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Support to the National School of Government International (NSGI) Programme (Kyrgyzstan)

Terms of Reference

7681 Support to the National School of Government International (NSGI) Programme (Kyrgyzstan)

1. Introduction

- 1.1 NSGI is seeking a local Service Provider to support delivery of a programme in Kyrgyzstan. The programme will be led by an NSGI adviser based in London but who will spend up to 50% of their time in Bishkek. The NSGI adviser will need local support that delivers a range of functions within Bishkek, ranging from translation, the delivery of workshops to the provision of regular updates and analysis (see scope of work below).

2. Background

2.1 NSGI

- 2.1.1 The National School of Government International, NSGI, is a UK cross-departmental unit sponsored by the Department for International Development [DFID], Ministry of Defence, Foreign and Commonwealth Office and Cabinet Office and is accountable to the National Security Council.
- 2.1.2 NSGI's purpose is to support civil service reform and capacity building overseas, using UK public servants from a range of departments in both short and long-term advisory roles.
- 2.1.3 The NSGI is made up of a small permanent core team of Civil Servants drawn from a range of departments. This team is complemented by former civil servants and subject matter experts available to be deployed for short periods. The Unit operates in a flexible and agile manner and through a matrix management approach.

3. The Kyrgyzstan Programme

- 3.1 DFID Central Asia has a governance programme which encourages governments to become more capable, transparent and responsive to citizens' needs. In Kyrgyzstan, this work is divided into three strands:
- 3.1.1 Improving centre of government capability to implement policy priorities;

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- 3.1.2 Building public financial management capacity; and
- 3.1.3 Strengthening the links between citizens and their representatives.
- 3.2 Under the first strand of the wider DFID programme NSGI has been asked to provide support in delivering a four year programme for the Government of Kyrgyzstan, focused on supporting the Government Apparatus. The programme is called 'Better Government'.
- 3.3 The main expected results of the programme are:
 - 3.3.1 Improved selected services that are delivered to the citizens;
 - 3.3.2 Improved balance between strategic and day to day work by selected PMO departments; and
 - 3.3.3 Powerful stories of successful delivery of some strategic priorities.
- 3.4 The 'Better Government' programme will be led by an NSGI expert Adviser based in London but spending a significant proportion of their time in Bishkek.
- 3.5 The NSGI Adviser will need to maintain a strong working relationship with Government counterparts, deliver effective training and provide a range of tailored support. This role will be undertaken both locally and also from London. While working in Bishkek the NSGI adviser will need local support and while in London they will need continuing representation and an ability to implement and support agreed activities.
- 4. **Service Provider's Objective**
 - 4.1 The objective of this contract is to support the NSGI adviser in delivering 'Better Government' programme. This will entail enabling the adviser to establish and maintain activities that include practitioner-to-practitioner support, training, working with local experts embedded in government and UK civil servants to co-develop tools and methods with counterparts in Kyrgyz government.
 - 4.2 The Service Provider will be expected to adopt the same principles as the overall programme, by providing support / actions that are:
 - 4.2.1 Clear and understandable;
 - 4.2.2 Responsive;

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- 4.2.3 Appropriate to the context; and
- 4.2.4 Adaptable and aimed at building local capability.
- 4.3 The 'Better Government' programme aims to support improved delivery of key strategic priorities resulting in citizens experiencing better public services and ultimately leading to greater trust and legitimacy for the government of Kyrgyzstan. It includes three Outputs:
 - 4.3.1 Output 1: More effective government business carried out by selected departments of Government Apparatus;
 - 4.3.2 Output 2: Better coordination, planning, management and monitoring of selected government priorities by Government Apparatus and associated departments; and
 - 4.3.3 Output 3: Selected Governance Apparatus departments are seen as a model across government for building capability and continuous development.
- 4.4 The role of the local contractor in supporting the Adviser will need to span both practical support services and light-touch intellectual content, providing a continuous presence in Bishkek and delivering a range of local services.

