Second Kosovo Youth Development Project-Additional Financing

Project Implementation Unit

Ministry of Culture, Youth and Sports

Government of Kosovo

# 

REQUEST FOR EXPRESSION OF INTEREST

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| **Kosovo** |  |
| **Kosovo Youth Development Project** | Additional Financing |
| **Grant No:** | TF017534 |
| **Assignment Title:** | Mentoring and Coaching start-up business grantees and apprentices of KYDP |

**Reference No**: **8** (as per Procurement Plan)

Ministry of Culture, Youth and Sports with the support of the World Bank, is implementing the Second Kosovo Youth Development Project - Additional Financing (KYDP-AF) that has three components: 1)Technical Assistance for the development of the Youth Employment Strategy, 2) Youth Business Development and social integration support; 3) Support for results-based project management and evidence based decision-making. The Vocational and Education Training assignment is one of the interventions of component two. The main objectives of Second Kosovo Youth Development Project -Additional Financing (KYDP-AF) is to:(i) to promote social cohesion though inter-ethnic collaboration among youth, especially from marginalized and vulnerable groups; and (ii) to improve economic opportunities for young people and sustainable access to youth services in Kosovo.

Therefore KYDP-AF is seeking a Technical and Financial Proposal from qualified firms for the provision of the following services:

1. Provide individualized business mentorship to approximately 100 to 200 KYDP beneficiaries of the business start-up grants. The business mentorship support is aimed at enhancing their prospects for successful business venture.
2. Identify opportunities, organize and administer placement of approximately 200 to 250 KYDP beneficiaries in individualized apprenticeship programs This service should also include coaching and mentoring support to apprentices with an aim to enhance employability of young people throughout Kosovo regions.

# Target number of participants per region

Business mentorship and individualized apprenticeship programs will be offered in five regions of Kosovo (Prishtina, Peja, Gjilan, Mitrovica and Prizren) to a target number of youth in each region, as indicated below. However, logistical, practical and financial considerations should dictate the actual location of the different training programs. Similarly, economies of scale may make it possible to accommodate a larger number of mentees than indicated above.

# Scope of work and responsibilities

Specific tasks for the company under each objective of the assignment will be as follows:

***Individualized business mentorship***

* The primary goal of a mentorship is to build sustainable, trusting relationships with start-up grant beneficiaries including beneficiaries placed in Business Incubators at the Youth Centers, in order to enhance their ability to utilize, maintain and grow their newly gained business skills
* Provide overall support and work place coaching to young people starting businesses on how to improve their business idea, invest in business development and increase return on their investment
* Provide instruction to young entrepreneurs to create/expand the capacity of the individual enterprise to acquire and process information into knowledge and utilize technology to increase their market and economic opportunities.
* Encourage mentees (KYDP start-up beneficiaries and apprentices) to express and discuss their ideas, concerns and understanding of the business situation facing them. The firm should also mentor youth on how to access formal institutions, such as banks, bigger firms/clients and so on, through mocks of interviews, and similar experiences.
* Help mentees to review and objectively track their progress and set realistic and practical options to achieve their goals
* Refer mentees to other sources of information, advice or further support for a specific area of focus of their business when appropriate
* Provide services and technical advice using a varied set of methods from face-to-face visits to their working place, via e-mail and via phone and/or in real time during office hours.
* Respond timely, promptly and effectively to the mentees consultancy needs
* Report on time about any issue or problem that might affect or jeopardize accomplishment of project outcomes (e.g. interruptions in activity timeline, conduct of any party to the mentorship agreement etc).
* Keep up-to-date and accurate records of mentee contacts

***Individualized apprenticeship programs***

* Identify appropriate businesses and reach an agreement with them for placing selected applicants for the apprenticeship program for a minimum of three months. Apprentices shall, at a minimum, learn to apply their gained knowledge in a real world business environment.
* Propose to the PIU a set-up for guiding principles of apprenticeship engagement including a) rights and obligations of apprenticeship and firms, (c) modalities for the operation of the program (e.g., timing of different steps, incentives for businesses, agreements to sign, etc.)
* Monitor the participation and satisfaction of each apprentice at least every two weeks, and produce and submit to the PIU a simple progress report every month. The format of this report will be agreed upon during the contracting stage. The reports should also contain reflections on challenges, lessons learned and remedial actions if any, and recommendations for improving the effectiveness of the apprenticeship program if warranted
* Administer the allowance to apprentices aimed at providing a living wage from the program during the period of apprenticeship. The amounts will be determined by the PIU.
* Maintain records of apprentices for reporting purposes, in a format to be provided in advance by the PIU
* Highlight and address at an early stage any problems which may arise,
* Report on time about any issue or problem that might affect or jeopardize accomplishment of project outcomes (e.g. interruptions in activity timeline, conduct of any party in apprenticeship agreement etc).

