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## MINISTRY OF ECONOMY (ME)

### Kosovo Digital Economy (KODE) Project

#### TERMS OF REFERENCE

For

Consultancy Company for training of young people package 5, Prizren

Ref. No: KODE/CS/2.1.1.7/2020

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#### 1. PROJECT BACKGROUND

The Government of Kosovo has secured support from the International Development Association (IDA) (hereinafter 'the Bank') for a Kosovo Digital Economy (KODE) Project in the amount of 20,7 million EUR. The KODE Project aims to improve access to better quality and high-speed broadband services in project areas and to online knowledge sources, services and labor markets among citizens, and public and academic institutions.

The KODE Project is implemented by the Ministry of Economy (hereinafter: Ministry) that provides strategic direction and technical oversight to the entire Project. Ministry oversees the Information and Communications Technology (ICT) sector development and executes this mandate through the Department of Post, Telecommunication and Information Technology (the Department), which for the purposes of the Project will act as the lead implementing agency and will carry the primary responsibility for all Components of the Project.

**The Project is structured along three components:** 1. Digital Inclusion, 2. Digital Work and Empowerment, and 3. Project Implementation Support. Two substance components of the Project are outlined below.

**Component 1: Digital Inclusion** component will support digital inclusion through: (1.1) the expansion of digital connectivity through the co-financing of deployment of high-speed broadband connectivity in areas that have been identified as not connected or underserved, and (1.2) improving of the enabling environment for wireless broadband services, through the deployment of the National Spectrum Monitoring System (NSMS).

**Component 2: Digital Work and Empowerment** will support the following subcomponent:

1. The Youth Online and Upward (YOU) Program and increased access to knowledge, information and online services. The objective of the activity is to implement the YOU Program to support increased access to online knowledge sources, services and labor markets of 2,000 Kosovo youth, of whom at least half are young women. Trainings will be realized in 7 regions of Kosovo (Pristina, **Prizren**, Peja, Gjakove, Gjilan, Ferizaj and Mitrovica) for a total duration of 6 months per each training course.

Considering the evolving COVID-19 situation in Kosovo (incl. the possibility of local transmission of strains of a virus, or variants), all selected Companies have to follow the most up-to-date central government and municipality guidelines with regard to the COVID-19 prevention and control. At the time of publishing this ToR, the trainings in-person are permitted in the country, however if new COVID-19 related measures are going to be introduced by the government in the course of the bidding process concerning this ToR or thereafter, KODE/PIU **will consider the possibility** of switching trainings from in-person to online, as agreed with the selected Company.

2. The present Terms of Reference (ToR) concern the implementation of this part of the project.

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## 2. OBJECTIVE OF ASSIGNMENT

The overall objective of the YOU Program is to support increased access to online knowledge sources, services and labor markets of 2,000 Kosovo youth (hereinafter beneficiaries).

The aim is to **up-skill and re-skill selected beneficiaries into the training through a competitive process and help them leverage these skills to generate income.**

**The present Terms of Reference (ToR) concern the implementation of two training courses organized in the Municipality of Prizren, estimated for 90 beneficiaries in total, as follows:**

**I. Full Stack developer course and below listed soft skills** - for estimated 3 (three) training classes, each with three months in between, with 20 beneficiaries per one class, estimated 60 beneficiaries in total.

**II. 3D printing technology training course and below listed soft skills** - for estimated 2 (two) training classes with 15 beneficiaries per class, 30 in total.

**The selected Company shall plan to deliver the trainings in-person in groups. If it is not possible to do so due to covid-19 related measures, the trainings -fully or in part- should be instead delivered online without any modification of outlined requirements. Any future modification should be subject to approval from the PIU.**

Long-term YOU Program's goals are to:

- a. Improve economic opportunities for youth through training about specialized skills in IT sector and linkages to the job market in Kosovo.
- b. Provide youth with the opportunity of further developing their IT skills and soft skills in order to actively compete for jobs in Kosovo market and through online freelancing platforms.
- c. Create a sustainable opportunity of empowerment of young people in Kosovo. The training program builds on the design and implementation experience and results of the Women in Online Work (WoW) Program implemented by the World Bank and other partners, in cooperation with Ministry. More information on the WoW Program can be found here: ([Ministry of Economy – WoW news](https://me.rks-gov.net/sq/WOW#.YNW6Juj7SUK))<sup>1</sup>,([World Bank Group - WoW news](https://www.worldbank.org/en/country/kosovo/brief/kosovo-wow))<sup>2</sup>.