5.0 Scope of Work

- 5.1 NSGI is looking to engage a partner who can deliver the following services to support the programme initially for one year. Essential services needed include:
 - 5.1.1 A local point of contact function including liaising with counterparts / stakeholders;
 - 5.1.2 Ensuring the programme has a continuous presence;
 - 5.1.3 Provision of logistical support (arrangement of transport, meetings, accommodation etc), on the basis that the NSGI Adviser may be working in-country for 50% of the time;
 - 5.1.4 Provision of administrative support for approximately 5 workshops per year of approximately 15-30 participants including bookings, managing participation and arranging logistics. To note: budgets for location, speakers, hospitality for each workshop will be agreed separately during the course of the programme;

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- 5.1.5 Provision of light-touch context and network analysis; and
- 5.1.6 Translation and interpretation services for approximately 180 days per year.
- 5.2 The Service Provider will need to be flexible and could be asked to increase the number of activities / workshops delivered and / or days of translation and interpretation. Budgets and costs for additional services / activities will be agreed on a pro-rata basis.
- 5.3 In order to deliver these services NSGI is looking for a partner who can demonstrate:
 - 5.3.1 Ability to support the Government Apparatus and NSGI Adviser on the implementation of the three strands within the 'Better Government Programme';
 - 5.3.2 Local knowledge of the political landscape to gather information from within the Government Apparatus, facilitating and maintaining access to key stakeholders and spotting opportunities for support;
 - 5.3.3 Experience of providing high quality logistical support to similar programmes in country, including conference bookings and coordination, hotel bookings, arrangement of meetings and transportation services; and
 - 5.3.4 Experience of provision of high quality language and translation services that support UK civil servants when in country and occasionally remotely.
- 5.4 The Service Provider will be expected to deliver these services directly or through local sub-contractors.

6. Constraints and dependencies

- 6.1 Include any requirements that may constrain the Service Provider's solution for example:
 - 6.1.1 Timing: This is an ongoing programme. Support will need to be delivered quickly and the NSGI adviser may need to visit Bishkek with relatively short notice (normally at least 7 days).
 - 6.1.2 This is a DFID funded programme and the Service Provider would be expected to work effectively with DFID.

7.0 Implementation requirements



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- 7.1 This is an ongoing programme and the Service Provider will need to provide the agreed support in a timely manner throughout the duration of the programme.
- 7.2 An important role for the Service Provider is maintaining continuity of presence; as a result, changes affecting the programme will be agreed in advance with NSGI.
- 7.3 Local activities will be working under the brand of NSGI and expected to adhere to their principles and values.

8. Performance requirements

- 8.1 A work plan will be agreed by the Service Provider(s) and the NSGI Adviser detailing planned timeframes, activities and targets. The need for a flexible and iterative approach may lead to change, including different or additional activities being agreed at short notice. However the Adviser will seek to work within this plan as far as possible. The Service Provider will therefore be assessed against performance in relation to the agreed activities on the basis of feedback from counterparts, the NSGI Adviser and DFID.

9. Environmental Considerations

- 9.1 Experts and logistical services will be provided with a free access into the Government building where the NSGI office is situated.
- 9.2 Experts shall be provided with all the background documents necessary to support the work.

10. Reporting

- 10.1 The Service Provider(s) will be under the direction of and will report to the NSGI Adviser. They will provide regular updates to the NSGI Programme Manager and the DFID Governance Adviser / Deputy Head of DFID Central Asia Office on emerging issues / risks and proposed mitigation measures.

11. Other requirements

11.1 Transparency

- 11.1.1 DFID has transformed its approach to transparency, reshaping our own working practices and pressuring others across the world to do the same. DFID requires Service Providers receiving and managing funds, to release open data on how this money is spent, in a common, standard, re-usable format and to

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require this level of information from immediate sub-contractors, sub-agencies and partners.

11.1.2 It is a contractual requirement for all Service Providers to comply with this, and to ensure they have the appropriate tools to enable routine financial reporting, publishing of accurate data and providing evidence of this to DFID. Further IATI information is available from:

<http://www.aidtransparency.net/>

12 Duty of Care (DoC)

12.1 The Supplier is responsible for the safety and well-being of their Personnel (as defined in Section 2 of the Framework Agreement) and Third Parties affected by their activities under this Call-down Contract, including appropriate security arrangements. They will also be responsible for the provision of suitable security arrangements for their domestic and business property.

