



About approval of the Standard of state social order

Unofficial translation

Order of the Minister of Public Development of the Republic of Kazakhstan of August 15, 2018 № 19. Registered with the Ministry of Justice of the Republic of Kazakhstan on August 29, 2018 № 17314.

Unofficial translation

In accordance with subparagraph 4) of Article 4-1 of the Law of the Republic of Kazakhstan "On the state social order, state order for the implementation of strategic partnerships, grants and awards for non-governmental organizations in the Republic of Kazakhstan" **I HEREBY ORDER:**

Footnote. Preamble - as amended by the order of the Minister of Information and Social Development of the Republic of Kazakhstan dated 17.08.2022 No. 325 (shall be enforced ten calendar days after the day of its first official publication).

1. Approve the Standard of the state social order, according to the appendix to this order.
2. In the procedure established by the legislation of the Republic of Kazakhstan, the Committee on Civil Society Affairs of the Ministry of Social Development of the Republic of Kazakhstan shall:
 - 1) provide the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan;
 - 2) within ten calendar days from the date of the state registration of this order, direct it in the Kazakh and Russian languages to the Republican State Enterprise with the Right of Economic Management "Republican Center of Legal Information" for official publication and inclusion in the Reference Control Bank of Regulatory Legal Acts of the Republic of Kazakhstan;
 - 3) within ten calendar days after the state registration of this order, send a copy of it for official publication in periodicals;
 - 4) place this order on the Internet resource of the Ministry of Social Development of the Republic of Kazakhstan after its official publication;
 - 5) within ten working days after the state registration of this order with the Ministry of Justice of the Republic of Kazakhstan, submit the data on execution of the actions provided for in subparagraphs 1), 2), 3) and 4) of this paragraph to the Legal Department of the Ministry of Social Development of the Republic of Kazakhstan.
3. Control over the execution of this order shall be entrusted to the Supervising Vice-Minister of Social Development of the Republic of Kazakhstan.

4. This order shall be enforced upon expiry of ten calendar days after the date of its first official publication.

*Minister of Social Development
of the Republic of Kazakhstan*

D. Kaletayev

Appendix
to order No. 19 of the Minister of
Social Development
of the Republic of Kazakhstan
of August 15, 2018

Standard of the state social order Chapter 1. General Provisions

1. This Standard of the state social order (hereinafter referred to as the Standard) was developed in accordance with subparagraph 4) of Article 4-1 of the Law of the Republic of Kazakhstan "On state social order, state order for the implementation of strategic partnerships, grants and awards for non-governmental organizations in the Republic of Kazakhstan" and shall determine the requirements for the quality, conditions, content of services provided by non-governmental organizations, as well as the criteria for assessing their quality.

Footnote. Paragraph 1 - as amended by the Order of the Minister of Information and Social Development of the Republic of Kazakhstan No. 325 dated August 17, 2022 (shall be enforced ten calendar days after the day of its first official publication).

2. This Standard shall apply to the following services:

- 1) training services;
- 2) consulting services;
- 3) information and methodological services;
- 4) research and analytical services;
- 5) event organization services;
- 6) services in the organization of civil (resource) centers.

2-1. The state social order standards shall apply:

in the development of tender documentation for public procurement of services provided under the state social order;

in the implementation of social projects via state social order by non-governmental organisations;

in monitoring the implementation and evaluating the results of services provided via the state social order.

Footnote. The Standard has been supplemented by paragraph 2-1 under Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into effect ten calendar days after the date of its first official publication).

3. The following definitions shall apply in this Standard:

- 1) social programme - a set of interrelated social projects;

2) a social project - a combination of organisational, economic and technical measures aimed at achieving goals in socially relevant areas, implemented over a period of one year and up to three years;

3) observation is a deliberate process of perceiving objects of reality, the results whereof are recorded in a description;

4) webinar - an online seminar, lecture, course, presentation organised as a live broadcast, open to all, regardless of location;

5) a lecture is a method of communicating new knowledge, involving an oral, systematic and coherent presentation of material on a problem, a method or a theme;

6) coach training - specialised training for facilitators of various adult learning activities in the area of professional skills and personal development, delivered by consultant trainers with practical experience of designing and delivering training for various categories of participants , including coach trainings;