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1 <https://me.rks-gov.net/sq/WOW#.YNW6Juj7SUK>

2 <https://www.worldbank.org/en/country/kosovo/brief/kosovo-wow>

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### 3. DETAILED SCOPE OF WORK

The selected Consulting Company (hereinafter Company) shall implement following groups of activities for each training class organized, separately. Training activities as part of this Contract shall be completed within 16 months, starting from date of contract signing. Following activities have to be completed for each training class.

#### **3.1 Initial preparation activities for both courses (Full stack developer and 3D printing technology)**

- a. Information and outreach campaign
- b. Selection of beneficiaries

#### **3.2 Training for both courses (Full stack developer and 3D printing technology)**

- a. Technical skills and soft skills in-class training and after-class home assignment in duration of at least 6 months, 260 hours for each training class.

#### **3.3 Post-training activities for both courses (Full stack developer and 3D Printing technology)**

- a. Examination Test and Certificates for beneficiaries who will complete the training.
- b. On-the-job guidance & mentorship

Below you can find detailed description for each group of activities and related deliverables:

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#### **3.1 Initial preparatory activities for each class of both training courses**

##### ***Information and outreach campaign, start immediately after contract signing***

Detailed description of outreach strategy (part of inception report) should be delivered within the first week after contract signing.

The Company is obliged to create and run its own campaign for the specific training course, in coordination with PIU and launch it one month before each call for application.

Company should organize outreach activities (mobilization) to inform and motivate potential beneficiaries to apply into the Program while leveraging various outreach networks and social media, organization of information sessions, production and distribution of printed materials, or any other suitable proposal provided. This should be a wide information campaign to reach a large pool of youth in Kosovo. In order to reach potential beneficiaries, Company shall organize at least one physical information session in respective locations (universities, colleges and/or youth centers) - if it is possible considering the covid-19 measures and at least one live Facebook information session during each open call for selection of beneficiaries. Information Sessions shall be coordinated with the KODE/PIU.

In particular, **two short videos for each training course** popularizing an information campaign should be provided. The videos, to be produced by the Firm, should be placed for circulation in various social media platforms over the duration of each campaign launched.

All information and outreach campaign materials, incl. the video and general information and outreach campaign should clearly promote following messages:

- The KODE Project overview;

- YOU Program goals;
- Course goals;
- Course key concepts;
- How student will benefit from trainings;
- Demand in job market for skills developed through course;
- Clear procedure of application process;

To meet YOU Program requirements on the beneficiary pool and to foster diversity, the Company shall encourage participation in the Program in each location from: (i) current university students; (ii) unemployed university graduates; (iii) underemployed young people with at least some university-level of education and (iv) national minorities and people with disabilities.

To the extent possible, the final cohort should comprise a mix of these groups, and the Company should be able to prove that it put maximum efforts to engage representatives of each of the categories outlined below.

#### ***a. Selection of beneficiaries***

The YOU Program should target applicants into the Program meeting the following basic characteristics:

- **Age:** 16+
- **Employment status:** unemployed or underemployed.  
*The applicants capable of proving their active search for employment via public employment centers should be given an advantage in the selection process*
- **English proficiency:** “working proficiency in English based on self-assessment [to be re-validated by the Company]

**PIU-KODE/Ministry has developed an online registration form which will be used by Applicants. Other application forms will not be permitted.**

The Company will have access on the detailed list of received applications and shall continue with the screening process. The screening methodology should be in the form of interviews and/or tests based on a set of pre-defined criteria listed above and based on additional criteria which shall be prepared by the Company (in coordination with PIU) depending on specific requirements of a course.

Screening methodology of the applicants shall be provided by the Company on their technical proposal for certain curricula.

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### 3.2 Training (start immediately upon the cohort selection and training venue preparation)

#### ***Technical skills and soft skills in-class training and after-class home assignment for each class of both training courses***

In this phase, Company shall strive to organize intensive in-class and home-based training of duration of no less than six months on technical and soft skills, so as to render beneficiaries employable for Kosovo's IT market and/or online freelancing platforms. Soft skills could be taught in parallel to technical ones, or there could be a specific sequence, e.g., the technical skills course taught first followed by the soft skills course (or vice versa), or there could be parallel classes on these modules. The training shall re-skill (and in some cases upskill) beneficiaries in a professional technical level and necessarily related soft skills. The estimated duration of the training should be 260 hours for each training class (in-class instruction), complemented with individual home-based and group assignments - theoretical lectures and interactive tasks for exercising.

