



United Nations
Educational, Scientific and
Cultural Organization

FORM AM 10-7:

**Procurement Notice/Advertisement
Open International Competition (OIC)**

Country of Destination: Kazakhstan

Reference Number: RFP/ATA/2022/01

Description: Developing the methodology to identify the educational needs and vulnerabilities of families at risk to be integrated into the overall digital social services model in Kazakhstan

Extended Deadline for Submission of Electronic Tenders: 11/02/2022

Posting Date: 04/02/2022

United Nations Educational, Science and Cultural Organization (UNESCO) hereby invite qualified companies to submit sealed tenders as follows:

UNESCO Almaty Office in partnership with UNDP and UN Women in Kazakhstan is implementing a project "Acceleration of a Digital Social Services Delivery Model to address the needs of the most vulnerable in Kazakhstan" approved by United Nations Multi-Partner Trust Fund/COVID-19 Response and Recovery Fund. The project builds upon the existing digital tools to deliver a platform capable of rapidly and efficiently collecting, integrating and processing information on the most vulnerable groups in Kazakhstan, to help analyze, target and process support for key groups. The intervention will build on the current electronic government initiative and focus on the "Family Social Card" being implemented by the Ministry of Labor and Social Protection of Kazakhstan. This will deliver integration and synchronization of disaggregated data from key government agencies on vulnerable groups (e.g., education, health, social, law enforcement and labour) and will result in a one-stop-shop system, whereby all family needs are handled by one case worker per family. The key outputs of this project are:

- a) Integration of disaggregated data from key government agencies on vulnerable groups, for example: education, health, social, law enforcement and labor, into a newly created database.
- b) Expansion of the criteria for assessing the person's/family's vulnerabilities with a specific focus on data, thus enhancing it in line with international good practice. Currently, 19 indicators are gathered from information resources of government agencies. This includes information on employment, income, health status, disability, children, housing, exposure to violence, etc. This results in an assessment of the level of social risks and the family well-being. Information from some government agencies (e.g. education, health, justice) were only developed recently and this information is incomplete.
- c) Upgrading the existing digital "e-government" platform of the Republic of Kazakhstan by means of necessary additional integrations with ca. 9 relevant state and non-state government agencies connected to the Family Social Card, as well as the development of mobile applications for social workers (i.e. to insert the Family Social Card data into the centralized database via tablets).
- d) Enhancement of educational services and support for the most vulnerable families and learners based on the identified needs generated by the Family Social Card Data.

Objective: Selected vendor will assess and analyze the current system of educational support provided to vulnerable families; develop the methodology to identify the educational needs and vulnerabilities of families with a view to integrating this information into the overall

digital social services model in Kazakhstan (Family Social Card¹); and based on the mapping of the existing educational and psycho-social support services to families, will develop an outline of educational services and ready solutions to concrete cases of the families at risk within the legislation of Kazakhstan

Outputs: Outputs: Selected vendor shall contribute to development of the methodology to identify the educational needs and vulnerabilities of families based on the mapping and analysis of the current system of educational support provided to vulnerable families in Kazakhstan.

Timing: The total duration of the contract will be 4,5 months.

Activities include, but are not necessarily limited to, the following tasks:

Activities include, but are not necessarily limited to, the following tasks:

- Liaise with UNESCO Almaty office project team regularly to ensure effective and smooth implementation of the assignment;
- Conduct a mapping of the current system of educational support and psycho-social support services provided to vulnerable families in Kazakhstan;
- Carry out fieldwork/consultations/interviews with relevant stakeholders, including the MoES, students, parents (caregivers), teachers, and other relevant stakeholders and conduct desk-research to collect the necessary information;
- Based on the mapping and its analysis as well as using the national education database, develop the methodology to identify the educational needs and vulnerabilities of families to be integrated into the overall digital social services model;
- Liaise with UNESCO Almaty office Education and project teams to work on integrating the methodology into the digital services model, including with the technical team involved for enhancing the digital services model;
- Develop an outline of possible educational services and ready solutions to concrete cases of educational needs of families at risk within the legislation of Kazakhstan based on the methodology developed, including through discussions with the main stakeholders and service providers;
- Submit the final document that includes the analysis, methodology and an outline of the possible educational services and ready solutions to concrete cases of educational needs of families at risk within the legislation of Kazakhstan.

The purpose of this notice is to provide general information on the requirements for the procurement process and to inform interested suppliers how to obtain a copy of the Solicitation Documents.

Interested companies who wish to participate in the OIC must request for a complete set of Solicitation Documents, available free of charge, from UNESCO contact person at the address shown below.

Your electronic offer should be sent to the UNESCO Almaty Cluster Office on or before **11/01/2022 at 10:00 hours Almaty time**, in strict compliance with the instructions as stipulated in the Solicitation Documents to below email address:

almaty@unesco.org

UNESCO reserves the right to amend the documents at any time during the solicitation process. Any amendments or clarifications will be communicated directly to all Bidders who have requested for a complete set of solicitation documents and

¹ The intervention will build on the current electronic government initiative and focus on the "Family Social Card" being implemented by the Ministry of Labor and Social Protection of Kazakhstan. The Family Social Card allows the mapping and disaggregation of data from a variety of government information systems allowing a family's social status to be determined swiftly and effectively and to proactively identify families in hardship and identify risks.

officially confirmed their intention to submit a sealed tender. No remuneration will be made to companies for preparation and submission of their tenders.

UNESCO Contact Information:

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