



## INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

**Date:** May 11, 2022

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**REF No.:** IC/020/22

**Country:** Uzbekistan

**Description of the assignment:** International Consultant for Mid-term Evaluation (MTE) of the Project

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

**Period of assignment/services (if applicable):** 40 working/days during June - August 2022, Part time, Tashkent city and pilot regions and desk-work based at home country

**Application Process:**

Interested candidates need to apply online at [www.jobs.undp.org](http://www.jobs.undp.org) and upload requested documents in Part 4 of Procurement Notice no later than May-25, 2022 (New York time). Please combine all your documents into one (1) single PDF document as the system only allows you to upload a maximum one document. Your on-line application submission will be acknowledged to your email address provided in application. If you do not receive an email 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=106584](https://jobs.undp.org/cj_view_job.cfm?cur_job_id=106584) (*cut and paste into browser address bar if the link does not work*).

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=91060](http://procurement-notices.undp.org/view_notice.cfm?notice_id=91060) (*cut and paste into browser address bar if the link does not work*).

Applications submitted via email, incomplete applications or received after the closing date (May-25, 2022 (New York time)) may not be given consideration.

For more detailed information about UNDP Uzbekistan please visit our website at [www.uz.undp.org](http://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](mailto: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.

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## 1. BACKGROUND

The project aims to enhance the capacity of government agencies for improved public service delivery by expanding accessibility to public services, integrating service delivery systems and decentralising their access; as well as by enabling the necessary mechanisms to support these changes and ensuring their sustainability. By improving delivery of public services, the project will contribute to improving 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 by increasing the quality of service delivery. This project also aims to strengthen citizen participation through a variety of outreach and social accountability mechanisms that enhance people's voice in decision-making processes and increase their access to information; effectively increasing the transparency of Uzbekistan's local governance system. The project objectives are congruent with government policy demands in designing and implementing initiatives that would foster institutional effectiveness, transparency and participation and change management. Thus, project objectives are clearly linked with the country's reform aspirations and strategies.

The project goals are in line with several of the Sustainable Development Goals (SDGs). For example, project activities contribute towards the achievement of SDG 16 calling for the promotion of peaceful and inclusive societies for sustainable development and for building effective, accountable and inclusive institutions at all levels. At the same time the project activities are also promote inclusive and sustainable economic growth, technological advancement and innovation for all women and men, including young people and persons with disabilities and equal pay for work of equal value (SDG 8). Furthermore, project activities has advance achievement of gender equality by empowering all women, ensuring women's full and effective participation and equal opportunities for leadership at all levels of decision-making in the political, economic and public life (SDG 5).

The Project has the following components:

- **Activity 1:** Build an enabling environment for improved public service delivery by streamlining regulatory framework and relevant policies, and encouraging data-driven and evidence-based policy making,
- **Activity 2:** Enhance institutional capacities of the PSA, the MoJ and associated agencies to develop, plan, implement and monitor public service delivery policy implementation via the PSCs,
- **Activity 3:** Build technical capacity of at least 5 PSCs in the pilot regions to showcase an exemplar model of public service delivery aiming to win public trust and overcome concerns with regard to the viability of one-stop shops,
- **Activity 4:** Introduction of pilot participatory planning and governance systems in local Government in the pilot regions to ensure that public service delivery addresses the needs of the people, in particular the vulnerable groups.

**The Outcomes of the Project are:**

1. Build an enabling environment for improved public service delivery by streamlining regulatory framework and relevant policies and encouraging data-driven and evidence-based policy making.
2. Enhance institutional capacities of the Public Services Agency (PSA), the Ministry of Justice (MoJ) and associated agencies to plan, develop, implement and monitor public service delivery policy implementation via the PSCs.

3. Build technical capacity of at least 5 PSCs in the pilot regions to showcase an exemplar model of public service delivery aiming to win public trust and overcome concerns with regard to the viability of the one-stop-shops
4. Introduce and pilot participatory planning and governance systems in local governments in the pilot regions to ensure that public service delivery addresses the needs of people, in particular of vulnerable groups.

**The Outputs of the Project are:**

**Output 1:** (1.1) review of regulatory and policy framework pertaining to public service delivery at the central and local government levels; (1.2) standardisation of service management practices and procedures; (1.3) quality assessment of existing service delivery level and development of proposals for streamlining delivery; (1.4) functional review of government organisations engaged in public service delivery; (1.5) development and implementation of an action plan for the rapid digitalisation of government records and archives; (1.6) introduction of data analysis tools across the public service delivery system; and (1.7) implementation of pilot blockchain-based solutions in public service delivery.

**Output 2:** (2.1) Capacity development and training for PSA and PSC personnel; (2.2) provision of trainings to personnel of government agencies responsible for development and provision of public services; (2.3) improve access to information about public services through various channels; (2.4) enhance the PSA's integrated information system, call centre and situation centre; and (2.5) introduction of an internship programme at PSA/PSC for university and college students.

**Output 3:** (3.1) assessment of demand for most popular public services; (3.2) streamline provision of at least 22 public services provided through the PSCs in the 5 pilot regions; (3.3) Support the establishment of regional centres for innovative ideas, digital skills & women empowerment; (3.4) pilot public-private partnerships (PPP) in public service delivery; (3.5) improvement of user experience by upgrading the design, layout, furnishing and equipment of the PSCs; and (3.6) promotion of the PSCs through awareness raising campaigns conducted.

**Output 4:** (4.1) digital transformation of selected public services, including licensing activities of the khokimiyats and other governmental organizations & integration them with PSCs; (4.2) train public servants on planning, RBM methods and techniques; (4.3) introduction of key performance indicators (KPI) and reporting systems in pilot khokimiyats; (4.4) develop manuals and guidelines for pilot khokimiyats; (4.5) facilitate interaction between public authorities and civil society to strengthen public participation and encourage dialogue; and (4.6) introduction of gender-sensitive approaches to public service delivery.