The requirement about trainer/s who will be engaged for the training is that he/she cannot be replaced by other trainer after contract signing, unless the new trainer is equally qualified or exceeds requirements as stated in this ToR. In any case, the replacement of trainer has to be approved by the PIU.

Bellow you can find general requirement regarding content of technical skills training for each module.

#### **I. Technical skills for Full stack developer training classes (220 hours)**

At the end of the training, beneficiaries shall gain sufficient knowledge to undertake professional-level in the front-end and the back-end of programming in order to leverage it for actual development requirements in web applications. The goal is for trainees to learn enough about the code across the entire stack (front-end and the back-end) so that they can dive in anywhere if needed, meaning they can tackle projects that involve databases, APIs, build user-facing websites, or even work with clients during the planning phase of projects.

In order to achieve the goal, the training should cover at least the following **Full Stack Developer** programming topics:

*Backend: NodeJS, Express, MongoDB, SQLite.*

- *Introduction and Foundation* - Introduction, The Node.js framework, Installing Node.js, Using Node.js to execute scripts
- *Node Projects* - The Node Package Manager, Creating a project, The package.json configuration file, Global vs. local package installation
- *Working with shrink-wrap to lock the node modules versions* - What is shrink-wrap, Working with npmvet, Working with outdated command, Install NPM Shrinkwrap
- *Working with asynchronous programming* - Asynchronous basics, Callback functions, Working with Promises, Advance promises, etc.
- *Building a HTTP Server with Node.JS using HTTP APIs* - The HTTP protocol, Building an HTTP server, Rendering a response, Processing query strings, etc.
- *File System* - Synchronous vs. asynchronous I/O, Path and directory operations, dirname and \_\_filename, Asynchronous file reads and writes, File System & Security

- *Buffers, Streams, and Events* - Using buffers for binary data, Flowing vs. non-flowing streams, Streaming I/O from files and other sources, Processing streams asynchronously, File System and Security
- *Multi-Processing in NodeJS* - Working with Child Process API, Working with Cluster API for multi-core servers, Multi-Processing
- *ExpressJS* - The model-view-controller pattern, Defining Jade templates, Configuring Express, Postman configuration, Using REST, etc.
- *Express JS with MongoDB and Sqlite* - How Node.js connects to databases, RDBMS databases and NoSQL databases, etc.
- *Socket.io, The Front-end, and A Chat App* - Getting Started, Adding Socket.io To Your App, Exploring The Front-end, Sending Live Data Back & Forth, etc.
- *Introduction to Task Managers with unit testing* - Working with gulp, Working with grunt, Working with unit and E2E testing, gulp-grunt, Unit-testing-Jest

*Frontend: HTML, CSS, Bootstrap, Angular.*

- *Features of TypeScript* - Introduction, Introduction to TypeScript, Introduction to Data Types, Let vs Const, Introduction to Functions, etc.
- *Features of Angular* - History of Angular, Understanding Angular, Set up Angular App, Angular Building Blocks, Observables, Introduction to Reactive Forms, Introduction to Server Communication
- *Ngmodule* - Angular Modules, Routing Module, Feature Module, Sharing Module, Systematically Arranging Components of App
- *Ng Unit Testing and Observables* - Introduction to Automated Testing, Types of Automated Testing, Introduction to Testing Tools, Introduction to Test Bed, etc.
- *Bootstrap* - Learning Objectives, Explain Responsive Web Design (RWD), Understand the Bootstrap Grid System, Learn Bootstrap Components, Quiz, Key Takeaways
- *Binding and Events* - Learning Objectives, What is Template Model?, How Angular Binding works and the Type of Bindings, Understand Angular Built-in Directives, etc.
- *Dependency Injection and Service* - Learning Objectives, Understand Dependency Injection (DI), Understand DI Application Programming Interface, etc.
- *Directives* - Learning Objectives, Angular Directives, Types of Angular Directives, Built-in Angular Directives, Working with Custom Directives, Quiz, Key Takeaways
- *Pipes* - Learning Objectives, What is Pipe in Angular, Understand How Built-in Pipes Work in Angular, Understand Angular Custom pipes, Quiz, Key Takeaways
- *Forms* - Learning Objectives, Angular Form Benefits, Template-Driven Approach, Model-Driven Approach, Angular Form Validation, Quiz, Key Takeaways
- *Routing* - Learning Objectives, Understand How Angular Helps to Achieve SPA Using Routing, Define the Benefits of @NgModule, etc.
- *HTTP, Promises, and Observables* - Learning Objectives, Understand Working with RxJS, Understand Angular Interaction with HTTP GET, etc.
- *Testing* - Learning Objectives, Understand Tools and Setup, Understand Testing of Angular Class, Describe Testing Service, Understand Testing DOM, etc.

