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REQUEST FOR PROPOSAL (RFP)

UNITED NATIONS DEVELOPMENT PROGRAM (UNDP)	DATE: July 22, 2022
PROJECT: 0123514 Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups	**Reference:** RFP-2022-056 - Development of natural nutritional standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population, as well as methodological recommendations for nutrition in medical and social institutions (organizations) of the system of social protection of the population

Dear Sir / Madam:

We kindly request you to submit your Proposal for services on Development of natural nutritional standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population, as well as methodological recommendations for nutrition in medical and social institutions (organizations) of the system of social protection of the population.

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

The proposal, comprising of Technical and Financial Proposals **(Financial proposal must be protected by password)** should be submitted in PDF no later than **August 12 2022, 13:00** (Nur-Sultan time) to the e-mail address procurement.kz@undp.org with mandatory indication of the Reference **RFP-2022-056** in the e-mail subject.

Notes on financial proposals:

• The financial proposal shall be prepared and submitted in password-protected PDF / Word file separately from the rest of the proposal.

• The password for the financial proposal should **NOT** be provided to UNDP until it is formally requested by UNDP Procurement Associate Yerden Suttenov.

Note: Detailed information on the procedure for submitting proposals is presented below.

Your proposal shall be expressed in the Russian or English languages, 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 received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

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 the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any proposal that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be recalculated by UNDP, and the unit price shall prevail, and the total price shall be corrected in accordance with it. If the service provider does not agree with the recalculated price, his/her 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 contract award 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 scope, 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 agrees with the General Terms and Conditions (Annex 4 herein).

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 provider's preparation and submission of a proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's appeal procedure aims to provide individuals or companies not awarded a purchase order or contract to appeal the decision made. In case of perceived unfair treatment, one can use appeal procedures see. http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html

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 the RFP.

UNDP implements a zero tolerance policy 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/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

DocuSigned by:
Dana Amanova
7CE7F19BE6140F...

Dana Amanova,
UNDP Operations Manager

DS Ka

DS Y. S.

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Annex 1

Description of Requirements

Context	UNDP Project #0123514 Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups
Brief Description of the Required Services[1]	Development of natural nutritional standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population, as well as methodological recommendations for nutrition in medical and social institutions (organizations) of the system of social protection of the population
List and Description of Expected Outputs to be Delivered	As per the TOR
Person to Supervise the Work/Performance of the Service Provider	Project Manager and representative from the Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan
Frequency of Reporting	As per the TOR
Progress Reporting Requirements	As per the TOR
Duty Station[2]	The work will be performed at the location of the contractor. However, the potential supplier must allocate sufficient time to visit Nur-Sultan (in case the contractor is not located in Nur-Sultan) to discuss and present the results of the work. All travel expenses, equipment rental, communication services and other costs associated with this work must be included in the proposal, based on 2 people for 3 days.
Expected duration of work	12 months after signing the contract
Target start date	August 2022
Deadline	August 2023
Travels Expected[3]	As per the TOR
Special Security Requirements	In order to operate during the COVID19 pandemic, the Service Provider shall provide all necessary protective equipment for its employees and comply with all the standards and recommendations of the WHO and competent bodies of the Republic of Kazakhstan. 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, COVID19 screening (if necessary), for the entire duration of the Contract
Implementation Schedule indicating breakdown and timing of activities/sub-activities	Required (Gantt chart)
Names and curriculum vitae of individuals involved in providing services	Required
Currency	For companies registered in the Republic of Kazakhstan: the proposal shall be submitted in local currency – **tenge (KZT)** For foreign companies - *in US dollars*
Value Added Tax on Price Proposal	* Must be inclusive of VAT and other applicable indirect taxes **If applicable*
Validity Period *(from the last day of submission)*	90 days In exceptional circumstances, UNDP may request to extend the validity of the Proposal beyond that initially indicated in the RFP. This shall be confirmed in writing, without any modification whatsoever on the Proposal.
Partial Quotes	Not permitted

[1] Detailed information is provided in Annex 3 to the Terms of Reference (TOR).

[2] If there is a restriction on free movement in the country due to COVID-19 pandemic, activities shall be performed online/ remotely with no business trips.

[3] If there is a restriction on free movement in the country due to COVID-19 pandemic, activities shall be performed online/ remotely with no business trips.

<table>
<tr><td></td><td></td></tr>
<tr><td>Payment Terms</td><td>
<table>
<tr><th>Stage</th><th>Deliverables</th><th>Results</th><th>Due date</th><th>Amount %</th></tr>
<tr><td>1</td><td>Conducting an analysis of national experience on the organization of rational nutrition in institutions (organizations) that provide services to people with disabilities, the elderly and other categories of people who find themselves in a difficult life situation</td><td>Analytical report with the minutes of Online Presentation</td><td>1 month after signing the contract</td><td>20 %</td></tr>
<tr><td>2</td><td>Develop a draft order "On the approval of natural nutrition standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population"</td><td>Draft order with a package of documents

Presentation Minutes</td><td>8 month after signing the contract</td><td>40%</td></tr>
<tr><td>3</td><td>Develop Methodological recommendations for catering in medical and social institutions (organizations) of the system of social protection of the population</td><td>Methodological recommendations</td><td rowspan="2">11 month after signing the contract</td><td rowspan="2">20%</td></tr>
<tr><td>4</td><td>Conduct at least 8 online meetings/trainings for representatives of medical and social institutions (organizations) to explain and apply the new recommended nutritional standards (dividing students by type of institution).</td><td>Minutes

List of Participants</td></tr>
<tr><td>5</td><td>The final analytical report was submitted, the final act of acceptance was signed</td><td>Final analytical report</td><td>12 month after signing the contract (not later than 20 August 2023)</td><td>20 %</td></tr>
</table>
</td></tr>
<tr><td>Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment</td><td>UNDP Project Manager and representative from the Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan</td></tr>
<tr><td>Type of Contract to be Signed</td><td>Contract for Professional Services</td></tr>
<tr><td>Criteria for Contract Award</td><td>Highest Combined Score (70%– technical proposal and 30%– financial proposal, were minimum passing score of technical proposal is 490 points, or 70% of maximum 700 points).

Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion 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.</td></tr>
<tr><td>Compliance with administrative requirements

PASS/FAIL</td><td>Bids will be evaluated in 3 steps:
Step 1. Pre-liminary examination against the minimum eligibility criteria;
Step 2. Technical evaluation: maximum obtainable points are 700 (passing score 70% or 490 points and above);
Step 3. Financial evaluation.

