



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: June 7, 2022 REFERENCE: RFP-2022-032 Development of the system of social and professional rehabilitation
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Dear Sir / Madam:

We kindly request you to submit your Proposal for **provision of services for Development of the system of social and professional rehabilitation**

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

Proposals (Technical and Financial; **Financial proposal must be password protected**) must be submitted on or before **28 June 2022, 10.00 am by Nur-Sultan time (GMT+6)** and via email to address procurement.kz@undp.org with mandatory indication of the Reference **RFP-2022-032** 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 4.

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: Procurement protest and vendor sanctions | UNDP https://www.undp.org/procurement/business/protest-and-sanctions?utm_source=EN&utm_medium=GSR&utm_content=US_UNDP_PaidSearch_Brand_English&utm_campaign=CENTRAL&c_src=CENTRAL&c_src2=GSR&gclid=EA1a1QobChMllvv4yfac9wIVFASiAx0Cyg-zEAYASAAEglbUfD_BwE

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/unscoc/duct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

DocuSigned by:

Dana Amarova
Operations Manager
Date: 06-Jun-2022

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AB

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	“Development of the system of social and professional rehabilitation”
List and Description of Expected Outputs to be Delivered	The detailed Outputs and deliverables are given in TOR 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	Home-based and expected travels to 7 pilot regions as per TOR
Expected duration of work	16 (sixteen) months from the date of signing the Contract
Target start date	Approximately July 2022
Latest completion date	Approximately October 30, 2023
Travels Expected	As detailed in the Terms of Reference
Special Security Requirements	The service provider is required to ensure that its staff has all necessary personal protection related to the COVID-19 in accordance with the current recommendations of WHO and local authorities (masks, gloves, sanitizers, passing the COVID-19 test (if necessary), for the duration of the contract.
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required
Names and curriculum vitae of individuals who will be involved in	<input checked="" type="checkbox"/> Required

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.

completing the services															
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency, Kazakh Tenge <input checked="" type="checkbox"/> United States Dollars – for international Bidders														
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes														
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days 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:	Time: 4.00 pm by Nur-Sultan time Date: 15 June, 2022 Location: Zoom-call In case of interest on participation at the pre-bid conference, please send notification on your participation not later than June 14, 2022 (Close of Business) to email procurement.kz@undp.org with copy to aigerim.batyrbekova@undp.org UNDP will provide the meeting link with all interested participants one day before the pre-bid meeting.														
Partial Quotes	<input checked="" type="checkbox"/> Not permitted														
Payment Terms	<table border="1"> <thead> <tr> <th>#</th> <th>Deliverables</th> <th>Estimated duration to complete</th> <th>Review and approvals required</th> <th>Sum (approx.)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Study and analysis of national and international systems of rehabilitation of PwD. <i>Expected Result: #1 Interim report on the work carried out.</i></td> <td>Upon receipt of deliverable, but not later than 2 months from the date of signing the contract</td> <td>UNDP Project Manager and the Ministry</td> <td rowspan="2">30%</td> </tr> <tr> <td>2.</td> <td>Analysis of the activity of Rehabilitation Centers of the social protection system of the population of the Republic of Kazakhstan Conclusions and recommendations <i>Expected result: The first edition of the text of the analytical work</i></td> <td>Upon receipt of deliverable, but not later than 5 months from the date of signing the contract</td> <td>UNDP Project Manager and the Ministry</td> </tr> </tbody> </table>	#	Deliverables	Estimated duration to complete	Review and approvals required	Sum (approx.)	1.	Study and analysis of national and international systems of rehabilitation of PwD. <i>Expected Result: #1 Interim report on the work carried out.</i>	Upon receipt of deliverable, but not later than 2 months from the date of signing the contract	UNDP Project Manager and the Ministry	30%	2.	Analysis of the activity of Rehabilitation Centers of the social protection system of the population of the Republic of Kazakhstan Conclusions and recommendations <i>Expected result: The first edition of the text of the analytical work</i>	Upon receipt of deliverable, but not later than 5 months from the date of signing the contract	UNDP Project Manager and the Ministry
	#	Deliverables	Estimated duration to complete	Review and approvals required	Sum (approx.)										
	1.	Study and analysis of national and international systems of rehabilitation of PwD. <i>Expected Result: #1 Interim report on the work carried out.</i>	Upon receipt of deliverable, but not later than 2 months from the date of signing the contract	UNDP Project Manager and the Ministry	30%										
2.	Analysis of the activity of Rehabilitation Centers of the social protection system of the population of the Republic of Kazakhstan Conclusions and recommendations <i>Expected result: The first edition of the text of the analytical work</i>	Upon receipt of deliverable, but not later than 5 months from the date of signing the contract	UNDP Project Manager and the Ministry												

