

REQUEST FOR PROPOSAL (RFP)

UNITED NATIONS DEVELOPMENT	DATE: August 1, 2022
PROGRAMME	
PROJECT NAME AND ID:	REFERENCE: RFP-2022-058_Provision of services on Open
00123513 – Institutional Support to	data policies and practices comparative analysis in selective
the Astana Civil Service Hub /	countries
00127858 – Capacity Building for	
Innovation in Governance and	
Digitalization of Public Services	

Dear Sir / Madam:

We kindly request you to submit your Proposal for Provision of services on Open data policies and practices comparative analysis in selective countries.

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 15 August 2022, 18.00 by Nur-Sultan time (GMT+6) and via email, courier mail or fax to the email address procurement.kz@undp.org with mandatory indication of the Reference RFP-2022-058 in the subject of your letter.

Your Proposal must be expressed in English 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 3.

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:

 $\underline{\text{http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html}$

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 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/unscc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

E4D23A614AD4405...
Sincerely yours,
Karina Yamashita
Procurement Associate
8/1/2022



Annex 1

Description of Requirements

	0012351	3 – Institutional Support to the Astand	a Civil Service Hub /	
Context of the	00127858 – Capacity Building for Innovation in Governance and			
Requirement	Digitalisation of Public Services			
Implementing Partner of UNDP	Agency o	f the Republic of Kazakhstan for civil	service affairs, UNDP	
Brief Description of the Required Services ¹	Effective open data policies and practices have the potential to increase transparency of government information, thus contributing to enhancing citizens' rights to public access to information, and to expand the participation, interaction, and social inclusion of citizens. They also have the potential to generate direct and indirect economic gains through the varied use of open government data.1 A preliminary overview of open data policies and practices indicates that they treat the provision and use of open data in different ways. Thus, it appears that a comparative analysis of open data practices across the world provides an opportunity for learning from each other. In this context, the ACSH is interested to engage a consultancy firm to study open data policies and practices in selective countries, and in Kazakhstan and to provide recommendations for their improvement, as well as to disseminate such information through workshops for government officials in Kazakhstan and from the countries of the region.			
List and Description of				
Expected Outputs to be	No	Deliverables	Deadline	
Delivered	1	Draft report as per description contained in section C, 1, 1.4 (excluding the recommendations)	60 days after signing the contract	
	2	Preparation and delivery of knowledge sharing material on open data policies and practices across the world to be delivered by the Contractor at a workshop to be held in Nur-Sultan, Kazakhstan between 7 and 15 November 2022	5 November 2022	
	3	Preparation and delivery of training material on open data policies and practices across the world, as well as open data implementation and practices in the Republic of Kazakhstan to be delivered by the Contractor at two workshops to be	5 November 2022	

 $[\]overline{\ }^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.

	4 Final r	n Nur-Sultan, Kazakhsta een 7 and 15 November eport including emendations and other nation from the worksho	2022 ² No later th after signir	-
Person to Supervise the Work/Performance of the Service Provider	Project Manager			
Frequency of Reporting	As per ToR			
Progress Reporting Requirements	As per ToR			
Location of work	☑ At Contractor	s/es [pls. specify] 's Location, with one r		
Expected duration of work	3 calendar mont	hs from the signing of	f the UNDP-format C	Contract
Target start date	Late August 202	2		
Latest completion date	December 2022			
Travels Expected	Destination/s	Estimated Duration	Brief Description of Purpose of the Travel	Target Date/s
	Nur-Sultan	9 days	To attend 3 workshops as per details in ToR	November 2022
Implementation Schedule indicating breakdown and timing of activities/subactivities	☑ Required ☐ Not Required			
Names and curriculum vitae of individuals who will be involved in completing the services	⊠ Required ☐ Not Required			
Currency of Proposal	☑ United States ☐ Euro			
		у		

² The training delivery approaches to be used should include, but not limited to, the following: (i) presentation of the research results; (2) discussion and elaboration of joint recommendations in working groups with trainer facilitation; (iii) drawing up a road map for actions to be taken for improving the content and presentation of data in the open data portals.

³ VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Validity Period of Proposals (Counting for	⊠ 90 days			
the last day of submission of quotes)	the validity of the P	Proposal beyond osal shall then o	what has be confirm the e	the Proposer to extend en initially indicated in extension in writing, posal.
Partial Quotes	☑ Not permitted			
Payment Terms ⁴	Outputs	Percentage	Timing	Condition for Payment Release
	Draft report as per description contained in section C, 1, 1.4 (excluding the recommendations) Preparation and delivery of knowledge sharing material on open data policies and practices across the world to be delivered by the Contractor at a workshop to be held in Nur-Sultan, Kazakhstan between 7 and 15 November 2022 Preparation and delivery of training material on open data policies and practices across the world, as well as open data implementation and practices in the Republic of Kazakhstan to be delivered by the Contractor at two workshops to be held in Nur-Sultan, Kazakhstan	100% Upon full completion of the assignment	60 days after signing the contract 5 November 2022	Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and b) Receipt of invoice from the Service Provider.

⁴ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	between 7 and 15 November 2022 ⁵ Final report including recommendations and other information from the workshops	No later than 90 days after signing the contract
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Project Manager	
Type of Contract to be Signed	☑ Purchase Order☑ Contract for Professional Serv	vices
Criteria for Contract Award	price weight distribution) ☑ Full acceptance of the UNDP (GTC). This is a mandatory crite	Sed on the 70% technical offer and 30% Contract General Terms and Conditions ria and cannot be deleted regardless of Non acceptance of the GTC may be Proposal.
Criteria for the Assessment of Proposal	the Implementation Plan [indicated Management Structure and percentage] Financial Proposal (30%)	the Proposal's offer to the lowest price
	applications with all required preliminary evaluation. Applica qualification requirements for to the prospective contractors.	·

⁵ The training delivery approaches to be used should include, but not limited to, the following: (i) presentation of the research results; (2) discussion and elaboration of joint recommendations in working groups with trainer facilitation; (iii) drawing up a road map for actions to be taken for improving the content and presentation of data in the open data portals.

- 1. Have civil legal capacity to enter into contracts (certificate of registration/re-registration, constituent documents);
- 2. The organisation shall be solvent, not subject to dissolution, its property shall not be seized, its financial and economic activities shall not be arrested in accordance with the legislation (certificates, statements confirming no debts to the tax authorities and at servicing banks);
- 3. To have at least 3 years of cumulative experience on the scope of the assignment; supported by a list of relevant projects completed over the past five years;
- 4. To possess inventory, methodological, regulatory and software tools for execution of all works stipulated by the current Terms of Reference; (including a quality control mechanism in place, such as an ISO);
- 5. Availability of qualified personnel with the necessary work experience and qualifications according to the table below:

Step II: **Technical Evaluation** = maximum 700 points, including:

- Company Professional Experience (30%);
- Proposed Methodology and Work Plan (40%);
- Expert Group Qualifications (30%)

Only Bidders who obtain 490 points (70% from 700 points maximum) will be considered for the financial evaluation step.

Step III: Financial Evaluation = 300 points.

Criteria for Technical Evaluation

#	Criteria	Weight %	Maximum Score
1	Expertise of the firm	30%	210
2	Proposed methodology, and Implementation Plan	40%	280
3	Management Structure and Qualifications of Key Personnel	30%	210
	Total	100%	700
	1. Expertise of the firm		
1.1	Organisation structure of the firm: indicating a fully articulated organisation structure with very experienced key management personnel - 30 points; indicating a standard organisation structure - 21 point;		30
1.2	Financial stability		

	 liquidity ratio equal or higher than 1 but less than 2 - 21 points. 	
1.3	Project management quality controls and quality assurance mechanism in place, and inventory, methodological, and software tools for execution of all work involved: • indicating a fully-fledged quality controls and quality assurance mechanism as well as other tools in place - 40 points; • indicating either a fully-fledged quality controls or quality assurance mechanism and other tools in place - 35 points; • at least a quality assurance mechanism in place – 28 points.	40
1.4	Experience in implementing similar projects in the past 3 years: • at least 4 projects – 40 points; • at least 3 projects – 36 points; • at least 2 projects – 32 points; • at least 1 project – 28 points.	40
1.5	Experience in providing advisory / consultancy services in the area of open data policies and related topics in the past 3 years: • at least 3 projects – 30 points; • at least 2 projects – 25 points; • at least 1 project – 21 points.	30
1.6	 Experience in delivering digitalisation related workshops: at least 3 similar workshops – 30 points; at least 2 similar workshops – 25 points; at least 1 similar workshop – 21 points. 	30
1.9	 Previous experience with UNDP: at least 2 projects implemented for UNDP – 10 points; at least 1 project implemented for UNDP – 7 points. 	10
	Total Section 1	210
	2. Proposed Methodology and Implementation Plan	
2.1	 is it adequately explained and presented in sufficient detail? proposed methodology and approach adequately explained and developed in much detail and the workshop modality is also explained persuasively and clearly – 60 points; proposed methodology and approach adequately explained and developed, and the workshop modality is also explained satisfactorily – 51 points; proposed methodology and approach explained and developed Work Methodology is available – 42 points; 	60