1. Step 1. Following are defined as the minimum eligibility criteria:</td></tr>
</table>

	1. Acceptance of the UNDP General Terms and Conditions, with the format of the UNDP contract (Annex 2a; Annex 2b – must be password protected); 2. Legal capacity to enter into agreements (certificate of business registration/re-registration, copy of Charter); 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 certified by the chief accountant; 4. Certificate of VAT, if the company is a VAT payer. Otherwise, written confirmation that the company is not a VAT payer; 5. **3 letters of recommendation** from previous customers in the last 3 years for similar /analogous services (on official letterhead, signed and dated); 6. Company **profile** with detailed activity information confirming a**t least 5 years** of experience in the field of nutrition and food security of the country, the development of fundamental and applied biomedical research in the field of nutrition and the prevention of common forms of nutritional deficiencies, the development of sanitary norms and standards, ensuring the quality and safety of food products, improving the promotion of healthy nutrition, the training of specialists in nutrition and dietetics (confirmed by the published work of the organization); 7. Provided resumes, diplomas and certificates of key personnel (as per the Terms of Reference) along with a written confirmation from each employee that they are available during the entire term of the contract; 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 material and technical base (Internet connection, computers, office equipment), provide written confirmation; 10. The company must provide a work schedule (should include the composition of the team and distribution of responsibilities, a description of the approach, as well as the methods and procedures that will be used in carrying out the work); 11. Reputation - a table / list of clients for the last 2 years for similar services required by UNDP with indication of the Customer, year of execution, name of services / works, year of service provision, contract name and customer contact details (e-mail, phone number and full name of contact person). 12. The proposal shall be valid for at least 90 days – to be confirmed in written; * If the above documents are not provided, the organization may not be accepted for the technical evaluation.
Evaluation Criteria	**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)** **A company that does not receive the minimum score for at least one of the criteria, including the criteria for key personnel, is automatically disqualified from the competition.** ☒ Expertise or Organization/ Firm 33% ☒ Methodology and its compliance with the conditions and deadlines 21% ☒ Management structure and personnel qualification 46%

Technical evaluation		Weight	Scores
1.	Expertise of Organization/Firm	33%	230
2.	Methodology and its compliance with the conditions and deadlines	21%	150
3.	Management structure and personnel qualification	46%	320
	Total		**700**

	Expertise	
1.1	**Experience in the field of nutrition and food security of the country, the development of fundamental and applied biomedical research in the field of nutrition and the prevention of common forms of nutritional deficiencies, the development of sanitary norms and standards, ensuring the quality and safety of food products, improving the promotion of healthy nutrition, the training of specialists in nutrition and dietetics (confirmed by the published work of the organization)** • *5 years (minimum requirement) – 126 points;* • *+9 points for each additional year – max. 180 points.*	180
1.2	**Experience of cooperation with central state bodies, with international funds and organizations on the issues of rationalization of nutrition, the needs for basic nutrients and energy of various groups of the population will be an asset** • *Presence – 50 points* • *No experience-0 points*	50
	Total:	230

	Methodology and its compliance with the conditions and deadlines	
2.1	**Understanding of the essence, methodology and expected results of the project corresponds to the terms of reference and is reflected in the proposal. 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.** • *A general understanding of the essence of the work is presented, the methodology and expected results are presented in accordance with the terms of reference - 70 points;* • *A clear understanding of the essence of the work is presented, the methodology and expected results are consistent, disclosed in detail and reflect the description of all stages of work in accordance with the terms of reference, and also contains additional presentation or other material– 100 points*	100
2.2	**Work schedule (must include the composition of the team and the distribution of responsibilities)** • *availability of a work plan – 35 points;* • *the outlined work plan has a logical framework for achieving results, including the distribution of responsibilities of the members of the expert group – 50 points*	50
	Total:	210

	Management structure and personnel qualification	
3.1	**<u>Project Manager</u>**	**40**
	Higher education (medical or economics) • *Bachelor's degree - 7 points (minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
	Experience in managing project teams/teams • *5 years – 7 points (minimum requirement)* • *+1 point for each additional year – max 10 points.*	10

		Experience in the field of medicine, public health, nutrition, nutritionology • *5 years – 8,4 points (minimum requirement);* • *+0,9 point for each additional year – max. 12 points.*	12
		Working level of computer skills (Microsoft Office, Internet); *Availability of skills – 3 points (minimum requirement).*	3
		Knowledge of Russian is obligatory, Kazakh and/or English languages are preferable • *Knowledge of the Russian language – 3.5 points (minimum requirement);* • *Knowledge of Russian, Kazakh and/or English – 5 points*	5
	3.2-3.4	**Senior expert – <u>3 experts</u>, each expert has 35 points**	**105**
		Higher education (medical) • *Bachelor's degree - 7 points (minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
		Research and consulting experience in the development of group and individual recommendations for rationalizing the nutrition of various groups of children and adults, as well as diets and menus • *5 years – 10,5 points (minimum requirement);* • *+0,5 point for each additional year – max. 15 points.*	15
		Working level of computer skills (Microsoft Office, Internet) *Availability of skills – 5 points (minimum requirement).*	5
		Knowledge of Russian is obligatory, Kazakh and/or English languages are preferable • *Knowledge of the Russian language – 3.5 points (minimum requirement);* • *Knowledge of Russian, Kazakh and/or English – 5 points*	5
	3.5-3.8	**Junior expert – 4 experts, each expert has 30 points**	**120**
		Higher education (economic, medical or other humanitarian sciences) • *Bachelor's degree - 7 points (minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
		Research and consulting experience in the development of group and individual recommendations for the rationalization of nutrition for various groups of children and adults, as well as diets and menus • *3 years - 7 points (minimum requirement);* • *+1 point for each additional year – max. 10 points.*	10
		Working level of computer skills (Microsoft Office, Internet) • *Availability of skills – 5 points (minimum requirement).*	5
		Knowledge of Russian is obligatory, Kazakh and/or English languages are preferable • *Knowledge of the Russian language – 3.5 points (minimum requirement);* • *Knowledge of Russian, Kazakh and/or English – 5 points*	5
	3.9	**Lawyer**	**35**
		Higher education (legal, public administration) • *Bachelor's degree - 7 points (minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
		Experience in legal work • *3 years - 7 points (minimum requirement);* • *+1 point for each additional year – max. 10 points.*	10