12.2 DFID will share available information with the Supplier on security status and developments in-country where appropriate. DFID will provide the following:

12.2.1 All Supplier Personnel will be offered a security briefing by the British Embassy / DFID on arrival and an Embassy Welcome Pack. All such Personnel must register with their respective Embassies to ensure that they are included in emergency procedures.

12.3 The Supplier is responsible for ensuring appropriate safety and security briefings for all of their Personnel working under this Call-down Contract and ensuring that their Personnel register and receive briefing as outlined above. Travel advice is also available on the FCO website and the Supplier must ensure they (and their Personnel) are up to date with the latest position.

12.4 This Procurement will require the Supplier to operate in a seismically active zone and is considered at high risk of earthquakes. Minor tremors are not uncommon. Earthquakes are impossible to predict and can result in major devastation and loss of life. There are several websites focusing on earthquakes, including:

<http://geology.about.com/library/bl/maps/blworldindex.htm>.

The Supplier should be comfortable working in such an environment and should be capable of deploying to any areas required within the region in order to deliver the Contract (subject to travel clearance being granted).

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- 12.5 The Supplier is responsible for ensuring that appropriate arrangements, processes and procedures are in place for their Personnel, taking into account the environment they will be working in and the level of risk involved in delivery of the Contract (such as working in dangerous, fragile and hostile environments etc.). While a UK government approved hostile environment training course (SAFE)¹ training **is not** a requirement for this contract, the Supplier must ensure their Personnel receive an appropriate level of training prior to deployment.
- 12.6 Tenderers must develop their Tender on the basis of being fully responsible for Duty of Care in line with the details provided above and the initial risk assessment matrix developed by DFID (see Annex 1 of this ToR). They must confirm in their Tender that:
- They fully accept responsibility for Security and Duty of Care.
 - They understand the potential risks and have the knowledge and experience to develop an effective risk plan.
 - They have the capability to manage their Duty of Care responsibilities throughout the life of the contract.
- 12.7 Acceptance of responsibility must be supported with evidence of capability (no more than [2] A4 pages and DFID reserves the right to clarify any aspect of this evidence. In providing evidence Tenderers should consider the following questions:
- a) Have you completed an initial assessment of potential risks that demonstrates your knowledge and understanding, and are you satisfied that you understand the risk management implications (not solely relying on information provided by DFID)?
 - b) Have you prepared an outline plan that you consider appropriate to manage these risks at this stage (or will you do so if you are awarded the contract) and are you confident/comfortable that you can implement this effectively?
 - c) Have you ensured or will you ensure that your staff are appropriately trained (including specialist training where required) before they are deployed and will you ensure that on-going training is provided where necessary?
 - d) Have you an appropriate mechanism in place to monitor risk on a live / on-going basis (or will you put one in place if you are awarded the contract)?

¹ UK Government approved hostile environment training course is known as SAFE (Security Awareness in Fragile Environments). The course should be booked through DFID and factored into the commercial tender.



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e) Have you ensured or will you ensure that your staff are provided with and have access to suitable equipment and will you ensure that this is reviewed and provided on an on-going basis?

f) Have you appropriate systems in place to manage an emergency / incident if one arises?

12.8 Further information on Duty of Care is provided in the Supplier Instructions (Volume 1 of the Mini-Competition Invitation to Tender Pack).



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Annex 1

Duty of Care Risk Assessment

DFID Central Asia Supplier Duty of Care Risk Assessment

Theme	DFID risk score
FCO Travel Advice	3
Host nation travel advice	Not available
Transportation	4
Security	2
Civil unrest	2
Violence / crime	2
Espionage*	5
Terrorism	3
War	2
Hurricane	1
Earthquake*	5
Flood	1
Medical services	3
Nature of project / intervention	2
Overall rating using MODE function	2

1 Very Low risk	2 Low risk	3 Med risk	4 High risk	5 Very High risk
Low		Medium	High Risk	

***Suppliers should be aware of the high level of risk associated with earthquakes and espionage in this region.**

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