## II. Technical skills for 3D printing technology training classes (220 hours)

The next industrial revolution is all about personal fabrication, and it's happening now. 3D printing is poised to unlock the potential in every person to create, innovate and fabricate. It's already transforming manufacturing; soon it will change the world. Recognizing the profound implications of 3D printing for the future of design and manufacturing, this course is to prepare students for current and emerging careers in those fields. Students will begin their careers equipped with practical 3D printing experience and a critical eye for the technology's advantages and limitations.

The courses combine on-site and self-study with practical learning based on case studies. It includes the demonstration of 3D printing and 3D scanner by using 3D equipment already installed in ITP Prizren.

Students have to learn about different concepts involved with 3D printing, such as visualized designing, modelling the objects, and utilization of applications.

With the aim to provide understandable requests for the training course, and because the course is about new technology, below you can find in detail explained the training requests.

Upon course completion, students should be able to:

- Understand the advantages and limitations of each 3D printing technology
- Explain current and emerging 3D printing applications in the manufacturing field
- Evaluate scenarios and recommend the appropriate use of 3D printing technology
- Learn to apply and utilize various skills to design, customize, and visualize the geometrical structure of curved bodies
- Identify opportunities to apply 3D printing technology for time and cost savings
- Produce a fully functional moving part in a single print
- Know about the utilization of processing and post-processing techniques to model 3D prints while giving a furnished look
- Understand the usage of 3D printing technology on real-world objects to gain knowledge of designing along with its future scope

### ***In order to achieve the training goals, following topics shall be covered by the training:***

#### Topic 1. Introduction to 3D Printing and printing technologies

The special advantages of 3D printing are illuminated by a comparison to other technologies, both ancient and modern. Students learn how various 3D printing technologies compare in terms of applications, advantages, relative precision and material use. The topic shall highlight the major technology shifts in human history that have set the stage for 3D printing, as for bellow:

- a. Explain how technology shifts throughout history have made 3D printing possible.
- b. Understand how the designer's role has evolved over time and how it is likely to change as we move toward mass customization.
- c. Use the principles of Design Thinking and document their design process.
- d. Navigate the CAD software being used for this course
- e. Additive manufacturing (AM) definition and characteristics
- f. 3D printing technologies overview and printing materials.

*Students shall to learn especially about following 3D printing technology:*

- FDM (Fused Deposition Modeling),
- PolyJet (Material Jetting) and

- Additive (powder) technology.

## Topic 2. 3D Design

Training about 3D models design shall be realized with one of CAD/CAM/CAE base software: “Alibre Design”, “Geomagic Design X”, “Fusion 360” or some other advanced software for 3D printing design.

**This is the central part of the training** which shall be extended as much as it will be needed in order students to get enough design skills for practical and complex tasks in the real working environment. through on-site training, on-class and home exercises and real 3D printing.

## Topic 3. Preparing and printing 3D print objects

By using GrabCad for FDM and polyjet / EOS software, students shall learn:

- g. To use the software to prepare files for 3D printing.
- h. Manipulate machine movement and material layering.
- i. To manipulate and optimise process of printing and 3D elements (printing time, consumption of materials, printing quality etc).
- j. Post-print processing of printed elements.

## Topic 4. 3D printers – maintenance before and after

Installed 3D equipment in ITP Park in Prizren will be used as real case for learning maintenance of 3D equipment – before printing/scanning, after printing/scanning and other necessary periodic maintenance (weekly, monthly).

## Topic 5. What is a Mesh and what is Step?

Students have to learn the fundamentals of preparing CAD files for 3D printing procedures. In addition, shall be explained importance and advantage of sharing/using design data. Following topics shall be covered:

- k. Essential geometry terms and understanding on how they relate to a 3D mesh.
- l. Create smooth and detailed 3D structures.
- m. Repair a 3D mesh and prepare files for print.
- n. Take advantage of model-sharing websites to accelerate learning and improve product designs

## Topic 6. Parametric Design

Students will begin to understand the changing role of designers with the rise of parametric design and mass customization. They shall learn how to use parameters for 3D design.

## Topic 7. Closed gear systems and screws

Gears and screws are unavoidable and important elements for the production of movable and interconnected elements. This is reason why students should get skills on how to design and discover the advantages of 3D printing for interlocking parts. They shall learn about gear and screws system characteristics and forces:

- o. Build a gear / screws system in CAD.
- p. Convert 2D gear / screws drawings to 3D models.