		Experience in the development and maintenance of the processes of approval and submission for consideration, approval of regulatory legal acts of the Republic of Kazakhstan • *1 year – 7 points (minimum requirement);* • *+1 point for each additional year – max. 10 points.*	10
		Knowledge of the Russian language is mandatory, Kazakh language is preferred • *Knowledge of the Russian language – 3.5 points (minimum requirement);* • *Knowledge of Russian, Kazakh – 5 points*	5
	3.10	**Technical staff**	**20**
		Higher education • *Bachelor's degree – 3.5 points (minimum requirement),* • *Master's degree – 4.3 points,* • *Doctor's degree - 5 points.*	5
		Work experience (total experience) • *3 years – 4.2 points (minimum requirement);* • *+1 point for each additional year – max. 6 points.*	6
		Experience in processing documentation, organizing meetings, typing and layout of text • *1 year – 2,8 points ((minimum requirement));* • *+0,4 point for each additional year – max. 4 points.*	4
		Working level of computer skills (Microsoft Office, Internet) *Availability of skills – 2 points (minimum requirement)*	2
		Knowledge of the Russian language is mandatory, the Kazakh language is preferred • *Knowledge of the Russian language – 2.1 points (minimum requirement);* • *Knowledge of Russian, and Kazakh– 3 points*	3

Step 3. Financial Proposal (30%)
To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP:

Rating the Financial Proposal (FP):
FP Rating = (Lowest Priced Offer / Price of the Offer Being Reviewed) x 100
Total Combined Score:
Combined Score = (TP Rating) x 70% + (FP Rating) x 30%

!!! The financial offer must be password protected.
The password should be provided only at the request of a specialist in the UNDP Procurement Department

UNDP will award the contract to:	One and only one Service Provider
Annexes to this RFP	Forms for Proposal Submission (Annexes 2a and 2b) Template of the Contract and General Terms and Conditions (Annex 4) Detailed TOR (Annex 3)
Contact Person for Inquiries (Written inquiries only)[4]	**Yerden Suttenov, Procurement Specialist** Yerden.suttenov@undp.org 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.

[4] *This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the inquiry was received.*

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Electronic Submission Procedure	Attention: Applicants shall submit their bids by email: procurement.kz@undp.org Technical and financial parts of the Proposal must be submitted in separate files. The financial proposal (Annex 2b) must be **protected by password**. The password to the Financial Proposal must not be provided to UNDP until a request is received from a UNDP Procurement Associate: Yerden Suttenov. -**Document Format:** PDF files only; -File names must have a maximum of 60 characters, which should not contain any special characters other than letters; -Files must not contain viruses and be damaged; -Maximum file size for one electronic transmission: up to 19 MB; -Maximum number of electronic transmissions: 5 messages; - In case of more than 1 transmission / e-mail, please indicate the numerical order in the subject. The e-mail subject shall indicate **RFP-2022-056 - Development of natural nutritional standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population, as well as methodological recommendations for nutrition in medical and social institutions (organizations) of the system of social protection of the population**

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Annex 2a

FORM FOR SUBMITTING SERVICE PROVIDER'S TECHNICAL PROPOSAL[5]

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery[6])

[insert: *Location].*
[insert: *Date]*

To: Yakup Beris
Resident Representative
UNDP Kazakhstan

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP-2022-056 dated July 22, 2022 and all of its annexes, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. **Qualifications of the Service Provider**

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by providing the following:

1. *Company **profile** with detailed activity information confirming **at least 5 years** of experience in the field of nutrition and food security of the country, the development of fundamental and applied biomedical research in the field of nutrition and the prevention of common forms of nutritional deficiencies, the development of sanitary norms and standards, ensuring the quality and safety of food products, improving the promotion of healthy nutrition, the training of specialists in nutrition and dietetics (confirmed by the published work of the organization*
2. *Acceptance of the UNDP General Terms and Conditions, with the format of the UNDP contract (Annex 2a; Annex 2b – must be password protected);*
3. *Legal capacity to enter into agreements (certificate of business registration/re-registration, copy of Charter);*
4. *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 certified by the chief accountant;*
5. *Certificate of VAT, if the company is a VAT payer. Otherwise, written confirmation that the company is not a VAT payer;*
6. ***At least 3 letters of recommendation** from previous customers in the last 3 years for similar /analogous services (on official letterhead, signed and dated);*
7. *Provided resumes, diplomas and certificates of key personnel (according to the Terms of Reference) along with a written confirmation from each employee that they are available during the entire term of the contract;*
8. *Reputation - a table / list of clients for the **last 3 years** for similar services required by UNDP with indication of the Customer, year of execution, name of services / works, year of service provision, contract name and customer contact details (e-mail, phone number and full name of contact person).*
9. *The proposal shall be valid for at least 90 days – to be confirmed in written;*
10. *Availability of material and technical base (Internet connection, computers, office equipment), provide written confirmation*

** If the above documents are not provided, the organization may not be accepted for the technical evaluation.*

B. **Proposed methodology**

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

1. *The company must provide 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);*
2. *The company must provide a work schedule (should include the composition of the team and distribution of*

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[5] *This serves as a guide to the Service Provider in preparing the Proposal.*
[6] *Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes*

responsibilities, a description of the approach, as well as the methods and procedures that will be used in carrying out the work);

C. **Qualifications of Key Personnel**

The Service Provider must provide:

a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;
b) CVs (copies of Diplomas, certificates, etc) demonstrating qualifications; and
c) Written confirmation from each personnel that they are available for the entire duration of the contract

[Name and Signature of the Service Provider's Authorized Person]
[Designation]
[Seal]

Annex 2b

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery in a separate password-protected file with a corresponding note)

[insert: Location].
[insert: Date]

To: Yakup Beris
Resident Representative
UNDP Kazakhstan

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP-2022-056 dated July 22, 2022 and all of its annexes, as well as the provisions of the UNDP General Contract Terms and Conditions:

D. **Cost Breakdown per Deliverable (percentage)**

	Deliverables ***[list them as referred to in the RFP]***	**Results**	**Percentage of Total Price** ***(Weight for payment)***	**Price** ***(Lump Sum in KZT, All Inclusive)***
1	Conducting an analysis of national experience on the organization of rational nutrition in institutions (organizations) that provide services to people with disabilities, the elderly and other categories of people who find themselves in a difficult life situation	Analytical report with the minutes of Online Presentation	20	
2	Develop a draft order "On the approval of natural nutrition standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population"	Draft order with a package of documents Presentation Minutes	40	
3	Develop Methodological recommendations for catering in medical and social institutions (organizations) of the system of social protection of the population	Methodological recommendations	20	
4	Conduct at least 8 online meetings/trainings for representatives of medical and social institutions (organizations) to explain and apply the new recommended nutritional standards (dividing students by type of institution).	Minutes List of Participants		
5	The final analytical report was submitted, the final act of acceptance was signed	Final analytical report	20	
	GRAND Total		100%	