7) interactive methods - a group of modern teaching methods involving the participants in active analysis, interpretation, discussion, practical application of specific knowledge, problem-solving and construction of ways of behaving in different situations;

8) a consultancy project is a step-by-step joint activity between a consultant and a client, solving a set of tasks to optimise and develop an organisation, an area or a field;

9) consultation - a form of service provided to a legal or natural person to clarify a situation and suggest possible solutions to problems related to that situation;

10) state social order - a form of implementation of social programmes, social projects, functions of central and (or) local executive bodies delegated for implementation to a competitive environment, aimed at solving problems in the social sphere, performed by non-governmental organisations at the expense of budgetary funds;

11) state social order provider (hereinafter referred to as the Supplier) - a non-governmental organisation implementing social programmes, social projects under the state social order contract;

12) training school - logically structured blocks of training involving several levels of learning for the participants; each block is structured in different ways and implemented at specific time intervals;

13) training course - a form of training involving in-depth theoretical and practical study of a particular topic by participants;

14) instructional consultancy - the consultant not only gathers ideas and analyses solutions , but also prepares the ground for their emergence by providing the person and/or organisation consulted with relevant theoretical and practical information in the form of lectures, seminars, manuals;

15) survey - a method of gathering information to ascertain public opinion on certain issues (questionnaires, online survey, interviewing, focus groups, content analysis, brainstorming, mystery shopping);

16) a seminar is a form of active learning where participants are exposed to a body of knowledge that is new to them and how to apply it in practice;

17) expert consultancy - the consultant independently diagnoses, develops solutions and recommends their implementation;

18) customer (hereinafter referred to as the Customer) - administrators of national and local budget programmes;

19) technical specification is a description of the functional, technical, quality and performance characteristics of the services to be procured by means of the public social contract;

20) training is a form of active learning, aimed at integrating theoretical knowledge and practical skills, developing necessary skills, learning how to behave and act effectively, and identifying and developing ways of overcoming typical difficulties;

21) practical training - a type of vocational training aimed at enabling a specialist to learn new methods, technologies and elements of the professional activity where they originated and are applied;

22) success story (case) is a brief description of the positive effect of a project and/or service on the situation of a particular consumer and/or organisation, specifying the quantitative and/or qualitative results;

23) non-governmental organisation - a non-profit organisation (excluding political parties, trade unions and religious associations) established by citizens and (or) non-governmental legal entities on a voluntary basis to achieve their common goals under the laws of the Republic of Kazakhstan;

24) master class - a form of knowledge and skills transfer, exchange of experience, allowing exposure to new technology, new techniques, author's developments;

25) internal monitoring - the systematic information gathering of pre-selected indicator values to provide managers and other stakeholders with information on how well the social project is being implemented, the extent to which objectives are being achieved and how resources are being used.

Footnote. Paragraph 3 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

Chapter 2. Quality requirements for services

4. The main quality requirements for services shall be providing the full cycle of the service rendering, awareness and satisfaction of the services consumers, the degree of involvement of the services consumers, practical applicability.

5. The supplier shall provide a full cycle of service rendering, including preparatory work for the organization of the process of rendering services, actual rendering of services, internal monitoring of the actual service.

6. The provider shall inform the participants of the training, advisory, information and guidance, research and analysis services, as well as event and civic (resource) centre services in one or more of the following ways:

1) by publications in the media, including online invitations, on their own website or on one of the websites popular with the target group;

2) by displaying information materials at the Supplier's premises, workplace and/or training facilities for potential participants;

3) by distributing information leaflets, invitations at places of work for potential participants in training services;

4) by presentations at public events;

5) by phone invitations;

6) by targeted e-mails of information about the training event.

Footnote. Paragraph 6 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into force ten calendar days after the date of its first official publication).

7. The supplier, in accordance with subparagraph 4) of Article 8 and Article 9 of the Law of the Republic of Kazakhstan "On Access to Information", shall provide access to information related to the implementation of services, and the use of funds allocated from the state budget.

