

REQUEST FOR PROPOSAL (RFP)

RECRUITMENT FIRM (AGENCY) TECHNICAL SERVICES TO CRDF GLOBAL REPRESENTATIVE OFFICE IN KAZAKHSTAN

RFP Released: September 24, 2024

Proposals Due: Oct 14th, 2024, 6 pm (UTC+05:00), Almaty time

BACKGROUND:

Established in 1995, CRDF Global is an independent nonprofit organization that promotes safety, security, and sustainability through international development and foreign assistance missions in over 120 countries. We are a recognized leader in strategic capacity building programs that combine technical expertise with flexible, locally driven solutions across the areas of CBRNE security and non-proliferation, global health, strategic trade controls, cybersecurity, innovation, and international professional exchanges. *Our regional offices in Arlington, VA; Kyiv, Ukraine with a satellite office in Warsaw, Poland; Almaty, Kazakhstan; Amman, Jordan and Manila, Philippines provide invaluable local support to our ongoing operations and enhance our global reach.*

At CRDF Global, we are committed to promoting diversity, equity, inclusion, and accessibility (DEIA) in all aspects of our operations. We recognize that fostering an inclusive environment that celebrates and embraces diverse perspectives is not only essential for our organizational success but also crucial for the advancement of security, global health, and development worldwide. We understand that by fostering diversity in a global manner, embracing inclusion, and prioritizing accessibility, our organization will become stronger and more innovative in identifying solutions to the world's complex challenges.

More information is available at www.crdfglobal.org.

Driven by CRDF Global Strategic plan introduced at the beginning of 2024 and in order to accomplish CRDF Global 2024 Goals & Objectives where key Growth strategies are outlined, including:

- increase and improvement of organization's technical capabilities;
- improvement of growth effectiveness;
- improving new business capture;
- prioritizing and improving customer relationship building,

Talent Management team of the CA Hub is committed to establish at least one per Hub technical recruiting firm relationship for future anticipated technical recruitment needs.

As such, CRDF Global CA Hub requires on-going, flexible, and lasting partnerships with experts in this field.

1. PURPOSE:

Contracting a technical recruitment firm (agency) for talent acquisitions purposes in CA Hub region.

2. OBJECTIVE:

The objectives of contracting a recruitment firm can be (but not limited):

- 2.1. Make sure we are staffing in accordance with customer expectations and investments we have made
- 2.2. Improve New Business Capture process
- 2.3. Improve Service Delivery Framework
- 2.4. Make sure we are prepared to new growth opportunities at CA Hub
- 2.5. Make sure we are hiring strong technical candidates according to customer expectations
- 2.6. Make sure we are meeting our Workforce plan, current and anticipated
- 2.7. Increase and improve technical capabilities of CRDF Global
- 2.8. Hire technical personnel timely and at best cost
- 2.9. Make sure we can staff as per CRDF Global Technical staffing areas, among which are:
 - Security Assistance:** Law Enforcement & Counterterrorism, Cybersecurity and Program Management.
 - Development:** Global Health Security, Democracy & Governance

3. SERVICE REQUIREMENTS:

The selected Contractor (for the purposes of this RFP – Recruitment agency or “SME”) shall:

- Provide a professional recruitment and/or staffing service and have relevant experience;
- Have a good understanding of and empathy with our business, values and culture;
- Have sound management processes, including meeting deadlines, good progress reporting, and quality assurance processes.

The Contractor would be expected to provide **TALENT ACQUISITION SERVICES**, which may include:

COMPONENTS	SPECIFICATION:
Types of services (Attachment I)	<ul style="list-style-type: none"> • CVs shortlisting • CVs screening • CVs formatting • Talent Hiring • Executive Search • Consultants Search
Skill Focus Area	<p>Security Assistance: Law Enforcement & Counterterrorism, Cybersecurity and Program Management.</p> <p>Development: Global Health Security, WASH (Water, Sanitation & Hygiene), and Democracy & Governance</p> <p>Other areas of CRDF Global operations</p>
Levels / Types of Positions	<p>Director, Chief Executive, President</p> <p>Chief of Party, Head, Manager, Coordinator, Team Leader, Country Representative</p> <p>Consultants, Specialist, Researchers</p>
Duration (Days)	TBD depending on the position and urgency
Regions to Cover	CA Hub - Kazakhstan, Tajikistan, Uzbekistan and Turkmenistan, Nepal, Bangladesh, Sri-Lanka, Pakistan and Mongolia.
CRDF Global Target Group	Talent Management and Hiring Managers.