**This shall be the basis of the payment tranches*

E. **Cost Breakdown by Cost Component:**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
Team Leader		12	1	
Senior Expert		12	3	
Junior Expert		12	4	
Lawyer		12	1	
Technical staff		12	1	
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Others				
III. Other Related Costs (provide breakdown if available)				
IV. VAT (if applicable)				
Total amount (indicate the total amount of the services including VAT, if it is applicable)				

[Name and Signature of the Service Provider's Authorized Person]
[Designation]

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Annex 3

Terms of Reference (TOR)

Project title and number	№00123514 «Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups»
Required services	Development of natural nutritional standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population, as well as methodological recommendations for nutrition in medical and social institutions (organizations) of the system of social protection of the population
Contract type	Contract for Professional Services
Duty station	At the location of the Supplier with business trips (details are indicated in the "Duty station" section of this Terms of Reference (TOR)
Duration	Approximately 20 August 2022 – 20 August 2023 (12 months after signing the contract, but not later than 20 August 2023)

A. General background and justification

In 2021 the Ministry of Labor and Social Protection of Population of the Republic of Kazakhstan (hereinafter – the Ministry) and the United Nations Development Program in Kazakhstan (hereinafter – UNDP) have signed an agreement on the implementation of a joint project "Enhancing Effectiveness of Social Protection Programmes and Improving Access and Participation of Socially Vulnerable Groups" for 2021-2023 (hereinafter – a joint project).

The project is aimed at further supporting the efforts of the Republic of Kazakhstan in improving social policy in accordance with the Strategy "Kazakhstan 2050" and the National Plan for Ensuring the Rights and Improving the Quality of Life of Persons with Disabilities until 2025 (hereinafter – the National Plan).

Ensuring equal access to high-quality social services is defined as one of the tasks of the National Plan[7].

In the Republic of Kazakhstan, there are 751 state and 164 non-governmental organizations (institutions) that provide special social services to more than 110 thousand people who find themselves in a difficult life situation, in a hospital, semi-hospital, home care and temporary stay (Annex 1 to this Terms of Reference).

Considering the specifics of the contingent of children and adults in these institutions (organizations), the issues of organizing adequate nutrition have particular importance as an important factor in the quality of life, preventing exacerbations, progression of many diseases, and maintaining health.

With the observed growth in the well-being of the country's population, as well as in the context of achieving the Sustainable Development Goals2[8], it seems important that the norms of food consumption in the institutions (organizations) of the social protection system of the population correspond as much as possible to the physiological needs of the body, the nature of the physical activity and meet modern achievements in nutrition science.

Healthy nutrition - nutrition, taking into account gender, age, the nature of a person's work, natural and climatic conditions, national and ethnic characteristics.

The current natural nutritional norms for persons served in medical and social institutions, rehabilitation centers, educational institutions for children with disabilities, territorial social service centers, day care departments, social adaptation centers[9] (hereinafter referred to as nutritional norms) were developed and aimed at improving nutritional (food) and immune status in the elderly, persons with disabilities and persons without a fixed place of residence.

At the same time, both the list of persons receiving special social services and the network of social service organizations have been expanded in recent years.

It should be noted that the current nutritional standards do not take into account:

- gender and age characteristics of nutrition in medical and social institutions (organizations);
- do not contain nutritional norms for children from 1.5 to 7 years old receiving special social services;
- do not regulate the issues of therapeutic (dietary) nutrition[10].

In this regard, it is currently required to improve the existing natural nutritional standards for persons served in organizations (institutions) that provide special social services. At the same time, nutritional standards should not be focused on the type of organization, but on the conditions, mode of stay and categories of recipients of services.

B. Implementation and objectives of this assignment

The introduction of new natural nutritional standards will help improve the quality of life of people who find themselves in a difficult life situation and receive services in medical and social organizations of the system of social protection of the population in a hospital, semi-hospital and temporary stay (hereinafter - MSO).

The main objective of this Terms of Reference is to develop:

[7] approved by the Decree of the Government of the Republic of Kazakhstan dated May 28, 2019 No. 326

[8] SDG2. End hunger,achieve food security and improved nutrition and promote sustainable agriculture

[9] approved by order of the Acting Minister of Health and Social Development of the Republic of Kazakhstan dated November 27, 2015 No. 896

[10] when organizing a stationary type, it is envisaged to create wards (departments) for palliative care, crisis wards (departments) for persons who need additional care, enhanced monitoring and (or) emergency emergency medical care.

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- Draft order “On approval of natural nutritional standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population (hereinafter referred to as the draft order on approval of natural nutrition standarts);
- methodological recommendations on nutrition in medical and social institutions (organizations) of the system of social protection of the population.

C. Approach and methodology

To fulfill this Terms of Reference, UNDP will engage a competent company capable of providing quality services (hereinafter referred to as the Supplier).

It's expected that the task will be implemented sequentially. The supplier will have to study and analyze the national practice of nutrition in institutions (organization) that provide services to persons with disabilities, the elderly, and other categories of people in difficult life situations in the system of social protection of the population. And only after that proceed to the development of draft orders and methodological recomedations, specified in section B of this Term of references.

When carrying out work, it is recommended to study and use the following documents:

- Law of the Republic of Kazakhstan dated December 29, 2008 "On special social services";
- Decree of the Government of the Republic of Kazakhstan dated March 18, 2015 No. 146 “On approval of the Rules for the development of natural norms”;
- Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated March 26, 2015 No. 165 “On approval of standards for the provision of special social services in the field of social protection of the population”;
- Order of the Minister of Health and Social Development of the Republic of Kazakhstan dated December 21, 2016 No. 1079 “On approval of the standard for the provision of special social services to victims of domestic violence”;
- Order of acting Minister of Health and Social Development of the Republic of Kazakhstan dated February 24, 2016 No. 138 "On approval of the standard for the provision of special social services to victims of human trafficking";
- Order of the Minister of Labor and Social Protection of the Population of the Republic of Kazakhstan dated August 29, 2018 No. 379 “On approval of the rules for the activities of organizations providing special social services”;
- Order of acting Minister of Health and Social Development of the Republic of Kazakhstan dated November 27, 2015 No. 896 “On approval of natural nutritional standards for persons served in medical and social institutions, rehabilitation centers, educational institutions for children with disabilities, territorial social service centers, day care centers, centers social adaptation”;
- Order of the Minister of National Economy of the Republic of Kazakhstan dated December 9, 2016 No. 503 “On approval of scientifically based physiological norms for food consumption”;
- Order of the Minister of Health of the Republic of Kazakhstan dated December 21, 2020 No. 302/2020 "On approval of nutrition standards in healthcare and education organizations"

This List is advisory in nature and is not exhaustive.