and sequence of implementation – 50 points;		Total Section 2	280
and sequence of implementation – 50 points;	2.6	List of publications prepared on various topics pertaining to digitalisation, open data policies and practices and in any other related field in the past 5 years: • at least 5 publications – 30 points; • at least 3 publications – 25 points;	30
and sequence of implementation – 50 points; adequately clear presentation of tasks and sequence of implementation – 35 points; Is the planning of activities logical and realistic for efficient implementation? • Very logical and realistic planning for efficient implementation – 40 points; • adequately logical and realistic planning for efficient implementation – 28 points. Has a risks mitigation strategy been presented persuasively? • a very articulate risks mitigation strategy has been presented – 50 points; • an adequate risks mitigation strategy has been presented – 42 points; • a doable and average risks mitigation strategy has	2.5	 plan exceed expectations? the combined proposed methodology for the project has exceeded expectations in the sense that it has provided a rather logical presentation of the steps required to accomplish the required tasks beyond the expected level and it is rather coherent – 50 points; the proposed methodology has met expectations – 	50
and sequence of implementation – 50 points; adequately clear presentation of tasks and sequence of implementation – 35 points; Is the planning of activities logical and realistic for efficient implementation? • Very logical and realistic planning for efficient implementation – 40 points; • adequately logical and realistic planning for efficient	2.4	 persuasively? a very articulate risks mitigation strategy has been presented – 50 points; an adequate risks mitigation strategy has been presented – 42 points; a doable and average risks mitigation strategy has 	50
and sequence of implementation – 50 points; • adequately clear presentation of tasks and sequence	2.3	 efficient implementation? Very logical and realistic planning for efficient implementation – 40 points; adequately logical and realistic planning for efficient 	40
Is the presentation of tasks and the sequence of implementation activities clear? • very clear presentation of tasks to be implemented	2.2	 implementation activities clear? very clear presentation of tasks to be implemented and sequence of implementation – 50 points; adequately clear presentation of tasks and sequence of implementation – 35 points; 	50

	3. Management Structure and Qualifications of Key Personnel					
3.1	Team Leader / Chief Researcher (1 person)					
	At least 5 years Experience in managing and implementing projects related to digitalisation of government operations and services, including monitoring and evaluation of digital platforms: • 5 years of experience in project management – 10,5 points; • each additional year – 1 point (maximum 15 points).	15				

1 1		
	Total Section 3.2	50
	 Language qualifications: English and Russian – 10 points; English or Russian – 7 points. 	10
	Professional or industry certifications in data analytics or data science: • Certifications in data analytics or data science – 15 points;	15
	Education qualifications in IT or any other relevant field: • Bachelor's degree – 7 points; • Master's degree – 8,5 points; • PhD and higher – 10 points.	10
	At least 3 years of professional experience in implementing IT related projects; particularly with data engineering, architecture, and analytics: • at least 3 years of experience in the field – 10,5 points; • each additional year – 1 point (maximum 15 points).	15
	Total Section 3.1 3.2 Data and Analytics Expert (1 person)	60
	 Language qualifications: English and Russian – 10 points; English or Russian – 7 points. 	10
	At least 3 years of International experience: • 3 years of experience – 7 points; • each additional year – 1 point (maximum 10 points).	10
	Education qualifications: degree in management, IT, or any other relevant field Bachelor's degree – 7 points; Master's degree – 8,5 points; PhD and higher – 10 points.	10
	 At least 3 years of Implementation experience in interoperability or open data solutions in the private and the public sector at the national and international levels: 3 years of experience in the field – 10,5 points; each additional year – 1 point (maximum 15 points). 	15

	At least 3 years of professional experience in designing and implementing IT related projects; particularly with data modelling and integrity: • 3 years of experience in the field – 10,5 points;	15
	 each additional year – 1 point (maximum 15 points). Education qualifications in IT or any other relevant field: Bachelor's degree – 7 points; 	10
	 Master's degree – 8,5 points; PhD and higher – 10 points. Professional or industry certifications in IT 	
	systems architecture:Certifications in IT systems –15 points.	15
	 Language qualifications: English and Russian – 10 points; English or Russian – 7 points. 	10
	Total Section 3.3	50
3.4	Legal Expert (1 person):	
	At least 3 years of professional experience in harmonizing laws in government operations and data related matters: • 3 years of experience in the field – 10,5 points; • each additional year – 1 point.	15
	 Education qualifications in law or any other relevant field: Bachelor's degree – 7 points; Master's degree – 8,5 points; PhD and higher – 10 points. 	10
	At least 3 years of experience in implementing data related legislation: • 3 years of experience – 10,5 points; • each additional year – 1 point.	15
	 Language qualifications: English and Russian – 10 points; English or Russian – 7 points. 	10
	Total Section 3.4	50
	Total Section 3	210
	Total	700