4. FORESEEN SCOPE OF WORKS (SOW):

- To introduce us to suitable qualified candidates in a timely manner in order to increase efficiency and add value to CRDF Global's business objectives.
- To identify and pre-screen candidates in accordance with the selection criteria as stated in the job description and person specification provided by CRDF Global.
- To prepare short listed candidates for interviews.
- To adhere to and respect CRDF Global's Recruitment and Employment Policies, Processes and Procedures.

CONTRACT FOR SERVICES:

Following selection, CRDF Global will negotiate a General Services Contract (hereafter "GSC") with the selected SME(s).

While the GSC is not a guarantee of any work, the selected SME(s) on a GSC can be engaged by CRDF Global staff with an abbreviated selection process. This allows CRDF Global to potentially leverage the partnership with the SME for strategic initiatives, proposal submissions, and programmatic responses to urgent timelines. The GSC will be structured to allow CRDF Global Agreement Officer(s) to issue task orders to the SME upon successful negotiation of scope and budget.

The specific duration of the GSC can be negotiated following selection but is expected to be between 3 – 5 years.

The GSC would seek to negotiate and lock in elements of pricing and cost that are agreeable to both parties.

PRICE SCHEDULE

Prices provided shall be all-inclusive and include all additional expenses. No extra fees that are not mentioned in the offer would be considered afterwards.

Travel Budget Guidelines: NOT foreseen

Justification & detailed calculations for each item is mandatory. Please, add additional rows if needed, with detailed information

All prices shall be **GROSS** and provided **in USD or fee %**

Kindly mind that submitted quotes shall be fixed under Fixed-Price (FFP) contract.

That type of Contract foresees prices schedule that is not subject to any adjustment. Firm prices shall be kept based on the contractor's cost experience in fulfilling the contract. This contract type places upon the contractor maximum risk and full responsibility for all costs and resulting profit or loss.

PAYMENT

Proposed payments schedule – upon completed and accepted (results) of training session.

Reporting is a subject to mutual agreement and shall be agreed prior to the training start up.

Standard payment terms – it's a post payment within 30 calendar days after acceptance of deliverable.

Invoice shall be issued together with detailed specification on the list of provided services and goods.

Other payments terms and schedule may be discussed additionally. Preference will be given to Bidders, that confirm standard payment terms.

PROPOSAL REQUIREMENTS:

Requested **strict adherence** of proposals components to the defined set order:

Each proposal must include:

1. Comments and proves to each point of KEY and PREFERRED requirements

ANNEX A: SELECTION REQUIREMENTS AND CRITERIA'S

2. Information provided requested in

ANNEX B: CONTRACTOR DATA FORM

3. Cost proposal/Description of the pricing and cost factors

ANNEX C: PRICE SCHEDULE

RFP TIMETABLE:

CRDF Global reserves the right to make changes to the RFP Timetable without providing explicit notification ahead of time.

September 22, 2024:	RFP Posted & Live
September 25, 2024:	RFP Questions Due
September 28, 2024:	RFP Questions & Answers Released
October 14, 2024, COB (Almaty time):	RFP Submission Due
November 30, 2024:	Selected Contractor(s) Notified
December 2024:	Negotiate Agreement

PROPOSAL SUBMISSION:

Proposals must be submitted as electronic documents in PDF and in Word & Excel format.

Proposals should be submitted to Kamila Akmurzayeva, kakmurzayeva@crdfglobal.org, no later than: **6:00 PM, Almaty time October 14, 2024, COB.** CRDF Global reserves the right to disqualify any proposal submitted after the submission deadline.