- q. Design systems with 3D printing technology in mind, including minimum tolerance and material thickness.

#### Topic 8. Dynamic Surfaces and Chains

A dynamic surface is an array of connected surfaces in which a movement of one surface moves all other surfaces in a predictable way. Students will learn considerations like tolerance and support material removal when designing 3D printable models with dynamic surfaces

- r. Nest and orient 3D models on the build tray to conserve space and materials.
- s. Make more space- and cost-efficient use of 3D printing technology

#### Topic 9. "4D" Printing

Students will explore the ways in which the fourth dimension, time, impacts the design and fabrication process and will imagine new possibilities it could bring to design. Explain what 4D printing means and imagine its potential impact on the final printed elements.

#### Topic 10. 3D scanning

Digital Excellence Center has ready to use advanced 3D scanner. Student shall learn how to:

- t. Prepare the scanner before scan,
- u. To execute scan of an element,
- v. To work with the scanner's software for postprocessing of a scanned element,
- w. To execute basic maintenance of the scanner.

#### Topic 11. Prototype Printing

Students will begin 3D printing their final project prototypes and will maximize lab time to work on final projects with instructor guidance.

#### Topic 12. The Future of Fabrication

Students will be introduced to emerging trends in 3D printing and will begin working in pairs to examine case studies that demonstrate novel uses of the technology. Students will present their findings in pairs throughout the remainder of the semester

- x. Explain the parts of a case study.
- y. Identify a project for further study and analysis.

#### Topic 13. Presentations and Demonstrations of students' exercise works

The training shall include exercises in every above-mentioned topic – on site and home exercise. At the end of the training every student (or groups of students) shall present and critique final projects, explaining their design processes, challenges and learnings.

For this training purpose the Ministry is providing four different high-quality 3D printers:

- “EOS M 100”<sup>3</sup> - for printing metal parts with cobalt-chrome powder, additive technology
- “EOS FORMIGA P110”<sup>4</sup> – additive 3D printing technology create high-quality parts with different polyamide powder material, mainly white “PA 2200 - Polyamide 12”
- “STRATASYS J835”<sup>5</sup> - features multiple versatile, multi-material 3D printers with full-color capability including texture mapping and color gradients.
- “STRATASYS F370” - printers offer carbon fiber 3D printing with FDM (Fused Deposition Modeling) technology, use mainly PLA printing material.

**The Company should conduct in-class exercises** with beneficiaries, by printing 3D models designed by them. Every beneficiary should design at least 10 models during the course, 7 of designed models should be printed, as follow:

- 1 exercise on “EOS M 100”
- 2 exercises on “EOS FORMIGA P110”
- 2 exercises on “STRATASYS J835”
- 2 exercises on “STRATASYS F370”

**Note:** The Ministry will choose 3 printed models of every beneficiary and will keep them for archiving purposes, while 4 other printed models will be owned by the beneficiary.

**Note: The Company shall cover all material expenses related to 3D printing technology course exercises. Costs generated during exercises shall be covered by the Company. The material which will be used for the exercises must be compatible with the installed printers mentioned above.**

### ***Soft skills for each class of both training courses (40 hours)***

Company shall implement soft skills training in at least 40 hours in total. Below are listed mandatory and optional soft skills training:

#### **Mandatory:**

- Analytical skills,
- Design skills,
- Communication skills.
- Presentations skills;
- Basics of time management;
- Various types of online outsourcing marketplaces that exist and their utilization in the context of Kosovo;
- How to approach and communicate with different types of clients; Basics of project management (use of project management and communication software);
- Making a resume, project portfolio.

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<sup>3</sup> [Small Metal 3D Printer specialized for Medical Products \(eos.info\)](https://www.eos.info/en/additive-manufacturing/3d-printing-metal/eos-metal-systems/m100)

<sup>4</sup> <https://www.eos.info/en/additive-manufacturing/3d-printing-plastic/eos-polymer-systems/formiga-p-110-velocis>

<sup>5</sup> [3D Printing for Designers: J850 Pro, J850 Prime, & J826 Prime | Stratasys](https://www.stratasys.com/3d-printing-for-designers/j850-pro-j850-prime-j826-prime)

**Optional:**

- Basic knowledge about finance (Personal finance management, covering taxation) and market;
- Types of tasks that one could undertake on such marketplaces;
- Strategies for finding one's competitive niche on such marketplaces;
- How to create an online work profile and maintain it while leveraging self-marketing techniques;
- Bidding, proposing and negotiating with clients;
- Ensuring quality and timely delivery of online tasks;
- Receiving payments in the context of Kosovo;
- Building long-term working relationships with online clients;

Company has to submit detailed curricula for technical and soft skills training based on above defined criteria.

