



INDIVIDUAL CONSULTANT PROCUREMENT NOTICE

Date: 09.09.2022

REF No.: IC/025/22

Country: Uzbekistan

Description of the assignment: Senior Advisor on Public Services Delivery

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

Period of assignment/services (if applicable): 80 working days during November 2022 – November 2023. Home-based with at least 4 visits to Uzbekistan and field visits to pilot regions (Republic of Karakalpakstan, Surkhandarya Kashkadarya, Jizzakh, Syrdarya, Tashkent and Namangan)

Application Process:

Interested candidates need to apply online at www.jobs.undp.org and upload requested documents in Part 4 of the Procurement Notice **no later than September 26, 2022** (New York time). Please combine all your documents into one (1) single PDF document as the system only allows to upload a maximum one document. Your online application submission will be acknowledged to your email address provided in the application. If you do not receive an e-mail acknowledgment within 24 hours of submission, your application may not have been received. In such cases, please resubmit the application, if necessary.

Link to the application at the UNDP Job Site – https://jobs.undp.org/cj_view_job.cfm?cur_job_id=109039

(cut and paste into the browser address bar if the link does not work).

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You can review detailed Procurement Notice, Terms of Reference and download templates from the UNDP Procurement Notices Site following the link http://procurement-notices.undp.org/view_notice.cfm?notice_id=95479. (cut and paste into the browser address bar if the link does not work).

Applications submitted via email, incomplete applications, or received after the closing date (September 26, 2022) may not be given consideration.

For more detailed information about UNDP Uzbekistan please visit our website at www.uundp.org/uzbekistan UNDP is an equal opportunity employer. Qualified female candidates, people with disabilities, and minorities are highly encouraged to apply. UNDP Balance in Manage Policy promotes the achievement of gender balance among its staff at all levels.

Requests for clarification must be sent in writing to pu.uz@undp.org, ensuring that the reference number above is included in the subject line. UNDP shall endeavor to provide such responses to clarifications in an expeditious manner, but any delay in such response shall not cause an obligation on the part of UNDP to extend the submission date of the Proposals, unless UNDP deems that such an extension is justified and necessary.

1. BACKGROUND

"Improved Public Services Delivery and Enhanced Governance in Rural Uzbekistan" is a joint EU, UNDP and Ministry of Justice project. The overall goal of the project is to improve the quality of life of vulnerable population in rural areas – such as women, youth and children, the elderly and people with disabilities – by enhancing their access to public services, and the quality of their provision. Equally, the project aims to strengthen citizen participation in the decision-making processes at the local level and increase their access to information, effectively increasing the transparency of the local governance system.

Main **objectives** of the Project are:

- enhance the capacity of government agencies in the Republic of Uzbekistan to improve the delivery of public services, by facilitating creation of an enabling environment for streamlining regulatory framework and relevant policies;
- expand accessibility of streamlined public services through the decentralisation of service delivery and integration of public service delivery systems;
- enable the necessary mechanisms to support such changes, and ensure their sustainability beyond the completion of this project.

In addition, the project aims to support the Ministry of Justice (MoJ) in view of improving the performance and actual delivery of public services from the Public Service Centers (PSCs).

The Senior Advisor **on Public Services Delivery (further Senior Advisor)** is responsible to provide strategic guidance and overall technical advice on in the context of the administrative reform agenda of Uzbekistan, as well as to ensure effective implementation of all the components of the project, in close cooperation with the project team. The responsibility of the Senior Advisor is to ensure that the overall thematic/technical direction of the project is maintained, and flexibility adapted to meet the practical challenges faced during the implementation of the project.

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

For detailed information, please refer to Annex 1 – Terms of Reference for International Consultant Contract is subject for General terms and conditions attached herein as Annex 2.

3. REQUIREMENTS FOR EXPERIENCE AND QUALIFICATIONS

I. Academic Qualifications:

- Advanced degree (master's level, equivalent or higher) in Public Administration, Economics, Social/Political Sciences, Management, Law, International Affairs or related fields.

II. Years of experience:

- At least 10 years of relevant professional experience performing a similar technical assistance role on public services delivery, digital transformation /e-governance;
- At least 5 years in a senior position in an international development role in public administration, governance or public service reform;
- Experience working at the highest level of government and understanding of related cultural norms of driving and facilitating change processes at the highest level of government, with a range of government of institutions with different perspectives;
- Experience with training and development in particular in challenging and transitional environments.
- Experience in Central Asia would be an advantage
- Prior work experience with UNDP would be an advantage

III. Competencies:

- Excellent analytical and interpersonal skills including oral and written communication;
- Demonstrated programme management skills including; results-based orientation, preparation of work plans, monitoring and evaluation and leading cross-cultural teams;
- Previous experience working in transition environments would be advantage;
- Previous experience in performing a similar role in UNDP would be an advantage.