UNDP will award the contract to:	☑ One and only one Service Provider
Annexes to this RFP ⁶	 ✓ Form for Submission of Proposal (Annex 2) ✓ General Terms and Conditions / Special Conditions (Annex 3)⁷ ✓ Detailed TOR
Contact Person for Inquiries (Written inquiries only)8	Dana Saifullina Procurement Specialist Dana.saifullina@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.
Other Information [pls. specify]	

 $\overline{^6}$ Where the information is available in the web, a URL for the information may simply be provided.

⁷ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁸ 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 query was received.

Annex 2a

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL9

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery¹⁰)

[insert: Location]. [insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP-2022-058 dated 8/1/2022, and all of its attachments, 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 indicating the following:

- a) Duly completed signed and sealed forms of UNDP format: Annex 2a, Annex 2b (Annex 2 b must be password protected);
- b) Company profile with detailed activity information describing the nature of the business, area of expertise, confirming possession of at least 3 years of experience in consultancy and in open data policy analysis and evaluation;
- c) Certificates confirming the absence of debts in the tax authorities and at servicing banks. Certificate of VAT, if applicable. If the company is not a VAT payer, written confirmation to be provided;
- d) Latest Audited Financial Statement income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;
- e) To have at least 3 years of cumulative experience on the scope of the assignment; supported by a list of relevant completed projects, indicating description of contract scope, contract duration, contract value, contact references;
- f) To possess inventory, methodological, regulatory and software tools for execution of all works stipulated by the current Terms of Reference; (including a quality control mechanism in place, such as an ISO);
- g) Certificate of company registration and latest financial accounts, i.e. balance sheet and profit and loss account statement for the period 2020-2021;
- h) A list of services rendered over the last 3 years in the field of software development, maintenance, modification, technical support with indication of the Customer, name of services / works, year of service provision, contract name and customer contact details (e-mail, phone number and full name of contact person);
- i) A list of publications that the Contractor has prepared on various topics pertaining to digitalisation, open data policies and practices and in any other related field;

⁹ This serves as a guide to the Service Provider in preparing the Proposal.

 $^{^{10}}$ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

- j) Written confirmation of the facilities (Internet connection, computers, office equipment) necessary to perform this Terms of Reference;
- k) Written confirmation that the company has a quality assurance system in place to ensure the quality of the work it produces;
- I) Methodology and work plan: this should clearly communicate what approach will be taken and how the assignment will be performed, accompanied by a detailed execution plan. It should also include the team composition description and their assignment of responsibilities, and brief description of methods and procedures for performing the work involved;
- m) Detailed resumes, diplomas, and certificates of the proposed key personnel, as well as written confirmation from each employee that they will be available for the entire validity of the Contract;
- n) Written confirmation that the proposal shall be valid for at least 90 days;

B. Proposed Methodology for the Completion of Services

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.

C. Qualifications of Key Personnel

If required by the RFP, 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 demonstrating qualifications must be submitted if required by the RFP; and
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.

Annex 2b

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL

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

[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-2022-058 dated August 01, 2022, and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions

D. Cost Breakdown per Deliverable*

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Draft report as per description contained in section C, 1, 1.4 (excluding the recommendations)		
2	Preparation and delivery of knowledge sharing material on open data policies and practices across the world to be delivered by the Contractor at a workshop to be held in Nur-Sultan, Kazakhstan between 7 and 15 November 2022		
3	Preparation and delivery of training material on open data policies and practices across the world, as well as open data implementation and practices in the Republic of Kazakhstan to be delivered by the Contractor at two workshops to be held in Nur-Sultan, Kazakhstan between 7 and 15 November 2022	100%	
4	Final report including recommendations and other information from the workshops		

Total 1	100%
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^{*}This shall be the basis of the payment tranches

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
Team Leader / Chief Researcher		3 months period	1	
Data and Analytics Expert		3 months period	1	
Digital systems expert		3 months period	1	
Legal expert		3 months period	1	
II. Travel Costs				
Airfare (roundtrip economy airfare)			Up to 4	
			persons	
DSA (per diem)		9 days period		
III. Other Related Costs (please specify in detail)				
Total				

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