

Technical specification
Consulting services regarding automation, organization, optimization,
management of projects and business processes

1. General provisions

1.1. The Client and the Contractor cooperate within the framework of implementation of “Senior Experts” component in accordance with the State Program for Business Support and Development “Business Road Map 2020” (hereinafter referred to as the “Program”).

1.2. Implementation of the service will result in:

- improving the efficiency of enterprises participating in “Senior Experts” component, and improving the competence of managers and employees of these enterprises (hereinafter referred to as Program Participants) in the field of personnel management, equipment operation and other areas related to their business;

- establishing business relations between small and medium-sized Kazakh and Foreign entrepreneurs.

2. Description of services

2.1. In implementation of “Senior Experts” component, the Contractor shall ensure the involvement of highly qualified experts with successful work experience in order to provide consulting services to Program Participants directly at the enterprises regarding introducing new management methods, production technologies, equipment and personnel training.

2.2. Expert services involve staff training and providing practical assistance in solving technical and organizational problems in order to develop practical skills in dealing with business issues. The consulting program includes expert meetings with Program Participants directly at the enterprises, diagnostics and identification of specific problems in development of enterprises, as well as provision of practical recommendations and solutions based on an analysis of pre-filled applications from Program Participants. In addition, services also provide for holding of seminars for the Program Participants.

2.3. Duration of the 1 (one) expert mission is 2 weeks (10 business days).

The Contractor undertakes to organize a visit of 49 (forty nine) foreign experts to 49 Kazakhstani companies in all 14 regions of Kazakhstan and cities of Almaty, Shymkent and Astana (at least 3 missions in each region). Variation of the number of Component participants is allowed for at least 2 participants with the total number unchanged.

3. Implementation mechanism

3.1. The Client shall provide the Contractor with applications from enterprises participating in “Senior Experts” component, which require assistance of foreign expert.

3.2. The Contractor shall involve relevant experts and shall propose them to the Client for approval.

3.3. The Client shall coordinate proposed foreign experts with the state body regarding whether the foreign experts meet the requirements of the company.

3.4. Upon coordination of proposed foreign experts with the state body, the Client shall coordinate the profile of proposed foreign expert with entrepreneur within three days.

3.5. Upon approval of proposed foreign experts, the Contractor shall proceed with organization of the mission to Kazakhstan according to Table 1:

Table No.1

No.	Reporting period	Planned number of participants
1.	2 quarter 2019	At least 10
2.	3 quarter 2019	At least 30
3.	4 quarter 2019	At least 9
	Total:	49

3.6. The process of coordination of proposed experts shall be fixed by electronic and/or paper communication.

4. Requirements to foreign experts

4.1. Foreign expert shall have at least 5 years of working experience in relevant industry;

4.2. Foreign expert shall have relevant education;

4.3. Foreign expert shall be proficient in one of foreign languages:

- Russian language (good spoken language);
- English language, at least upper-intermediate;
- Chinese language, at least HSK- Level 5.

5. Financial terms

5.1. Involvement of foreign experts under “Senior Experts” component will be at the cost of the Client from the funds of republican budget of the Republic of Kazakhstan.

5.2. Total costs for one expert shall not exceed KZT 1,200,000.

5.3. Payment under Agreement shall be made by the Client as follows:

Prepayment in the amount of 30% of total amount of the Agreement, which is KZT 17,640,000 (seventeen million six hundred forty thousand) shall be transferred to the Contractor’s bank account within 30 (thirty) business days from effective date of the Agreement, based on Contractor’s invoice.

Subsequent payment in the amount of KZT 41,160,000 (forty one million one hundred sixty thousand) shall be made upon provision of services in full within 30 (thirty) business days from the date of submission by the Contractor of documents specified in clause 2.4 of the Agreement and signing of Service Delivery Certificate by the parties.

5.4. International air travel of foreign experts shall be organized by the Contractor in accordance with the flight schedule for economy class, choosing the most direct route according to tariff that provides full repayment of airfare by the airline if the expert decides to refuse to participate in the trip.

5.5. The Contractor shall organize the transportation of foreign expert within the country (domestic flights and/or rail services) to the main destination of the expert mission.

5.6. Transport and daily expenses, as well as costs for accommodation of foreign experts in Kazakhstan shall be at the cost of Program participants. In addition, translation services, if necessary, shall be at the cost of Program participants.

5.7. Cost of Contractor's services for organization of one expert mission includes:

- involvement and preparation of experts (including, insurance, visa, other expenses related to involvement and preparation of experts);
- coordination of logistics of expert missions;
- round trip flight of experts (from foreign country to Kazakhstan and back), including transit expenses (accommodation in hotel, food, transport on the route to/from Kazakhstan);
- ensuring air flight and/or railway transportation of experts within the country to destination point;
- monitoring and assessment of expert missions;
- preparation of reports consisting of diagnostics and determination of specific problems in development of the enterprise, working out solutions and of solutions and practical work in elimination of concrete problems.

6. Reporting and assessment

6.1. The Contract shall provide the Client with the report on each expert mission, including final report on results of all missions.

6.2. Expert's report on results of mission conducted at the enterprise of Program participant shall be provided to the Client within 10 (ten) calendar days after completion of each mission and shall include:

- information on expert and its work at the enterprise of Program participant;
- provided practical recommendations;

6.3. Final report shall be provided to the Client before or on November 15 (fifteen) 2019 and include all information on results of work of the Contractor for the whole period, including:

- experts' reports on all 49 (forty nine) expert missions;
- tables, schedules and diagrams in colour format;

- information of expenses related to provision of services accompanied by supporting documents, including flight data of the expert (scanned copy of visa, passport of foreign expert, boarding cards, railway tickets).

Final report shall be provided in soft (CD/DVD or USB flash drive) and hard copies in Russian language and in language of foreign country.

Report in hard copy shall be provided by the Contractor in limp covers which shall be tied and bear the seal of the Contractor.

Report shall be in MS Word format (type size 14, Times New Roman), MS Excel (type size 12, Times New Roman). Abbreviations and symbols used in the text shall be defined at first reference.

7. Term and place of services:

Services shall be provided before or on November 15, 2019.

Place of provision of services – Astana, Almaty, Shymkent and 14 regions of the RK.

8. Cost of services:

Amount allocated for involvement of experts is KZT 58,800,000 (fifty eight million eight hundred thousand) net of VAT.

9. Requirements to the Contractor

9.1. The Contractor shall have experience in involvement of foreign experts. **The Contractor is required to provide copies of Agreements for services in specified field.**

9.2. The Contractor shall be non-governmental organization registered abroad. **The Contractor shall provide required supporting documents.**

9.3. The Contractor shall possess the database of experts. **The Contractor is required to provide the list of foreign experts with profiles and experience in provision of consulting services to various companies.**

9.4. **Deadline for submission of commercial offer by potential providers – before 6:30 p.m. February 15, 2019.**

9.5. **Address for submission of commercial offers – info@atameken.kz (copy: a.muzatova@atameken.kz).**