It is expected that the potential Supplier will gradually submit the interim results for comments (Section E “Expected results”) for comments and take measures to make the necessary adjustments. Upon completion of the work, a final analytical report will be submitted, including all the results of the work on this Terms of Reference.

By participating in this competition, the potential Supplier agrees that after the completion of the work and signing the certificate of completion, the Supplier will provide consultations and explanations on issues related to this Terms of Reference, as well as take part in discussions on the topic of catering in the MSO.

D. Scope of work

1. To study and conduct the analysis of national experience in organizing rational nutrition in institutions (organizations) that provide services to people with disabilities, the elderly and other categories of people who find themselves in a difficult life situation.
Tasks:
1) study of legal acts and experience in the field of rational nutrition in institutions (organizations) of social protection, healthcare, education;

2) development of proposals for improving the existing nutritional standards for the elderly, the disabled and certain groups of people of working age in MSOs;

3) presentation and discussion of the results of work in the Ministry.

2. Develop a draft order "On the approval of natural nutrition standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population", including the following sections:

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1	Nutrition for service recipients in MSOs in a hospital stay	1.1. Natural nutritional norms in a hospital, depending on gender and age; 1.2. Natural norms of dietary (therapeutic) nutrition in a hospital, depending on gender and age; 1.3. Chemical composition and energy value of the recommended daily allowance for the consumption of a set of food products; 1.4. Nutritional Density of the Food Set (FAO/WHO Recommended Nutrient Density (per 1000 kcal), Nutrient Density of the Food Set (per 1000 kcal). 1.5. Natural norms for replacing some products with others in the food set. Age groups: women (girls) – from 3 to 6 years old, 7-10 years old, 11 – 17 years old, from 18 to 39 years old, from 40 to 58 years old, over 58 years old (women); men (boys) – from 3 to 6 years old, 7 -10 years old, 11 – 17 years old, from 18 to 39 years old, from 40 to 63 years old, over 63 years old.
2	Nutrition for service recipients in the wards (departments) of palliative care at MSO in a hospital setting	2.1. Natural nutritional norms in the wards (departments) of palliative care for MSO in a hospital, depending on the gender and age of service recipients; 2.2. Natural norms of dietary (therapeutic) nutrition in the wards (departments) of palliative care for MSO in a hospital, depending on gender and age; 2.3. Chemical composition and energy value of the recommended daily allowance for the consumption of a set of food products; 2.4. Nutritional Density of the Food Set (FAO/WHO Recommended Nutrient Density (per 1000 kcal), Nutrient Density of the Food Set (per 1000 kcal). 2.5. Natural norms for replacing some products with others in the food set. Age groups: women (girls) – from 3 to 6 years old, 7-10 years old, 11 – 17 years old, from 18 to 39 years old, from 40 to 58 years old, over 58 years old (women); men (boys) – from 3 to 6 years old, 7 -10 years old, 11 – 17 years old, from 18 to 39 years old, from 40 to 63 years old, over 63 years old.
3	Nutrition for service recipients in a rehabilitation centers for people with disabilities and (or) children with disabilities	3.1. Natural nutritional norms in a semi-hospital setting, depending on the gender and age of the recipients of services (an approximate sample is attached); 3.2. Natural norms of dietary (therapeutic) nutrition in a semi-hospital, depending on gender and age (an approximate sample is attached); 3.3. Chemical composition and energy value of the recommended daily allowance for the consumption of a set of food products; 3.4. Nutritional Density of the Food Set (FAO/WHO Recommended Nutrient Density (per 1000 kcal), Nutrient Density of the Food Set (per 1000 kcal). 3.5. Natural norms for replacing some products with others in the food set. Age groups: women (girls) - from 1.5 to 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, from 40 to 58 years old, over 58 years old (women) ; men (boys) - from 1.5 from 3 years old, from 4 to 6 years old, 7-10 years old, 11-17 years old, from 18 to 39 years old, from 40 to 63 years old, over 63 years old.
4	Nutrition for service recipients in a semi-hospital setting (working hours from four to ten hours a day)	4.1. Natural nutritional norms in a semi-hospital setting, depending on the gender and age of the recipients of services (an approximate sample is attached); 4.2. Natural norms of dietary (therapeutic) nutrition in a semi-hospital, depending on gender and age (an approximate sample is attached); 4.3. Chemical composition and energy value of the recommended daily allowance for the consumption of a set of food products; 4.4. Nutritional Density of the Food Set (FAO/WHO Recommended Nutrient Density (per 1000 kcal), Nutrient Density of the Food Set (per 1000 kcal). 4.5. Natural norms for replacing some products with others in the food set. Age groups: women (girls) - from 1.5 to 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, from 40 to 58 years old, over 58 years old (women) ; men (boys) - from 1.5 from 3 years old, from 4 to 6 years old, 7-10 years old, 11-17 years old, from 18 to 39 years old, from 40 to 63 years old, over 63 years old.
5	Nutrition for recipients of services in conditions of temporary stay (round-the-clock stay)	5.1. Natural nutritional norms in conditions of temporary stay, depending on the gender and age of the recipients of services (an approximate sample is attached); 5.2. Natural norms of dietary (therapeutic) nutrition in conditions of temporary stay, depending on gender and age (an approximate sample is attached); 5.3. Chemical composition and energy value of the recommended daily allowance for the consumption of a set of food products; 5.4. Nutritional Density of the Food Set (FAO/WHO Recommended Nutrient Density (per 1000 kcal), Nutrient Density of the Food Set (per 1000 kcal).

		5.5. Natural norms for replacing some products with others in the food set. Age groups: women (girls) - from 1.5 to 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, from 40 to 58 years old, over 58 years old (women) ; men (boys) - from 1.5 from 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, from 40 to 63 years old, over 63 years old.
6	Nutrition for service recipients under conditions of temporary stay (stay up to 4 hours, one-time meals)	6.1. Natural nutritional norms in conditions of temporary stay, depending on the gender and age of the recipients of services (an approximate sample is attached); 6.2. Natural norms of dietary (therapeutic) nutrition in conditions of temporary stay, depending on gender and age (an approximate sample is attached); 6.3. Chemical composition and energy value of the recommended daily allowance for the consumption of a set of food products; 6.4. Nutritional Density of the Food Set (FAO/WHO Recommended Nutrient Density (per 1000 kcal), Nutrient Density of the Food Set (per 1000 kcal). 6.5. Natural norms for replacing some products with others in the food set. Age groups: women (girls) - from 1.5 to 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, 40 to 58 years old, over 58 years old (women); men (boys) - from 1.5 from 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, from 40 to 63 years old, over 63 years old.
7	Nutrition for service recipients under conditions of temporary stay (stay up to 6 hours, two meals a day)	7.1. Natural nutritional norms in conditions of temporary stay, depending on the gender and age of the recipients of services (an approximate sample is attached); 7.2. Natural norms of dietary (therapeutic) nutrition in conditions of temporary stay, depending on gender and age (an approximate sample is attached); 7.3. Chemical composition and energy value of the recommended daily allowance for the consumption of a set of food products; 7.4. Nutritional Density of the Food Set (FAO/WHO Recommended Nutrient Density (per 1000 kcal), Nutrient Density of the Food Set (per 1000 kcal). 7.5. Natural norms for replacing some products with others in the food set. Age groups: women (girls) - from 1.5 to 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, 40 to 58 years old, over 58 years old (women); men (boys) - from 1.5 from 3 years old, from 4 to 6 years old, 7-10 years old, 11 - 17 years old, from 18 to 39 years old, from 40 to 63 years old, over 63 years old.