Footnote. Paragraph 7 - as amended by the order of the Minister of Information and Social Development of the Republic of Kazakhstan No. 325 dated August 17, 2022 (shall be enforced ten calendar days after the day of its first official publication).

8. Indicators of participant satisfaction and practical applicability in the provision of services by non-governmental organizations are shown in Tables 1, 2, 3, 4 and 5 in the Annex hereto.

Footnote. Paragraph 8 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be enacted ten calendar days after the date of its first official publication).

9. The degree of services consumers' involvement shall depend on the objectives of the social project, quantitative indicators (minimum and maximum values).

9-1. The quality requirements and service conditions shall be established by the Customer in the technical specification, depending on the goals and objectives of the social projects and the amount of funding.

Footnote. The Standard has been supplemented by paragraph 9-1 under Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be implemented ten calendar days after the date of its first official publication).

Chapter 3. Requirements for services rendering conditions

10. The training services provider shall meet the requirements for the conditions of the training services rendering, according to Table 7 of the appendix to this Standard.

11. Training services shall be rendered by the Supplier's experts, in the event of availability of qualified specialists on the staff or recruited (outsourced) qualified specialists, subject to the Supplier's provision of processes for the event organization.

12. The person rendering educational services shall:

1) possess sufficient level of theoretical training on the subjects in question, in accordance with the requirements for the conditions of the training services rendering specified in Table 7 of the appendix to this Standard;

2) possess practical experience in conducting training services.

13. In the event of placing a state social order for a period of more than 1 (one) financial year, the Supplier shall fulfill the requirements for the facilities and resources base for rendering of training services, according to table 8 of the appendix to this Standard.

14. Consulting services shall be rendered by the Supplier's experts and / or outsourced consultants with practical experience in consulting:

1) at least 6 (six) months - for consultations on the use of certain methods, procedure of work, preparation of model documents;

2) at least 1 (one) year - for consultations on improving the quality of services to different categories of services consumers, developing documents for raising funds, preparing reports;

3) at least 2 (two) years - for consultations on building and improving management processes, as well as on applying a set of methods to resolve a problem situation.

15. For counselling services, the consultant shall:

1) possess knowledge of the topics within the scope of counselling;

2) possess counselling skills for counselling;

3) have knowledge of the specifics of non-governmental organisations and the range of needs of the clients of counselling services.

Footnote. Paragraph 15 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

16. Information and methodological services shall be rendered by the Supplier's experts, in the event of availability on the staff of qualified and (or) trained specialists in public relations, or outsourced qualified and (or) trained specialists subject to the provision by the Supplier of the services rendering processes.

17. Specialist in public relations for the rendering of information and methodological services shall:

1) be knowledgeable in the basics of legislation on informatization, media and advertising ;

2) comply with international, national and ethical codes in the field of public relations;

3) be knowledgeable about information about the specifics of the activities of non-governmental organizations and the range of needs of the target group in information and methodological services.

18. The number of specialists employed shall be based on the level of sophistication of the information and methodological services and the available funding.

Footnote. Paragraph 18 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into effect ten calendar days after the date of its first official publication).

19. Research and analytical services shall be rendered by the Supplier's experts, in the event of availability on the staff of qualified specialists, or recruited (outsourced) specialists, subject to the Supplier's provision of processes of organization-analytical services.

20. Depending on the level of complexity of research and also on the specifics of the research methods used, the research and analytical services shall be rendered by specialists in field research (interviewers, pollsters), experts (sociologist, economist, psychologist, lawyer proceeding from technical specification requirements).

21. Specialists involved in the provision of research and analysis services shall:

- 1) have knowledge and/or practical experience in conducting research;
- 2) make an objective and independent analysis of the situation and the data obtained;
- 3) in formulating conclusions and recommendations, include all possible options and approaches for assessing the situation and its development.

Footnote. Paragraph 21 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into effect ten calendar days after the date of its first official publication).

22. Events organization services shall be rendered by the Supplier's experts, in case of availability on the staff of a host of events, an administrator or recruited qualified and / or trained specialists, subject to the Supplier's support for the event organizing processes.