**Partnerships:**

The Ministry of Justice is the key national implementing partner for the project. Other project's national partner institutions are Ministry of Economic Development and Poverty Reduction, Senate of Oliy Majlis, Ministry for Development of Information Technologies and Communications, local khokimiyats of pilot regions and districts.

**Target groups and beneficiaries:**

In addition to government institutions and civil servants, the beneficiaries of the Project are in both the public and private sectors, including the general public, vulnerable groups and NGOs.

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

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

## 3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

### Education

- Advanced university degree (Master's degree or equivalent) in sociology, development studies, political science, statistics or a related field;

### Experience

- At least 7 years of demonstrated relevant work experience with designing and conducting evaluations of development, peacebuilding experience is preferred or peacebuilding interventions is required. Project evaluation/review experience within United Nations system will be considered as an asset;
- Extensive experience in mixed methods research and participatory gender-sensitive approaches is required;
- Knowledge of and experience with youth policy, social cohesion, human rights, youth empowerment, gender equality, women empowerment is required;
- Displays cultural, gender, religion, race, nationality and age sensitivity and adaptability;
- Demonstrated experience with report writing is required;
- Familiarity with the country/region and previous work experience in/similar geopolitical settings is an asset;
- Experience in conducting remote evaluations is an asset;
- Excellent communication skills;
- Strong analytical skills;
- Familiarity with the UN system is a strong asset;

### Language

Fluency in written and spoken English. Knowledge of Russian will be considered as an asset.

## 4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS

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

Proposal (not submitting any of the below documents may be reason for rejecting the candidate):

- a) **Letter of Confirmation of Interest and Availability** using the [template](#)<sup>1</sup> provided by UNDP;
- b) **CV** and a **Personal History Form** ([P11 form](#))<sup>2</sup>;

<sup>1</sup><https://intranet.undp.org/unit/bom/psa/Support%20documents%20on%20IC%20Guidelines/Template%20for%20Confirmation%20of%20Interest%20and%20Submission%20of%20Financial%20Proposal.docx>

<sup>2</sup> [http://www.undp.org/content/dam/undp/library/corporate/Careers/P11\\_Personal\\_history\\_form.doc](http://www.undp.org/content/dam/undp/library/corporate/Careers/P11_Personal_history_form.doc)

- c) Brief description of **approach to work/technical proposal** of why the individual considers him/herself as the most suitable for the assignment, and a proposed methodology on how they will approach and complete the assignment; (max 1 page)
- d) **Financial Proposal** that indicates the all-inclusive fixed total contract price, 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.

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.

## 5. FINANCIAL PROPOSAL

- 20% payment upon satisfactory delivery of the final Evaluation Inception Report and approval by the Commissioning Unit
- 40% payment upon satisfactory delivery of the draft Evaluation report to the Commissioning Unit
- 40% payment upon satisfactory delivery of the final evaluation report and approval by the Commissioning Unit and RTA and delivery of completed evaluation

Criteria for issuing the final payment of 40%:

- The final evaluation report includes all requirements outlined in the evaluation TOR and is in accordance with the evaluation guidance.
- The final evaluation report is clearly written, logically organized, and is specific for this project (i.e., text has not been cut & pasted from other evaluation reports).
- The Audit Trail includes responses to and justification for each comment listed.

In line with the UNDP's financial regulations, when determined by the Commissioning Unit and/or the consultant that a deliverable or service cannot be satisfactorily completed due to the impact of COVID-19 and limitations to the evaluation, that deliverable or service will not be paid.

Due to the current COVID-19 situation and its implications, a partial payment may be considered if the consultant invested time towards the deliverable but was unable to complete to circumstances beyond his/her control.

**Criteria for Evaluation of Proposal:** Only those applications which are responsive and compliant will be evaluated. Offers will be evaluated according to the Combined Scoring method – where the educational background and experience on similar assignments will be weighted at 70% and the price proposal will weigh as 30% of the total scoring. The applicant receiving the Highest Combined Score that has also accepted UNDP's General Terms and Conditions will be awarded the contract

## 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 (70%) and financial criteria (30%) specific to the solicitation.

\* Technical Criteria weight; [70 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.

<b>Criteria</b>	<b>Weight</b>	<b>Max. Point</b>
<u>Technical</u>		
<p><i>At least 7 years of demonstrated relevant work experience with designing and conducting evaluations of development.</i></p> <ul style="list-style-type: none"> <li>▪ <i>Less than 7 years in not accepted</i></li> <li>▪ <i>7-9 years – 15</i></li> <li>▪ <i>more than 10 years - 20</i></li> </ul>	20%	20
<p><i>Extensive experience in mixed methods research and participatory gender-sensitive approaches, along with experience in one of the following areas: youth policy, social cohesion, human rights, youth empowerment, gender equality and women empowerment</i></p> <ul style="list-style-type: none"> <li>▪ <i>1 project – 10</i></li> <li>▪ <i>2 projects – 15</i></li> <li>▪ <i>3 and more – 20</i></li> </ul>	20%	20
<p><i>Consultant experience in Central Asia region (projects, research, publications etc.).</i></p> <ul style="list-style-type: none"> <li>▪ <i>1 project (evaluation, research) – 5</i></li> <li>▪ <i>2 and more – 10</i></li> </ul>	15%	15
<p><i>Fluency in written and spoken English. Knowledge of Russian would be an advantage.</i></p> <ul style="list-style-type: none"> <li>▪ <i>English - 10</i></li> <li>▪ <i>English and Russian – 15</i></li> </ul>	15%	15
<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