The realities of the country's food resources and traditions in the predominant consumption of certain products that do not contradict the principles of healthy nutrition should be taken into account in the process of forming the recommended natural nutritional norms for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population.

Objectives:

1. Development of a draft order;
2. Preparation and support of the draft normative legal acts (NLA) at the stage of scientific anti-corruption expertise;
3. Interaction, coordination with stakeholders state bodies, the national chamber of entrepreneurs "Atameken", the public council of the MLSPP and other parties, including at the stage of approval of the draft/s of the NLA;
4. Preparation of the necessary materials (including justifications, explanations, economic calculations, requests, presentation materials) related to the developed draft NLA;
5. Assistance in preparing the necessary materials within the framework of the developed draft NLA for consideration by the republican budget commission, interdepartmental commissions, including those on legislative activities.
6. Obtaining the necessary reviews, including reviews from at least three organizations providing special social services;
7. Carrying out a comparative calculation of the cost of a daily set of products of existing and proposed (recommended) natural nutritional standards.

3. Develop Methodological recomendations for catering in medical and social institutions (organizations) of the system of social protection of the population, including, among other things:
- the procedure for nutrition in the MSO, including the requirements for maintaining documentation (for example, a quality control journal; a journal "C - fortification", replacement of food products, the recommended weight of a portion of dishes in grams depending on age, a record of control over the implementation of food standards, etc.);
- a methodology for compiling of 4-week menu of dishes developed for the summer-autumn, winter-spring periods of the year.

The required content of the Methodological recomendations is not exhaustive and may be supplemented by a potential Supplier.

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4. Hold at least 8 online meetings/trainings for representatives of medical and social institutions (organizations) to explain and apply the new recommended nutritional standards (with students divided by types of institutions).

5. Presentation of the results of work in the Ministry of Labor and Social Protection of the Population of the Republic of Kazakhstan.

E. Deliverables

The following is a preliminary implementation and the Contractor may adjust the work schedule in accordance with certain objectives and based on available resources.

Stage	Deliverables	Results	Due date	Amount %
1	Conducting an analysis of national experience on the organization of rational nutrition in institutions (organizations) that provide services to people with disabilities, the elderly and other categories of people who find themselves in a difficult life situation	Analytical report with the minutes of Online Presentation	1 month after signing the contract	20 %
2	Develop a draft order "On the approval of natural nutrition standards for persons receiving special social services in medical and social institutions (organizations) of the system of social protection of the population"	Draft order with a package of documents Presentation Minutes	8 month after signing the contract	40%
3	Develop Methodological recomendations for catering in medical and social institutions (organizations) of the system of social protection of the population	Methodological recomendations	11 month after signing the contract	20%
4	Conduct at least 8 online meetings/trainings for representatives of medical and social institutions (organizations) to explain and apply the new recommended nutritional standards (dividing students by type of institution).	Minutes List of Participants		
5	The final analytical report was submitted, the final act of acceptance was signed	Final analytical report	12 month after signing the contract (not later than 20 August 2023)	20 %

All results of the work should be presented in Kazakh and Russian languages. For the purposes of agreement and receipt of comments, the text can be submitted in electronic format. Final analytical work - in electronic and paper (at least 2 copies). MS WORD format (2003 and later), font:Times New Roman, 12.

F. Expected duration of the assignment

The duration of work is 12 months from the date of signing the contract. The contract is scheduled to start approximately in August 2022.

G. Duty station

The work will be performed at the location of the contractor. However, the potential supplier must allocate sufficient time to visit Nur-Sultan (in case the contarctor is not located in Nur-Sultan) to discuss and present the results of the work. All travel expenses, equipment rental, communication services and other costs associated with this work must be included in the proposal.

Route	Destination	Number of trips	Number of days
Location - Nur-Sultan (in case the Supplier is not located in Nur-Sultan) 2 persons for 3 days	Nur-Sultan	2	3

H. Responsibility and accountability

- The Contractor fully coordinates its actions with the Project Manager on a regular basis and/or at the request of the project manager.In other words, the Contractor interacts with the Project Manager to resolve the day-to-day issues that arise during the assignment. The Contractor also interacts with representatives of the Ministry, and also holds working meetings with them when they are considered necessary.
- The Contractor is fully responsible for the quality and volume of work performed, has the appropriate competence and ensures the timely implementation of the activities specified in this Terms of Reference. The Contractor must submit all materials related to the assignment to the project manager and the Ministry for comments and approval.

- The Contractor undertakes to comply with the information security policies and procedures of the beneficiary and UNDP.
- The work must be done efficiently and in a timely manner, in accordance with the requirements of the contract and the terms of reference. In case of poor quality of work of the Contractor UNDP reserves the right to terminate the contract unilaterally.
- UNDP reserves the right to make changes of no more than 25% to the Terms of Reference that do not affect the overall nature of the work and cost of services under the Contract.
- Responsibility for high-quality translation of texts into the Kazakh/Russian languages lies with the contractor.

IMPORTANT: 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 entire period of Contract.