23. To render services in organization of the work of a civil (resource) center the Supplier shall:

- 1) form a database of potential participants and consumers of services;
- 2) recruit qualified specialists for the provision of services, including from different oblasts, cities, districts (if need arises);
- 3) publish information on the progress and results of services rendering in print and social media;
- 4) arrange the departure of specialists (when conducting field consultations).

24. In the event of placing a state social order for a period of more than 1 (one) financial year, the Supplier shall fulfill the conditions (requirements) for the facilities and resources base, according to table 9 of the appendix to this Standard.

Chapter 4. Requirements for the content of services

25. Training services shall be offered in the following forms:

- 1) seminar;
- 2) training, training for coaches
- 3) workshop;
- 4) lecture;
- 5) webinar, video lesson;
- 6) training school;
- 7) training course;
- 8) practical training.

Footnote. Paragraph 25 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into effect ten calendar days after the date of its first official publication).

26. The full cycle of training services shall involve the following 3 steps:

- 1) preparation and/or development of materials for the provision of training services;
- 2) provision of the training service;
- 3) internal monitoring of the provision of the training service.

Footnote. Paragraph 26 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

27. When providing training services to inform potential beneficiaries of the training service, the Supplier shall prepare information sheets containing the following information:

- 1) the name of the form of the service, including the topic of the training service;
- 2) the programme and the issues to be covered;
- 3) trainer (brief description of the experience in the field of similar events);
- 4) intended forms and methods of training, including interactive methods;
- 5) availability of training, methodological and informational materials, certificates;
- 6) timing and location, mode of operation during the training service;
- 7) the conditions for participation, including for non-resident travellers;
- 8) information on who is responsible and how to register for the training event.

Footnote. Paragraph 27 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into effect ten calendar days after the date of its first official publication).

28. Consultancy services shall be provided in the following forms:

- 1) by method of delivery:
face-to-face meetings (individual, group);
telephone consultations, including telephone hotlines;
counselling via Internet resources;
- 2) by volume and duration:
one-off consultations;

consulting project;

3) by the way of interaction with the target group:

expert consultancy;

process consulting;

training consulting.

Footnote. Paragraph 28 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

29. The full cycle of counselling services shall include the following steps:

1) preparing and/or developing materials for the provision of services;

2) conducting the consultation;

3) internal monitoring of the results of the consultation.

Footnote. Paragraph 29 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be enacted ten calendar days after the date of its first official publication).

30. When providing consulting services, in order to inform potential consumers of consulting services, the Supplier shall develop information sheets containing the following information:

1) the name and content of the consultation form;

2) categories of consumers of services who receive these consultations;

3) the results of consultations for consumers of services;

4) consultants (full name, field of activity and (or) specifications, work experience);

5) conditions and procedure for obtaining a consultation.

31. Appropriate conditions shall be created for the consulting services consumer: a convenient place to talk with a consultant, recording of the course of a consultation, access to informational and methodological literature on the consultation topic.

32. Depending on the topic of the consultation, the consultant shall prepare a package of information and teaching materials (literature) for the consumer in print and digital formats on the type of consulting services proceeding from the resources that the Supplier avails of.

33. Information and guidance services shall be delivered in the following forms:

1) information events:

media events (press conferences, press tours, briefings);

creation and promotion of Internet resources, work with social networks, including virtual dialogue platforms;

information and presentation materials (booklets, brochures, posters, flyers, leaflets, videos, banners, newsletters);

awareness-raising (promotional activities, information groups).

2) development of methodological materials: modules, programmes, scripts and manuals.

Footnote. Paragraph 33 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

34. The full cycle of information and guidance services shall involve the following steps:

- 1) preparing and/or developing materials for the provision of services;
- 2) carrying out information and methodological services;
- 3) internal monitoring of information and methodological services.

Footnote. Paragraph 34 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into effect ten calendar days after the date of its first official publication).

35. The process of developing and issuing of information and methodological materials shall be comprised of the following steps:

- 1) specification of the type and subject-matter of information and methodological materials;
- 2) data collection and systematization;
- 3) specification of the technical characteristics of materials (the number of pages in the publication, presence of headings, sections, thematic pages, intended video series (photographs, drawings));
- 4) layout and replication of materials;
- 5) distribution of materials (including through electronic mailing).