	3.	<p>Development of draft Legislative Acts for approval: Rules for organizing the activities of the Centers for the Rehabilitation of Persons with Disabilities of the System of Social Protection of the Population; Standard for the provision of services in a rehabilitation center (hereinafter referred to as the Standard); The minimum list of equipment required for the provision of services in the Centers for the Rehabilitation of Persons with Disabilities"</p> <p><i>Expected results: NLA projects</i></p>	<p>Upon receipt of deliverable, but not later than 5 months from the date of signing the contract</p>	<p>UNDP Project Manager and the Ministry</p>	30%
4.	<p>Development of recommendations (including draft of Laws and Regulations, comparative table)</p> <p><i>Expected results: Presentation of the first stage of analytical work in the Ministry</i></p>	<p>Upon receipt of deliverable, but not later than 5 months from the date of signing the contract</p>	<p>UNDP Project Manager and the Ministry</p>		
5.	<p>Development of the methodology of the Rehabilitation Centers of the social protection system of the population of the Republic of Kazakhstan. Development of Protocols (Standards) for social and professional rehabilitation of persons with disabilities</p> <p><i>Expected result: draft Protocols (Standards)</i></p>	<p>Upon receipt of deliverable, but not later than 8 months from the date of signing the contract</p>	<p>UNDP Project Manager and the Ministry</p>		
6.	<p>Testing of the methodology on the basis of 7 pilot rehabilitation centers of the social protection system of the population</p> <p><i>Expected result: #2 Interim report on the work carried out</i></p>	<p>Upon receipt of deliverable, but not later than 13 months from the date of signing the contract</p>	<p>UNDP Project Manager and the Ministry</p>	30%	
7.	<p>Presentation of the analytical work "Development of the system of social and professional rehabilitation in the field of social protection of the population of the Republic of Kazakhstan". Revision in accordance with received comments</p> <p><i>Expected results: Final text of the analytical work</i></p>	<p>Upon receipt of deliverable, but not later than 13 months from the date of signing the contract</p>	<p>UNDP Project Manager and the Ministry</p>	10%	

	8.	Methodological support of Legislative Acts projects Signing of acts of the acceptance	Upon receipt of deliverable, but not later than 15 months from the date of signing the contract	UNDP Project Manager and the Ministry	
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% (490 points). <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). <i>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.</i>				
Criteria for the Assessment of Proposal	<p>Bids will be evaluated in 3 steps:</p> <p>Step 1. Pre-liminary examination against the minimum eligibility criteria;</p> <p>Step 2. Technical evaluation: maximum obtainable points are 700 (passing score 70% or 490 points and above);</p> <p>Step 3. Financial evaluation.</p> <p>Step 1. Following are defined as the minimum eligibility criteria:</p> <ol style="list-style-type: none"> 1. Full acceptance of the UNDP Contract General Terms and Conditions (GTC). 2. Must have legal capacity to enter into agreements (certificate of registration/re-registration, Charter to be submitted); 3. Have financial stability (certificate of absence of debt in tax authorities), audited financial statements for 2020-2021. If the company is exempted from the audit - a confirmation certificate from the contractor. Profit and loss statement, balance sheets for 2020-2021. VAT certificate (if applicable). If company is not a VAT payer, written confirmation should be submitted. 4. Company's profile with detailed activity information confirming the following: <ul style="list-style-type: none"> • at least 5 years of experience in conducting research, preferably in the field of medicine, social and professional rehabilitation • at least 3 years of experience in the field of rehabilitation of persons with disabilities 5. Provide a list of services rendered over the last 3 (three) years in the required field to confirm the experience (the name of the Customer, the subject of services/works, the year of service provision and Customer's contact details (e-mail, phone number and full name of contact person)); 				