I. Qualification requirements.

A service provider may be a company / organization duly registered and meeting the following requirements:

- Must have legal capacity to enter into agreements (copy of Charter, certificate of business registration/re-registration, Certificate of VAT payment, if the company is a VAT payer. Otherwise, written confirmation that the company is not a VAT payer).
- Be solvent, not subject to liquidation, its property cannot be seized, its financial and economic activities cannot be suspended in accordance with the law (certificates of the absence of debts in the tax authorities, balance sheets for 2020-2021);
- Present a company profile with detailed information on activities that confirms at least 5 years of experience in the field of nutrition and food security of the country, the development of fundamental and applied biomedical research in the field of nutrition and the prevention of common forms of nutritional deficiencies, the development of sanitary norms and standards, ensuring the quality and safety of food products, improving the promotion of healthy nutrition, the training of specialists in nutrition and dietetics (confirmed by the published work of the organization);
- Experience of cooperation with central state bodies, with international funds and organizations on the issues of rationalization of nutrition, the needs for basic nutrients and energy of various groups of the population is desirable;
- Reputation - provide a list of services rendered for the last 3 (three) years in the required area to confirm experience (name of the Customer, subject of services/works, year of service and client contact details (e-mail, phone number and full name of the contact person);
- Provide at least 3 letters of recommendation from previous customers in the last 3 years for similar /analogous services (on official letterhead, signed and dated);
- Availability of material and technical base (Internet connection, computers, office equipment), provide written confirmation;
- Availability of a methodology for implementation and a work schedule (must include a description of the methods and procedures for performing work, the composition of the team and the distribution of responsibilities);
- 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.

Requirements for the main staff and qualifications of a group of experts involved in the implementation of work on this technical assignment:

#	Team composition	Number of people	Min. acceptable educational level and field of study	Special skills / experience
1	Team Leader	1	Higher education (medical or economics)	- at least 5 years of experience in managing project teams/teams; - at least 5 (five) years of experience in the field of medicine, public health, nutrition, nutritionology; - computer skills (Microsoft Office, Internet); - knowledge of Russian is obligatory, Kazakh and/or English languages are preferable;
2	Senior Expert	3	Higher education (medical)	- at least 5 years of research and consulting experience in the development of group and individual recommendations for rationalizing the nutrition of various groups of children and adults, as well as diets and menus; - computer skills (Microsoft Office, Internet); - knowledge of Russian is obligatory, Kazakh and/or English languages are preferable

3	Junior Expert	4	Higher education (economic, medical or other humanitarian sciences)	- at least 3 years of research and consulting experience in the development of group and individual recommendations for the rationalization of nutrition for various groups of children and adults, as well as diets and menus; - computer skills (Microsoft Office, Internet); - knowledge of the Russian language is mandatory, Kazakh and/or English languages are preferred
4	Lawyer	1	Higher education (legal, public administration)	- At least 3 years of experience in legal work; - experience in the development and maintenance of the processes of approval and submission for consideration, approval of regulatory legal acts of the Republic of Kazakhstan for at least 1 year; - knowledge of the Russian language is mandatory, Kazakh language is preferred
5	Technical staff	1	Higher education	- work experience of at least 3 years; - At least 1 year of experience in processing documentation, organizing meetings, typing and layout of text; - computer skills (Microsoft Office, Internet), - knowledge of the Russian language is mandatory, the Kazakh language is preferred.

** The requirement for the number of specialists reflects the vision of UNDP and the Ministry, but is not exhaustive and can be changed by a potential supplier, with a reasoned justification.*

J. Financial proposal

The price offer shall include all company's costs with a detailed breakdown by items stipulated under the " Expected results/ deliverables and payment terms", 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). Travel expenses must be included in the financial proposal. 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.
Payment is made in 4 tranches after satisfactory completion of each item of the "Expected results/ deliverables and payment terms" of the Terms of Reference and authorization of the results by the UNDP Project Manager and the provision of a certificate of completion and invoice.
The Contractor's proposal must be submitted indicating the lump sum payment according to the tranches indicated in section "Deliverables"

K. Confidentiality

Information related to this work must not be transferred to third parties, with the exception of authorized recipients (UNDP, the Ministry), including after end of the contract. Transfer of any information related to work to subcontractors or other parties must be strictly coordinated with UNDP and the Ministry.
All employees of a potential contractor who have access to data and internal documents of state bodies will have to sign a non-disclosure statement of information related to this work.
All information related to this work must be kept confidential and used only for the above work purposes. UNDP and the Ministry must be immediately notified of any unauthorized copying, use or disclosure of information related to this project.

M. Evaluation Criteria

Contractors will be assessed by a cumulative approach/Highest Combined Score based on technical qualification and a financial proposal:

- weight of a technical proposal (70%),
- weight of a financial proposal (30%);

UNDP General Terms and Conditions of Contract (GTCs) shall be fully accepted.

Summary of Technical Proposal Evaluation Forms	**Weight**	**Points**
Company professional experience	33%	230
Proposed methodology and work plan	21%	150
Organizational structure and key personnel	46%	320
Total:		**700**

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	Evaluation criteria/subcriteria	Max. points
1	**Expertise of the Firm (33%)**	**230**
1.1	experience in the field of nutrition and food security of the country, the development of fundamental and applied biomedical research in the field of nutrition and the prevention of common forms of nutritional deficiencies, the development of sanitary norms and standards, ensuring the quality and safety of food products, improving the promotion of healthy nutrition, the training of specialists in nutrition and dietetics (confirmed by the published work of the organization) • *5 years (minimum requirement) – 126 points;* • *+9 points for each additional year – max. 180 points.*	180
1.2	Experience of cooperation with central state bodies, with international funds and organizations on the issues of rationalization of nutrition, the needs for basic nutrients and energy of various groups of the population will be an asset • *Presence – 50 points* • *No experience-0 points*	50
2	**Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (21%)**	**150**
2.1	Understanding of the essence, methodology and expected results of the project corresponds to the terms of reference and is reflected in the proposal. 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. • *A general understanding of the essence of the work is presented, the methodology and expected results are presented in accordance with the terms of reference - 70 points;* • *A clear understanding of the essence of the work is presented, the methodology and expected results are consistent, disclosed in detail and reflect the description of all stages of work in accordance with the terms of reference, and also contains additional presentation or other material– 100 points*	100
2.2	Work schedule (must include the composition of the team and the distribution of responsibilities) • *availability of a work plan – 35 points;* • *the outlined work plan has a logical framework for achieving results, including the distribution of responsibilities of the members of the expert group – 50 points*	50
3	**Management Structure and Qualification of Key Personnel (46%)**	**320**
3.1	**Project Manager**	**40**
	Higher education (medical or economics) • *Bachelor's degree - 7 points (minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
	experience in managing project teams/teams • *5 years – 7 points (minimum requirement);* • *+1 point for each additional year – max. 10 points.*	10
	experience in the field of medicine, public health, nutrition, nutritionology • *5 years – 8,4 points(minimum requirement);* • *+0,9 point for each additional year – max. 12 points.*	12
	working level of computer skills (Microsoft Office, Internet); • *Availability of skills – 3 points (minimum requirement).*	3
	knowledge of Russian is obligatory, Kazakh and/or English languages are preferable • *Knowledge of the Russian language – 3.5 points(minimum requirement);* • *Knowledge of Russian, Kazakh and/or English – 5 points*	5
3.2-3.3	**Senior expert – 3 experts, each expert has 35 points**	**105**
	Higher education (medical) • *Bachelor's degree - 7 points (minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
	research and consulting experience in the development of group and individual recommendations for rationalizing the nutrition of various groups of children and adults, as well as diets and menus • *5 years – 10,5 points (minimum requirement);* • *+0,5 point for each additional year – max. 15 points.*	15
	working level of computer skills (Microsoft Office, Internet) • *Availability of skills – 5 points (minimum requirement).*	5