IV. Language requirements:

- Fluency in written and spoken English. Knowledge of Uzbek or Russian would be an advantage

4. DOCUMENTS TO BE INCLUDED WHEN SUBMITTING THE PROPOSALS.

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

their qualifications:

Proposal:

- (i) **Letter of Confirmation of Interest and Availability** using the template provided by UNDP (Annex 3);
- (ii) **CV** with indication of the e-mail and phone contact or Personal History Form (P11 form), but successful consultant will be requested to submit filled in and signed a [Personal History Form \(P11 form\)](#) before contract issuance
- (iii) Provide a detailed **Action plan/methodology** on how they will approach and conduct the work (max. two pages or 4000 characters with spaces and enters)

2. Financial proposal that indicates the all-inclusive fixed total contract price and all other travel related costs (such as flight ticket, per diem, etc), supported by a breakdown of costs, as per template attached to the Letter of Confirmation of Interest template. If an applicant is employed by an organization/company/institution, and he/she expects his/her employer to charge a management fee in the process of releasing him/her to UNDP under the Reimbursable Loan Agreement (RLA), the applicant must indicate at this point, and ensure that all such costs are duly incorporated in the financial proposal submitted to UNDP (Annex 3).

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5. FINANCIAL PROPOSAL

Lump sum contracts

The financial proposal shall specify a total lump sum amount, and payment terms around specific and measurable (qualitative and quantitative) deliverables (i.e. whether payments fall in installments or upon completion of the entire contract). Payments are based upon output, i.e. upon delivery of the services specified in the TOR. In order to assist the requesting unit in the comparison of financial proposals, the financial proposal will include a breakdown of this lump sum amount (including travel, per diems, and number of anticipated working days).

#	Deliverables	Timeframe	Payment
1.	A mission report, including: <ul style="list-style-type: none">- an analytical report with set of recommendations and measures to be taken to improve Public Services Delivery process (through public services centers) in Uzbekistan.- recommendations for effective digitalization of public services provision processes and on increasing the role of private sector in public services.	15/12/22	25%
2.	A mission report, including: <ul style="list-style-type: none">- a report, including a concept note, action plan, and recommendations for capacity development activities (for UNDP and MoJ) of Public Services Delivery System for 2023	10/03/23	25%

	and beyond.		
3.	A mission report, including: <ul style="list-style-type: none"> - a report with detailed recommendation and immediate measures related to the improvement the efficiency and effectiveness of day-to-day management public services delivery processes, including both offline and online 	30/09/23	25%
4.	A mission report, including: <ul style="list-style-type: none"> - a final report with sets of recommendations for further improvement of PSD System of Uzbekistan. 	30/11/2023	25%

Travel

All envisaged travel costs must be included in the financial proposal. This includes all travel to join duty station/repatriation travel. In general, UNDP should not accept travel costs exceeding those of an economy class ticket. Should the IC wish to travel on a higher class he/she should do so using their own resources.

In the case of unforeseeable travel, payment of travel costs including tickets, lodging and terminal expenses should be agreed upon, between the respective business unit and Individual Consultant, prior to travel and will be reimbursed.

6. EVALUATION

Cumulative analysis

When using this weighted scoring method, the award of the contract should be made to the individual consultant whose offer has been evaluated and determined as:

- responsive/compliant/acceptable, and
- Having received the highest score out of a pre-determined set of weighted technical (70%) and financial criteria (30%) specific to the solicitation.

* Technical Criteria weight; [55 points]

* Interview as a part of technical criteria weight; [15 points]

* Financial Criteria weight; [30 points]

Only candidates obtaining a minimum of 49 points (70% of technical score) would be considered for the Financial Evaluation

<i>Criteria</i>	<i>Weight</i>	<i>Max. Point</i>
<u>Technical</u>		
At least 10 years of relevant professional experience performing a similar technical assistance role on public services delivery, digital transformation /e-governance <ul style="list-style-type: none"> ▪ 13 and more years – 15 ▪ 10- 12 years - 12 ▪ Less than 10 years is not acceptable 	15%	15
At least 5 years in a senior position in an international	5%	5

development role in public administration, governance or public service reform <ul style="list-style-type: none"> ▪ Less than 5 years is not acceptable 		
Experience working at the highest level of government and understanding of related cultural norms of driving and facilitating change processes at the highest level of government, with a range of government of institutions with different perspectives	5%	5
Experience with training and development in particular in challenging and transitional environments (at least 3) <ul style="list-style-type: none"> ▪ 6 and more trainings – 15 ▪ 3-5 trainings – 12 ▪ Less than 3 is not acceptable 	15%	15
Experience in Central Asia Prior work experience with UN would be an advantage <ul style="list-style-type: none"> ▪ Experience in Central Asia - 3 ▪ Experience with UN - 2 	5%	5
Knowledge of language <ul style="list-style-type: none"> ▪ English & Uzbek/Russian – 10 ▪ English: 8 	10%	10
<u>Interview</u> <ul style="list-style-type: none"> ▪ Very good – 15 ▪ Good - 10 ▪ Satisfactory - 5 ▪ Poor - 0 	15%	15
<u>Financial offer</u>	30%	30

ANNEX

ANNEX 1- TERMS OF REFERENCES (TOR)

ANNEX 2- INDIVIDUAL CONSULTANT GENERAL TERMS AND CONDITIONS (available at <http://www.undp.org/content/dam/undp/documents/procurement/documents/IC%20-%20General%20Conditions.pdf>)

ANNEX 3- [OFFEROR'S LETTER TO UNDP](#) CONFIRMING INTEREST AND AVAILABILITY FOR THE INDIVIDUAL CONTRACTOR (IC) ASSIGNMENT AND FINANCIAL SUBMISSION FORM (BREAKDOWN OF COSTS SUPPORTING THE ALL-INCLUSIVE FINANCIAL PROPOSAL