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**3.3 Post-training activities for each class of both training courses*****a. Examination test and Certificates for beneficiaries who will complete the training***

During technical and soft skills training, the Company should organize various group, individual Lab assignments and theoretical exams to improve beneficiaries' understanding of key concepts, measure/ and validate their gained knowledge, and to make classes more practice-oriented and attractive to students.

To the extent possible, group assignments should be oriented at solving real-life problems/challenges, and individual assignments should be project-based, so as to allow beneficiaries to finish the courses with a portfolio of completed projects. Final exam(s) should be executed to test beneficiaries' knowledge and skills gained during the training.

After finishing the course on technical skills and soft skills, the beneficiaries have to go through final examination test. The Company shall be responsible for organizing final examination test. In order for applicants to be eligible for the final exam, they have to attend at least 80% of the face to face and online lectures each.

Successful applicants must accomplish at least 80 points in total from Final examination test, group assignments and individual assignments

Weight of grading in total should be as following:

- Final examination test (maximum 60 points),
- Group assignments (maximum 20 points),
- Individual assignments (maximum 20 points).

Class shall be deemed successful if at least 2/3 of beneficiaries will be certified. It is responsibility of the company to ensure a success rate of beneficiaries. KODE-PIU/Ministry will take note on the success rate of the applicants for further continuation of contractual agreement.

A certificate shall be issued for applicants who successfully accomplish the training, which means successful applicants who earn at least 80 points from Final examination test, group and individual assignments. Awarding Ceremony for distributing certificates shall be organized. The

Company shall be equally responsible for convening key Program stakeholders (e.g. PIU, Ministry, the World Bank, partner institutions, if any) and media.

***b. On-the-job guidance & Mentorship (in parallel or right after the training phase)***

Because the training received under the previous phases is unlikely to be enough on its own for new workers to leverage beneficiaries' jobs and income, Company shall provide guidance to the beneficiaries during this phase. This phase shall thus entail individual on-the-job guidance and mentorship sessions, including with the experienced peers who are already engaged in similar projects and jobs (mentors).

The on-the-job guidance and mentorship shall include one-on-one virtual (online) and/or in-person sessions covering the topics of interest of the beneficiary related to the YOU Program in duration of **9 hours**. For example, the following topics could be covered during these sessions: how to identify a good job match to one's profile; how to bid successfully on a specific job; how to successfully deliver on the specific online task; how to build good online reputation; how to upskill for increased earnings and career development, etc.

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#### **4. RESULTS FRAMEWORK FOR EACH CLASS OF BOTH TRAINING COURSES**

The success of the Company for implementation of activities of YOU Program will be measured.

The success will be measured against specific targets, outlined below:

1. Improvement of technical and soft skills among the Program graduates to enable their effective work engagement, as measured by the majority positive response rate by the surveyed beneficiaries, who have exited the program; positive beneficiary feedback during the focus group(s).
2. At least 2/3 of program beneficiaries certified for the Full Stack Developer course under YOU Program.
3. Number of beneficiaries employed, engaged in academic programs, offered internships in any of the companies in Kosovo or with new earnings while working in international freelancing platforms within 6 months of their training completion.
4. Raised awareness among the Program graduates of various types of online work platforms and professional work opportunities offered by them, as measured by the majority positive response rate by the surveyed beneficiaries, who have exited the program.

The baseline and exit surveys of beneficiaries' skills development, as well as focus groups with beneficiaries will be designed and carried out by **an independent consultant (firm) hired by the PIU**. The Company shall therefore allow uninhibited access to the trainings, on-the-job guidance and on-site mentorship sessions to this firm, per agreed upon schedule and conditions.

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## 5. TRAINING LOCATION

The Ministry has equipped training rooms for both courses in ITP Prizren (Ukë Bytyqi str. nn, 20000 Prizren) with required training equipment which will be available for these training activities.

### 5.1 Training location for Full Stack Developer course

However, the Company should:

- a. Ensure that the classroom will be properly equipped with training consumables prior to the start of the training session,
- b. Managing proper use of the installed equipment during training activities. Any damage caused will be the responsibility of the company and a compensation will be required.
- c. The classroom should be properly cleaned before and after each training session, including the toilets.
- d. Follow up-to-date government guidelines on COVID-19 prevention and control, such as those outlined in the Manual for COVID-19 Prevention and Control of the Republic of Kosovo.