6. Provide not less than 2 positive reviews and recommendations from previous customers over the past 3 years for similar /analogous services (on official letterhead, signed and dated)
7. Availability of material and technical base (Internet connection, computers, office equipment), provide written confirmation
8. Availability of the methodology of implementation and the work schedule (must include a description of the methods and procedures for performing the work, the composition of the team and the distribution of responsibilities);
9. Availability of qualified personnel with the necessary work experience and qualifications according to the table below to perform work under this ToR, with the provision of a detailed CV, 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 term of the contract;
- At least one employee must be proficient in English at the upper-intermediate level (provide a resume with confirmation);
 - It is required to involve at least one international expert in the field of rehabilitation and habilitation of PwD

Step 2. Technical Proposal (70% of the overall assessment, with maximum 700 points calculated as 100% of total technical, o/w minimum obtainable is 70% i.e., 490 score)

Professional experience of the company [40%]

Proposed methodology and work plan [30%]

Organizational structure and key personnel [30%]

Summary of Technical Proposal		Weight, %	Max points
1.	Professional experience of the company	40%	280
2.	Proposed methodology and work plan	30%	210
3.	Organizational structure and key personnel	30%	210
Total			700

Technical Assessment		Max Points
Competence evaluation of the Company / Organization		
1.1	At least 5 years of experience in conducting research, preferably in the field of medicine, social and professional rehabilitation; 5 years (minimum requirement) – 105 points; 6-7 years – 127.5 points; 8 years and above - 150 points.	150
	At least 3 years of experience in the field of rehabilitation of persons with disabilities;	80

	1.2	3 years (minimum requirement) – 56 points; 4-5 years – 68 points; 6 years and above – 80 points	
	1.3	Availability of material and technical base (Internet connection, computers, office equipment) Presence – 10 points.	10
	1.4	Provide a list of services rendered over the last 3 (three) years in the required field to confirm the experience (the name of the Customer, the subject of services/works, the year of service provision and Customer's contact details (e-mail, phone number and full name of contact person) Presence – 20 points.	20
	1.5	Provide not less than 2 positive reviews and recommendations from previous customers over the past 3 years for similar /analogous services Presence – 20 points.	20
		Total:	280
Proposed methodology and work plan			
	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. Fully addressed in sufficient detail – 91 points Exceeds the requirements - 130 points	130
	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) Fairly comprehensive – 56 points Fully comprehensive – 80 points	80
		Total:	210
Management Structure and Qualification of Key Personnel			
	3.1	Project Manager	
		Higher medical education or education in the field of healthcare or related sciences Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.	10
		At least 3 years of experience as a manager/coordinator in carrying out research work 3 years – 10.5 points; 4-5 years- 12.5 points; 6 years and above – 15 points.	15