36. Research and analysis services shall be provided in the following forms:

1) by object of study:

public and expert opinion research;
monitoring and evaluation of projects/programmes;
analysis of trends in the development of the sphere/object;
assessment of the needs of population groups;
assessment of the efficiency of management systems;
expertise of legislative acts;

2) by research method:

observation;
survey;:
questionnaire;
online survey;
interviewing (including semi-structured one, in-depth interviews); фокус-группа;
content analysis;
brainstorming;

Mystery Shopping;

3) by depth of analysis:

exploratory research;

descriptive study;
analytical study.

Footnote. Paragraph 36 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall enter into force ten calendar days after the date of its first official publication).

37. The full cycle of research and analytical services rendering shall be comprised of the following steps:

- 1) development of a research program (in accordance with the technical specification);
- 2) organization of data collection;
- 3) processing of the received information and data analysis;
- 4) preparation of the final document, including conclusions and recommendations.

Depending on the level of complexity and selected research methods, the requirements for collection of information on research and analytical services rendering shall be taken into account that are indicated in Table 10 of the appendix to this Standard.

38. The Supplier's specialists shall draw up a final document in the format specified by the Customer in the technical specification.

Depending on the objectives, expected results and complexity of the study, the research document shall take the form of a record, a report, a dossier or a portfolio.

Supporting materials shall be attached to the final document, depending on the research methods chosen and in accordance with the requirements of the technical specification. Supporting documents may be questionnaire forms (provide at least 3% of the total number of completed questionnaires), interview protocols (forms), tables and charts from data processing, photo/video/audio reports of the work carried out.

The timing of the research and analysis services shall be determined by the Customer as specified in Table 11 of the Annex hereto.

Footnote. Paragraph 38 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

39. The Supplier, in coordination with the Customer, shall direct requests to the state bodies in order to obtain the necessary information for the research conduct.

40. Event services shall be rendered in the following forms:

- 1) information and discussion activities;
- 2) leisure and play activities;
- 3) sports activities.

When developing the technical specification of a social action project, the client shall envisage a combination of several forms, specified in Table 13 hereof, aimed at solving a single problem.

Footnote. Paragraph 40 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into force ten calendar days after the date of its first official publication).

41. The full cycle of event services shall comprise the following steps:

- 1) preparation work for the organisation of the event;
- 2) holding the event;
- 3) internal monitoring of the results.

Footnote. Paragraph 41 - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

42. In the provision of event management services the Supplier shall:

- 1) ensure that the event is visually designed in one or more of the listed ways (banner, stand, stretching, visual information display and transmission device) as specified by the Customer;
- 2) maintain a list of publications indicating all materials published in the electronic and/or printed media;
- 3) ensure coverage of each event by placing five (5) topical publications in the national media when implementing activities at national level and in the regional media when implementing activities at regional level, as well as three (3) publications on social media.

Footnote. Paragraph 42 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be enacted ten calendar days after the date of its first official publication).

43. The civil (resource) center shall render services in the following forms:

- 1) training of non-governmental organizations directed to building of the institutional and organizational capacity;
- 2) advising non-governmental organizations and citizens on the development of civil society and addressing social problems arising in the society through interaction with the state bodies;
- 3) providing methodological assistance to non-governmental organizations and citizens on the development of civil society, interaction of non-governmental organizations with state bodies;
- 4) provision of information about its activity to non-governmental organizations, citizens, and state bodies.

44. The full service cycle of the civic (resource) centre shall comprise the following steps:

- 1) preparation and/or development of materials for the provision of services;
- 2) service delivery;
- 3) internal monitoring of the services provided.

Footnote. Paragraph 44 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be put into effect ten calendar days after the date of its first official publication).

45. The requirements of this Standard shall not apply to centers that render special social services.

46. The Civil (resource) center shall develop a package of information and presentation materials for the services consumers containing the following information:

- 1) the name of the center;
- 2) the list of the center's services;
- 3) the work schedule of the center;
- 4) contact details of the center staff;
- 5) feedback system (complaints, suggestions for improving the services quality).

