Experience in working with educational institutions, youth organizations	10		
	Less than 2 years – 0 points			
	2 years – 6 points			
	3-4 years – 8 points			
	5 years and more – 10 points			

3.1.4	Experience in organizing and running educational events (hackathons, forums, competitions, Olympiads, online training)  Less than 2 events – 0 points 2 events – 6 points 3-4 events – 8 points 5 events and more – 10 points	10
3.2	Expert in STEM education	40
3.2.1	Professional education in Education, STEM areas, or related fields	15
	Secondary vocational education – 11 points Bachelor's degree – 13 points Master's degree – 14 points PhD – 15 points	
3.2.2	2 years of experience in STEM education (teaching, development of learning materials, organization of training)  Less than 2 years – 0 points 2 years – 10 points 4 years – 12 points 5 years and more - 15 points	15
3.2.3	Working knowledge of one language (Russian or Kazakh) – 0 points Working knowledge of Russian and Kazakh languages – 10 points	10
3.3	Coordinator (2 pax)	30 x 2 = 60
3.3.1	Professional education in social science, management, engineering, or related fields  Secondary vocational education – 5 points  Bachelor's degree – 7 points  Master's degree – 9 points  PhD – 10 points	10
3.3.2	1 year of experience in coordinating educational events (hackathons, forums, competitions, Olympiads, online training)  Less than 1 year – 0 points 1 year – 6 points 3 years –8 points 5 years and more - 10 points	10

3.3.3	Experience in the arrangement of travel and accommodation for groups of people	5
	Less than 2 groups – 0 point	
	2 groups – 3 points	
	3-4 groups – 4 points	
	5 groups and more – 5 points	
3.3.4	Working knowledge of one language (Russian or Kazakh) – 0 points	5
	Working knowledge of Russian and Kazakh languages – 5 points	
3.4	Expert in IT and technical support	20
3.4.1	Professional education in IT or related fields	10
	Secondary vocational education – 5 points	
	Bachelor's degree – 7 points	
	Master's degree – 9 points	
	PhD – 10 points	
3.4.2	1 year of experience in providing technical support during online and offline events	10
	Less than 1 year – 0 points	
	1 year –5 points	
	3 years – 8 points	
	4 years and more - 10 points	
Total		175
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# This TOR is prepared by:

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