The subject line of the email must read:

PROPOSAL_*Bidder name***_RFP- RECRUITMENT AGENCY SERVICES KZ**

SOLICITATION TERMS & CONDITIONS:

Right to Select Suppliers. CRDF Global reserves the right to negotiate with and select all qualified suppliers at its own discretion and is not obligated to inform suppliers of the methods used in the selection process. CRDF Global reserves the right to dismiss any and/or all suppliers from the bid process and reject any and/or all proposals.

Obligation. This RFP does not bind nor obligate CRDF Global in any way. CRDF Global makes no representation, either expressed or implied, that it will accept or approve in whole or in part any proposal submitted in response to this RFP. CRDF Global may reward, in whole or in part, the proposal at its sole discretion.

Notification. CRDF Global will notify bidders following completion of the evaluation process, as to whether or not bidders have been awarded the contract. The only information regarding the status of the evaluation of proposals that will be provided to any inquiring bidder shall be whether or not the inquiring bidder has been awarded the contract. CRDF Global may, at its sole discretion, inform any inquiring bidder of the reason(s) as to why it was not awarded the contract.

Binding Period. Following the due date of submission of this Proposal, the pricing included in this RFP shall be binding upon the supplier for the duration of the contract.

Hold Harmless. By submitting a response to the RFP, bidder agrees that CRDF Global has sole discretion to select any and/or all suppliers. During or following the conclusion of this process, bidders waive their rights to damages whatsoever attributable to the selection process, materials provided, supplier selection, or any communication associated with the RFP process and supplier selection.

Transfer to Final Contract. The terms and conditions of the RFP, including the specifications and the completed proposal, will become at CRDF Global's sole discretion, part of the final contract (the "Agreement") between CRDF Global and the selected bidder. In the event that responses to the terms and conditions will materially impair a bidder's ability to respond to the RFP, bidder should notify CRDF Global in writing of the impairment. If bidder fails to object to any condition(s) incorporated herein, it shall mean that bidder agrees with, and will comply with the conditions set forth herein.

Exceptions. Any exceptions to the terms and conditions or any additions, which bidder may wish to include in the RFP should be made in writing and included in the form of an addendum to the applicable Section in the RFP.

CRDF Global Proprietary Information. Supplier agrees that all non-public information contained in this document and communicated verbally in reference to this RFP by CRDF Global shall be received for the sole discretion and purpose of enabling the supplier to submit an accurate response to this RFP. The information contained in this RFP and disclosed during the course of negotiations and communications are proprietary in nature and under no circumstances to be disclosed to a third party without prior written consent from CRDF Global.

Supplier Proprietary Information. Information contained in the response to this RFP will be considered proprietary in nature if marked "confidential" or "proprietary". Such marked documents will not be disclosed to third parties outside CRDF Global with the exception of retained consultants under contractual confidentiality agreements.

ANNEX A: SELECTION REQUIREMENTS AND CRITERIA:

Selection will be based on CRDF Global’s evaluation of the Contractor’s ability to meet CRDF Global’s requirements described below, as well as factors such as competitive pricing, quality of proposal, past performance, and other intangible factors. CRDF Global reserves the right to accept or reject any and all proposals, and to negotiate terms of any subsequent agreements at its own discretion.

Proposals submitted will be evaluated using the criteria below (but not limited with). Incomplete applications will not be considered.

KEY PERFORMANCE INDICATORS (KPI)*:

KPI	Weighting	Contractor’s current KPI (+indicate a timeline (year) for which indicators are provided)
Average annual number of jobs that the agency works at.	10%	
CV to Interview Ratio	20%	
Interview to Offer Ratio	20%	
Job posting to offer acceptance date	20%	
Total	100%	

***the Contractor may provide their KPI and deliverables towards KPI if measures different objectives than those indicated above.**