Chapter 5. Criteria for assessing the services rendering quality

47. The criteria for assessing the quality of the training services rendering are indicated in the quality requirements for training services, according to table 1 of the appendix to this Standard.

48. Criteria for assessing the quality of consulting services rendering are indicated in the quality requirements for consulting services, according to Table 2 of the appendix to this Standard.

49. Criteria for assessing the quality of the information and methodological services rendering are indicated in Table 12 of the appendix to this Standard.

50. Criteria for assessing the quality of research and analytical services rendering are indicated in Tables 10 and 11 of the appendix to this Standard.

51. Criteria for assessing the quality of the events organization services rendering are indicated in Table 13 of the appendix to this Standard.

52. The assessment of the quality of the Civic (Resource) Centre services shall be based on the quality requirements for the training, counselling, research and analysis, information and methodological services, as well as for the event organisation services included in the package of the Civic (Resource) Centre services.

Footnote. Paragraph 52 as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall come into effect ten calendar days after the date of its first official publication).

Annex to the Standard
of the State Social Order

Table 1. Quality requirements for training services

Footnote. The Annex - as reworded by Order No. 260 of the Minister of Information and Social Development of the Republic of Kazakhstan dated 26.07.2021 (shall be enacted ten calendar days after the date of its first official publication).

Forms of training services	Satisfaction of participants		Practical applicability	
	Minimum value	Maximum value	Minimum value	Maximum value
Source of information	feedback questionnaires or feedback forms		success stories	
Seminar	50%	85%	-	-
Training	60%	90%	1 story	5 stories
Workshop	50%	85%	-	-
Lecture	50%	85%	-	-
Webinar, video tutorial	-	-	-	-
Training course (school)	75%	95%	3 stories	7 stories
Practical training	50%	85%	1 story	5 stories

* All participants of the event shall be surveyed to assess the level of satisfaction of the users of the training services. A rating scale of 1 to 5 shall be applied, where 1 is completely unsatisfied and 5 is completely satisfied. The formula for calculating the overall level of satisfaction shall be: $(\text{total amount of points received}/\text{number of participants})/5 * 100$.

Table 2. Quality requirements for consultancy services

Consultancy services	Participants' satisfaction		Applicability in practice	
	Minimum value	Maximum value	Minimum value	Maximum value
Source of information	Feedback *		Consultation log*	
All types of consultation	60%	85%	50%	85%

* To evaluate the level of customer satisfaction with counselling services, at least 20% of the total number of counselling sessions recorded in the logbook shall be interviewed. A rating scale of 1 to 5 shall be used, where 1 is completely unsatisfied and 5 is completely satisfied. The formula used to calculate the overall level of satisfaction shall be: $(\text{total of points received}/\text{number of participants interviewed})/5 * 100$.

* The results of the consultation shall be monitored to evaluate the practical applicability and the information obtained shall be recorded in the relevant column of the consultation log. Percentages shall be calculated as follows: the number of consultations resulting in the consumer applying the advice and/or materials received/for the total number of consultations * 100.

Table 3. Quality requirements for research and analysis services

Quality criteria	Indicators	Source of information
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Seminar	12 people	35 people	20 people	60 people	1 час	36 hours	at least 1 year in training services related to area	∞
Training	10 people	30 people	20 people	40 people	4 hours	24 hours	at least 2 years* in a training service provider's area of expertise	∞
Coaching for trainers	10 people	30 people	20 people	40 people	24 hours	140 hours	at least 5 years' practical experience of developing and delivering training, including coaching for trainers	∞
Workshop	5 people	40 people	10 people	50 people	1 hour	4 hours	at least 3 years' experience in training services in the field	∞
Lecture	15 people	100 people	20 people	∞	0,5 hours	2 hours	at least 1 year in training services related to area	∞
Webinar, video tutorial	5 people	∞	5 people	∞	0,5 hours	2 hours	at least 1 year in training services related to area	∞
Training course (school)	10 people	30 people	20 people	50 people	21 час	140 hours	at least 2 years' experience in training services in the field	∞
							at least 3 years' experience	

Practical training	1 people	20 people	-	-	3 hours	140 hours	in training services in the field	∞
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Table 8. Requirements to the facilities for the provision of training services