		At least 5 (five) years of work experience in the scientific and educational system in the field of healthcare for at least 10 years 5 years – 14 points; 6-7 years – 17 points; 8 years and above – 20 points.	20
		Skills and experience in collecting, systematizing, analyzing information and using information systems Absence - 0 points; Presence – 10 points.	10
		Fluent in Russian and Kazakh languages Knowledge of Kazakh and Russian – 5 points.	5
		Total for Project Manager:	60
	3.2	Senior expert	
		Higher medical education or economic, financial education, social work, healthcare or related social sciences Bachelor's degree – 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.	10
		At least 5 (five) years of research and consulting experience in the field of socio-economic development, the provision of social services or rehabilitation 5 years – 10.5 points; 6-7 years- 12.5 points; 8 years and above – 15 points.	15
		At least 2 (two) years of experience in the development of programs, mechanisms, strategies and recommendations 2 years – 7 points; 3-4 years – 8.5 points; 5 years and above – 10 points.	10
		Participation in research and work on the topic of the social sphere is an advantage Absence - 0 points; Presence – 5 points.	5
		Fluent in Russian and Kazakh languages Knowledge of Kazakh and Russian – 5 points.	5
		Knowledge of good English is preferable No knowledge of English – 0 points; Knowledge of English – 5 points.	5
		Total for Senior expert	50
	3.3	Junior expert	
		Higher education in the field of humanities, economics, finance, social work, health care or related social sciences Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.	10
		At least 3 (three) years of research and consulting experience in the field of socio-economic development, the provision of social services or rehabilitation 3 years - 7 points; 4-5 years- 8.5 points; 6 years and above – 10 points.	10

	<p>At least 1 (one) year of experience in the development of programs, mechanisms, strategies and recommendations Less than 1 year – 0 points 1 year – 3.5 points; 2 years and above – 5 points;</p>	5
	<p>Knowledge of excellent Russian is mandatory Knowledge of Russian – 5 points.</p>	5
	<p>Knowledge of English at least intermediate level Knowledge of intermediate English – 5 points.</p>	5
Total for Junior expert		35
3.4	International expert	
	<p>Higher education in the field of humanities, economics, finance, social work, health care or related social sciences Bachelor's degree - 7 points, Master's degree – 8.5 points, Doctor's degree - 10 points.</p>	10
	<p>At least 3 (three) years of experience in the field of rehabilitation and habilitation of PwD; 3 years – 10.5 points; 4-5 years- 12.5 points; 6 years and above – 15 points.</p>	15
Total for International expert		25
3.5	Lawyer	
	<p>Higher education (legal, public administration) Bachelor's degree – 4.9 points, Master's degree – 5.9 points, Doctor's degree – 7 points.</p>	7
	<p>At least 3 (three) years of experience in legal work; 3 years – 10.5 points; 4-5 years- 12.5 points; 6 years and above – 15 points.</p>	15
	<p>Experience in the development and maintenance of the processes of approval and submission for consideration, approval of Legislative Acts of the Republic of Kazakhstan for at least 1 year; 1 year – 5.6 points; 2 years and above – 8 points.</p>	8
	<p>Knowledge of legal techniques; Presence – 3 points.</p>	3
	<p>Knowledge of the Russian language is mandatory, the Kazakh language is preferred Knowledge of Russian – 4.9 points, Knowledge of Kazakh and Russian – 7 points</p>	7
Total for Lawyer		40
GRANDTOTAL for Management Structure and Qualification of Key Personnel		210

	<p><u>Step 3. Financial Proposal (30%)</u> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP:</p> <p><u>Rating the Financial Proposal (FP):</u> FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100 <u>Total Combined Score:</u> Combined Score = (TP Rating) x 70% + (FP Rating) x 30%</p> <p>The financial offer must be password protected.</p>
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Annexes to this RFP	<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 / Special Conditions (Annex 4)
Contact Person for Inquiries (Written inquiries only)	<p><i>Aigerim Batyrbekova</i> <i>aigerim.batyrbekova@undp.org</i> 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>
Procedure for filing an electronic proposal	<p>IMPORTANT: Applicants must submit their bids via electronic mail procurement.kz@undp.org; with obligatory indication of the name of the contest RFP-2022-032 in the subject of the letter. The technical and financial parts of the Proposal should be presented in separate files. Financial offer (Annex 2b) must 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, Aigerim Batyrbekova.</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-2022-032 Development of the system of social and professional rehabilitation If more than 1 message is used, enter a serial number in the subject.</p>