#	<u>BASIC REQUIREMENTS:</u>	<u>DEMONSTRATE COMPLIANCE TO THE REQUIREMENTS: YES/NO/TEXT CLARIFICATION</u>
<u>1</u>	The selected provider has not any beneficiaries, contributions, or any other professional connection to Russia. Also, is not providing services to any Russian companies’, organizations, etc.	
<u>2</u>	The selected provider must be available ad-hoc (upon a defined request from CRDF Global Talent management team)	
<u>3</u>	The selected provider has a proven rich talent acquisition background, no less than 8 years	
<u>4</u>	The selected provider obtains modern recruitment techniques	
<u>5</u>	Has strong knowledge of local language & English	
<u>6</u>	Has experience working with CRDF Global or similar NGOs in past	
<u>7</u>	The selected provider is compliant with local legislation and executes legal ways for payments	

TECHNICAL & QUALITY CRITERIA'S:	BIDDERS REQUESTED TO DEMONSTRATE:	COMPREHENSIVE INFORMATION SHALL BE PROVIDED
Contract implementation and management	<ul style="list-style-type: none"> • Provide a brief overview of your organization; • Give details of your proposed management structure and identify the personnel who will have overall responsibility for this contract; 	
	<ul style="list-style-type: none"> • Detail your technical experience relating to the provision of recruitment services, similar in size, scope and complexity to that required by CRDF Global as described in this RFP. 	
Understanding and approach	<p>Detail your understanding of CRDF Global's requirements, including:</p> <ul style="list-style-type: none"> • Recommendations specific to the sector CRDF Global operates within; • Your knowledge and understanding of CRDF Global services, organizational profile and values and your ability to impart this knowledge to candidates. 	
	<p>Describe your proposed methodology to meet the specification and how your approach will ensure the supply of quality candidates, including:</p> <ul style="list-style-type: none"> • How you would reference each candidate prior to submitting a candidate's application to CRDF Global; • How you screen each candidate's application for completeness and ensuring that the candidate meets the essential criteria. 	
	<p>Describe one or more successful cases of working with NGOs like CRDF Global, specifically to mentioned above technical areas or other areas of CRDF Global operations.</p>	
DEIA Commitment Statement	<p>Outline your approach to equality and diversity and explain how this will be applied to the delivery of this requirement. Please also provide a copy of your organization's equality and diversity policy or statement.</p>	
Quality assurance	<p>Provide details of the management reports you would produce, outlining the frequency and the information that would be provided, including how you would measure customer satisfaction. Please also include a sample report in an annex if possible.</p>	

ANNEX B: CONTRACTOR DATE FORM:

CONTRACTOR DATE FORM:

1. Recruitment Agency Name
2. Registration Certificate
3. Address (Mailing)
4. Contact Details: Name / Contact Number / Email Address

CONTRACTOR'S PROFILE:

Provide full details of the level, qualifications and relevant experience of the members of your organization who will be responsible for carrying out the work, in particular:

- state the structure of the proposed team;
- nominate individuals for key roles and include their CVs in an annex together with details of their expected responsibilities.

Specify these individuals

- 1.1. Academic qualification
- 1.2. Professional membership
- 1.3. Similar experience
- 1.4. Other related strength(s)
- 1.5. Professional achievements
- 1.6. Work samples
- 1.7. Two recent clients' evaluations or reviews demonstrating quantitative and/or qualitative feedback

ADDITIONAL INFORMATION:

1. Certification Supporting Evidence

References

Please provide details of two of your customers for which your organization carries out work similar to that described in this RFP from whom CRDF Global can request references, if required. For each potential referee, please provide the following:

- (1) Customer name and full contact details (postal and email addresses and telephone number);
- (2) Brief contract details including the start date, approximate contract value and a description of work performed.

ANNEX C: PRICE SCHEDULE (in USD including VAT)

Positions' levels	Service fee	Payment schedule (approach)
Level 1 (Assistant, Project Associate, etc.)		
Level 2 (Coordinators, Project Leads, etc.)		
Level 3 (Specialist, Senior Project Leads, Generalists, etc.)		
Level 4 (Managers, Technical Advisors, etc.)		
Level 5 (Senior Managers, Senior Technical Advisors, etc.)		
Level 6 (Directors, Regional Director)		