Forms of training services	Premises		Equipment							
	offline	online	laptop		projector		photo and video equipment		internet connection	
			offline	online	offline	online	offline	online	offline	online
Seminar	from 20 m2	-	+	+	+	-	+	-	-	+
Training	from 20 m2	-	+	+	+	-	+	-	-	+
Workshop	from 15 m2	-	+ -	+	-	-	-	-	-	+
Lecture	from 20 m2	-	+ -	+	-	-	-	-	-	+
Webinar, video tutorial	-	-	+	+	-	-	-	-	+	+
Training course (school)	from 50 m2	-	+	+	+	-	+	-	+	+

* These requirements shall be imposed on the prospective supplier in the event that it is identified as the winner and the contract is concluded with it

Table 9. Requirements for the facilities for the delivery of the Civic (Resource) Centre service

Services for setting up the centre	Premises	Equipment	
		Office equipment, internet access	Equipment for video and photography
Republican (cities of republican significance, the capital) and regional level (cities of regional significance)			
Civic (Resource) Centre	from 100 m2	+	+
Urban (town of district importance) and district level			
Civic (Resource) Centre	from 30 m2	+	+

Table 10. Conditions for the collection of information on research and analysis services

Research methods	Number of respondents and research sources
Questionnaire survey of the population	Sampling error max. 5%, field control max. 15% (max. 25%)
Expert survey	At least 5 people
Focus group	8-12 people
Brainstorming	At least 5 people
Content analysis	At least 10 sources

Table 11. Time requirements for research and analysis services

Research and analysis services	Research and analysis services period
Research aimed at examining public and expert opinion	at least 3 months
Monitoring of projects/programmes/services	at least 3 months
Evaluation of projects/programmes/services	at least 3 months
Analysis of trends in the development of the area/ subject	at least 3 months
Needs assessment of population groups	at least 1.5 months
Evaluating the efficiency of management systems	at least 6 months
Expertise on legislation	at least 3 months

Table 12. Criteria for assessing the quality of information and guidance services

Quality criteria (key)	Indicators	Source of information
Accessibility	Number of information and methodological materials produced and distributed (by type); circulation, frequency of production; quantitative and qualitative composition of the target groups reached; use of various means and channels of information dissemination.	Supplier reports; information and methodology packages; content analysis of media; expert opinions; feedback from consumers of information and methodology materials.
Applicability	Relevance of information and methodologies to current trends in service provision; relevance of information and proposed methodologies to the needs of target groups; availability of rating materials.	

Information and guidance materials	Format	Quantity values	
		Minimum value	Maximum value
Press-release	A4	150 words	500 words
Booklet	A4, double-sided	1 sheet	4 sheets
Brochure	A4, A5	Up to 40 pages	∞
Manual	A4, A5	Up to 50 pages	Up to 120 pages
Bulletin	A4	1 sheet	∞
Flyer	A4, A5	1 sheet	-
Poster	A1, A2, A3	-	-
Leaflet	A5	1 sheet	
Banner	from 768 x 90 cm	-	-

Event	Number of participants	Duration	
		min	min
Press conference	10 and more people	30 minutes	30 minutes

Briefing	5 and more people	30-40 minutes	
Press tour	10 and more people	4 hours	4 hours

Event	Number of publications/interviews in print and electronic media	Number of publications/interviews on social media
Media coverage	At least 5	At least 3
Awareness-raising campaign	At least 5	At least 3

Table 13. Criteria for evaluating the quality of event management services

Forms	Number of participants (offline)		Number of participants (online)	
	Minimum value	Maximum value	Minimum value	Maximum value
Information and discussion events				
Round tables, presentations, dialogue platforms	15 people	50	20	60
Conferences, forums, meetings, symposia, congresses, public hearings	35 people	100	50	∞
Leisure and play activities				
Festivals, concerts	50 people	500	50	∞
Exhibitions, fairs, parades	35 people	400	50	∞
Competitions, quizzes	15 people	∞	20	∞
Promotional activities, flash mobs	50 people	∞	50	∞
Sports				
Spartakiades, matches	20 people	∞	-	-
Championships, competitions (depending on the sport)	20 people	∞	-	-