	knowledge of Russian is obligatory, Kazakh and/or English languages are preferable • *Knowledge of the Russian language – 3.5 points (minimum requirement);* • *Knowledge of Russian, Kazakh and/or English – 5 points*	5
3.4-3.8	**Junior expert – 4 experts, each expert has 30 points**	**120**
	Higher education (economic, medical or other humanitarian sciences) • *Bachelor's degree - 7 points (minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
	research and consulting experience in the development of group and individual recommendations for the rationalization of nutrition for various groups of children and adults, as well as diets and menus • *3 years - 7 points (minimum requirement);* • *+1 point for each additional year – max. 10 points.*	10
	working level of computer skills (Microsoft Office, Internet) • *Availability of skills – 5 points(minimum requirement).*	5
	knowledge of the Russian language is mandatory, Kazakh and/or English languages are preferred • *Knowledge of the Russian language – 3.5 points(minimum requirement);* • *Knowledge of Russian, Kazakh and/or English – 5 points*	5
3.9	**Lawyer**	**35**
	Higher education (legal, public administration) • *Bachelor's degree - 7 points(minimum requirement),* • *Master's degree – 8.5 points,* • *Doctor's degree - 10 points.*	10
	experience in legal work • *3 years - 7 points(minimum requirement);* • *+1 point for each additional year – max. 10 points.*	10
	experience in the development and maintenance of the processes of approval and submission for consideration, approval of regulatory legal acts of the Republic of Kazakhstan • *1 year – 7 points(minimum requirement);* • *+1 point for each additional year – max. 10 points.*	10
	knowledge of the Russian language is mandatory, Kazakh language is preferred • *Knowledge of the Russian language – 3.5 points (minimum requirement);* • *Knowledge of Russian, Kazakh – 5 points*	5
3.10	**Technical staff**	**20**
	Higher education • *Bachelor's degree – 3.5 points* (*minimum requirement),* • *Master's degree – 4.3 points,* • *Doctor's degree - 5 points.*	5
	work experience (total experience) • *3 years – 4.2 points (minimum requirement);* • *+1 point for each additional year – max. 6 points.*	6
	experience in processing documentation, organizing meetings, typing and layout of text • *1 year – 2,8 points ((minimum requirement));* • *+0,4 point for each additional year – max. 4 points.*	4
	working level of computer skills (Microsoft Office, Internet) • *Availability of skills – 2 points (minimum requirement)*	2
	knowledge of the Russian language is mandatory, the Kazakh language is preferred • *Knowledge of the Russian language – 2.1 points (minimum requirement);* • *Knowledge of Russian, and Kazakh – 3 points*	3

Please note that if an offeror does not meet any of the minimum technical qualification criteria/requirements specified in the Terms of Reference (TOR), they will be scored zero and will be automatically disqualified. A disqualified candidate will not be evaluated further.

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Annex 1

LIST OF MEDICAL AND SOCIAL INSTITUTIONS (ORGANIZATIONS) PROVIDING MEALS

#	Form of social service *(provision of meals)*	Type of organization*	Organization of work			Recipients of services
			residence	**mode**	**Number of hours**	
1	Inpatient facility *(hot meals, including dietary meals)*	1. Medical and social institution (organization) for children with neuropsychiatric pathologies	permanent temporary (up to 3 months)	24 hours	24 h.	- children from 3 to 18 years old, with neuropsychiatric diseases
		2. Medical and social institution (organization) for the people with neuropsychiatric diseases				- persons over 18 years of age with neuropsychiatric diseases
		3. Medical and social institution (organization) for the elderly and people with disabilities				- single elderly and people with disabillities who are not able to serve themselves independently and who need outside care due to health reasons
		4. Medical and social institution (organization) for children with musculoskeletal system disorders				- children with disorders of the musculoskeletal system from 3 to 18 years with preserved intelligence
2	Semi - stationary (hot meals, including dietary meals, only in organizations that work more than 4 hours)	1. Department (center) of day stay	long - term temporary (up to 6 months)	daytime	from 4 to 10 hours per day	- children with disabilities from 1.5 to 18 years with neuropsychiatric pathologies; - children with disorders of the musculoskeletal system from 1.5 to 18 years; - persons over 18 years of age with neuropsychiatric diseases; - people with disabilities of the first and second groups; - elderly persons who have reached retirement age, are unable to serve themselves independently and need help for health reasons.
		2. Territorial center for the people with disabilities and elderly		daytime		
		3. Rehabilitation center for the people and (or) children with disabilities		daytime at night* (in case of residence of the recipient of services in another locality and/or by the decision of the local executive bodies for persons with disabilities)		
3	In the conditions of temporary stay (hot meals, meals)	1. Center for Social Adaptation	temporary (up to one year)	24 hours	24 h.	- persons without a fixed place of residence; - persons released from places of deprivation of liberty and (or) registered with the probation service
		2. Overnight stay house (without providing hot meals)	temporary (up to one year)	at night	From 21:00 to 9:00	

					(summer time) From 18:00 to 10:00 *(winter time)*	
		3. Crisis Center for victims of domestic violence 4. Center for Social Assistance to Victims of Domestic Violence 5. Shelter for victims of domestic violence	temporary (up to 6 months)	24 hours daytime	24 h. From 2 to 6 ours	- persons who have been subjected to ill-treatment that has led to social distress and social deprivation; - persons in a difficult life situation due to the threat of ill-treatment and violence; Minors with parents or legal representatives are also accepted
		6. Rehabilitation Center for Victims of Human Trafficking 7. Center for Social Assistance to Victims of Human Trafficking 8. Shelter for victims of human trafficking	temporary (up to 6 months) long - term (in case of contract extension)	24 hours daytime	24 h. From 1 to 4 hours	- victims of human trafficking Minors with parents or legal representatives are also accepted

** Types of inpatient institutions are specified in accordance with Orders No. 165 dated March 26, 2015 "On Approval of standards for the provision of special social services in the field of social protection of the population", No. 1079 dated December 21, 2016 "On Approval of the standard for the provision of special social services to victims of Domestic Violence"; No. 138 dated February 24, 2016 "On approval of the standard for the provision of special social services to victims of human trafficking"*