### 5.2 Training location for 3D printing technology course

Each point mentioned in previous paragraph is valid also for provision of the 3D printing technology course. In addition, there are pre-requests for exercises in 3D printing technology course:

- Handling proper use of the 3D printers and other installed equipment (3D room and Training room) during exercise by trainees. Any damage caused will be the responsibility of the company and the compensation will be required.
- Cleaning printers after usage.
- The company representatives, in continuity should collaborate with designated responsible staff who operates the 3D printers.

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## 6. PROJECT MONITORING FOR EACH CLASS OF BOTH TRAINING COURSES

For the successful delivery of the activities under the Program, the Company shall define and implement appropriate management mechanisms, sound planning, and resource allocation. As part of this task, the Company shall interact with the PIU, and also designated Ministry staff to provide regular reporting. This is to ensure the punctual delivery of high-quality results within the budget allocated.

**Quality of trainings is an ultimate requirement, thus systematic and consistent communication with YOU Program's stakeholders is an essential condition.**

The Company should be able to leverage its own or proprietary online platform for managing training activities with at least these functions:

- discussion forum,
- tracking progress for each beneficiary,
- communication tool that can be used easily in mobile phones,

- online learning content,
- timetables,
- announcements, etc.

Based on the Gantt chart the Company is expected to deliver the following reporting documents regularly, in addition to the main deliverables as outlined below:

- Submission of basic necessary information of every training session through **online reporting tool** developed by KODE-PIU/Ministry.
- A monthly progress report on the current activities (as they are defined in the Gantt chart), information on the progress achieved, next steps, possible risks affecting the Program implementation, COVID-19 related Program developments such as number of trainees or trainers fallen sick, on preventative quarantine, risk mitigation measures, etc, should be submitted in English and Albanian language.
- Early warning reports, at any time, if emerging risks (especially those related to COVID-19 transmission) threaten key milestones of the Program implementation and when the PIU or Ministry needs to either be informed or take a decision.

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## 7. TIMELINE AND PAYMENT SCHEDULE

The main deliverables are outlined in the section and table below, together with a time schedule:

(i) **Inception Report** - Following contract signing, the Company is expected to submit an inception report, with an attached detailed Gantt chart for review and approval from the PIU. The brief Inception Report shall contain a complete work plan for the period of the mobilization campaign, incl. key messaging to be used during the mobilization campaign, channels, strategies, and partners to be leveraged; overview of the Program applicants' screening methodology and procedure; and general outline of the methodology to be used during the training phase. Company shall outline in its inception report COVID risk mitigation measures/plan - measures it will abide by to mitigate the risks of COVID-19 on the activities

(ii) **Information on the Applicants & Selection of Beneficiaries, Skills Gap Analysis and Course Curriculum** - It should outline (a) all of the information collected on all of the applicants into the Program; (b) all of the information collected on the beneficiaries (entrants) into the Program and their identified skills gaps with regards to the planned baseline of skills needed for entering the specific course, if any (e.g. insufficient level of command of the English language, insufficiently developed ICT skills, etc.); (c) detailed course curriculum in the form of the outline of technical and soft skills modules and all relevant materials envisaged to be used for in-class and home-based trainings, emphasizing how the identified skills gaps will be addressed. The Company is to propose the technical and soft skill building courses based on their training experiences and best practices from elsewhere. As part of this report, a clear description should be provided over how, where and when the training is to be conducted for the beneficiaries.

(iii) **Training Report** - that comprehensively outlines the methodology used during the training phase of both classes and contains all in-class materials and outline of all home-based assignments, information on the training attendance and performance of each beneficiary. It shall include list of engaged training staff, description of implemented activities. This report is envisaged to be delivered after training phase which also can include monthly reports as envisaged in the Project monitoring section.

(iv) **Final Report** - that will document the amount of training, on-the-job guidance and mentorship REPORT delivered for every beneficiary requiring such services over the duration of this project. In doing so, it should focus on documenting the progress made by various groups of beneficiaries, issues they encountered, and lessons learned. This report should capture individual feedback of the beneficiaries. Overview of beneficiary's activity on the online platforms, or engagement in the local industry. The final exam questions, scores/performance of beneficiaries and distributed certificates should be enclosed to the report.

All deliverables (reports) shall be submitted in both hard and soft (MS Word, Excel, PowerPoint, etc.) copies in English and Albanian language. Whenever it is possible, Company should cover deliverables with detailed Gantt chart of activities.

**NOTE: If the Company does not meet the required results outlined in para 3.3 and 4, the payment for the respective deliverable will not be done until the outlined results will be reached. The Company holds the responsibility to determine the true source of failure and prepare a plan for upgrade of knowledge of beneficiaries who have not passed the exam.**

**Full Stack Developer Course**

<b>Deliverables</b>	<b>Weeks/Months (after contract signing)</b>	<b>Payment (% of total payment)</b>
(i) Inception report	2 weeks	10%
(ii) Information on the Applicants & Selection of Beneficiaries, Skills Gap Analysis and Course Curriculum for Group I	2 months	
(iii) Training Report for Group I	9 months	10%
(ii) Information on the Applicants & Selection of Beneficiaries, Skills Gap Analysis and Course Curriculum for Group II (iii) Training Report for Group II	12 months	10%
(ii) Information on the Applicants & Selection of Beneficiaries, Skills Gap Analysis and Course Curriculum for Group III (iii) Training Report for Group III	15 months	10%
(iv) Final Report	At the end of 16th month	15%



**3D printing technology course**

<b>Deliverables</b>	<b>Weeks/Months (after contract signing)</b>	<b>Payment (% of total payment)</b>
(i) Inception report	2 weeks	10%
(ii) Information on the Applicants & Selection of Beneficiaries, Skills Gap Analysis and Course Curriculum for Group I	2 months	
(iii) Training Report for Group I	9 months	10%
(ii) Information on the Applicants & Selection of Beneficiaries, Skills Gap Analysis and Course Curriculum for Group II (iii) Training Report for Group II	12 months	10%
(iv) Final Report	At the end of 13th month	15%

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## 8. REQUIRED QUALIFICATIONS

The selected Company must possess the following qualifications, relevant for both training modules:

- Demonstrated capability in well-thought-out design and effective delivery of similar type of training, on-the-job or employability guidance, and mentorship, as evidenced by the relevant experiences, and the qualifications and experience of professional staff. *(i. General qualifications of the company to REOI).*
- Demonstrated Excellent project management skills, including quality assurance of work products and effective risk management. *(i. General qualifications of the company to REOI).*
- Experience working with private sector, government or international donors on similar interventions is considered as advantage. *(i. General qualifications of the company to REOI).*
- Demonstrated Experience with conducting of wide-ranging outreach activities effectively targeting youth. *(ii. Relevant experience with similar assignments).*
- Existence or access to a functional online platform to manage trainees and provide e-learning to them in class and remotely; *(ii. Relevant experience with similar assignments).*
- Demonstrated command of English and of local languages of key project management personnel, and working level proficiency in English for **key** trainers teaching technical and soft skills modules. The Company has to present a list of key staff required for this assignment e.g qualified trainers for specific technical and soft skills module as well as Project Manager *(iii. Availability of qualified staff).*

**The selected Company must possess the following qualifications relevant to Full Stack module:**

- Demonstrated experience in conducting impactful trainings in Full Stack Developer or similar courses. *(ii. Relevant experience with similar assignments).*
- Demonstrated experienced staff in conducting similar type of training. Please note that only for the selected consultant will be invited to present CVs of the key staff. *(iii. Availability of qualified staff).*

**The selected Company must possess the following qualifications relevant to 3D module**

- Demonstrated experience in conducting trainings in 3D Design and printing technology or similar. *(ii. Relevant experience with similar assignments).*
- Preferable, the Company should provide, for key staff required for this assignment, any certificates and related proves of knowledge and experience in realizing 3D training.

**The evaluation and shortlisting criteria are:**

- (i) General qualifications of the company to REOI (30%),
- (ii) Relevant experience with similar assignments (50%) and
- (iii) Availability of qualified staff (20%).

A consultant will be selected in accordance with the Consultants Qualification -based Selection (CQS) set out in the Procurement Regulation for IFP Borrowers, July 2016.

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## **9. REPORTING OBLIGATIONS**

The company will report to and work under the direction of the PIU within the Department. In seeking to attain the objectives envisioned by this assignment, the Company shall carry out the work as specified under the scope of work and shall carry out any additional work it deems necessary to meet the objectives of the assignment. The Company shall also ensure regular interactions with the PIU and Ministry report on the project implementation as well as to transfer the knowledge of the work process and methodology.

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## **10. CONTRACT DETAILS**

The contract is expected to start in the beginning of **December 2021**. The duration of the assignment is estimated to last for sixteen (16) months from the contract signing.

The level of effort is estimated at 323 working days.

Organization and costs of this work shall be covered by the Company as part of the contract.