# Background on technical information of trainings delivery:

1. During the assignment around approximately 100 to 200 start-up business grant beneficiaries are expected to:

* Receive individualized support and coaching at the work place with a purpose to improve their business idea and enhancing quality and implementation of their business plans
* Get instructions, expert advice and access to additional support mechanisms to create and expand the capacity of their individual and increase their market and economic opportunities.

1. During the assignment approximately 150-250 apprentices are expected to:

* Apply their skills in a real-market environment and/or generate immediate financial benefit;
* Engage in practical, marketable skills building activities in a vocation of interest and receive mentoring and monitoring of their on-the-job progress
* Connect with market environment, learn and gain skills and expertise and draw support and inspiration;
* The firm will ensure that around 30% of apprentices get job placement. The project will enable an incentive scheme to the firm, for each job created.

PIU will administer monthly evaluation surveys to mentees and apprentices to provide feedback and the effectiveness of the consulting and support services provided by the contracting firm.

# Deliverables

## The Consulting firm is expected to deliver the following outputs:

* Mentoring plan for identified KYDP beneficiaries that will be provided to the PIU
* Written guidelines on start-up business for young entrepreneurs
* A phone call system (call center) for grantees requiring consultancy via phone
* A dedicated web-based mail account for grantees requiring consultancy via e-mail
* Monthly written report on mentoring activities, for each grantee, including the future needs and progress achieved.
* Agreements to be signed by the contracting firm and SMEs and apprentices, specifying the rights and obligations of each party. First draft is due not later than two weeks after the contract signature, and final executed agreements with identified SMEs are due within three months.
* Monthly financial report on administration of (a) allowance to apprentices, and (b) incentives provided to businesses training the apprentices.
* Final narrative and financial report to be delivered, not later than two weeks after the assignment is complete, that will include also information on number of participants, their attendance records and progress made by the participants

# Duration of Assignment

## The estimated level of efforts for the assignment is spread across 8 months from May 2015 to January 2016. First three months are designated for preparatory work and the remaining five months for direct service delivery and administration of apprenticeship and business mentoring program to beneficiaries. Contracting firm is expected to deliver a minimum of 20 hours per each beneficiary is required.

# Payment specifications

Grant funds will be paid in EUR following the agreed schedule of payments, based on the deliverables submitted by the firm and accepted by the Client

# Qualifications, requirements and evaluation criteria Mentoring &Coaching Provider

The company should be able to meet the following profile and specifications:

* Legally registered firm,
* Successful track record of providing hands-on, professional expertise of mentors in key business areas including marketing, sales, law, finance/accounting, HR, IT, customer service, research, imports/exports, etc.
* Demonstrated capability to offer business development services and mentoring in two languages (Albanian, Serbian) and have geographical coverage throughout whole territory of Kosovo to reach out to the all potential beneficiaries
* Availability of social science experts in the team, to support mentees from social/psychological aspect of business.
* Mentors who provide business mentorship to the beneficiaries should have the ability to:
  + *Respect the mentee’s need for information, commitment and confidentiality*
  + *Listen and respond effectively and check understanding*
  + *Adapt their personal style to empathize with a whole range of mentees*
  + *Build and maintain relationship over sustained periods of time*
  + *Invite a two-way exchange of information and feedback with mentees and others*
  + *Display excellent interpersonal skills to include influencing and negotiation*
  + *Take a flexible approach to work*
  + *Be emotionally resilient and be able to work in a challenging environment*
* Provision of at least three professional references for providing similar consultancy services within the past three years.

# Evaluation Criteria

The Consulting Firm will be selected in accordance with the procedures for Selection Based on Consultant Qualifications (CQS) set out in the World Bank’s Guidelines: Selection and Employment of Consultants under IBRD Loans and IDA Credits & Grants by World Bank Borrowers (“Consultant Guidelines”), edition of May 2004, revised October 2006 and May 2010, setting forth the World Bank’s policy on conflict of interest."

Evaluation criteria will be as follows:

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| Firm`s overall business experience in delivering specific services under this TOR | 20 points |
| Organization of the firm, number of years in business, number and skills of permanent staff and mentors | 30 points |
| Experience of business mentorship and supporting the growth and development of early stage businesses | 50 points |
| *Total* | *100* |

# Procedures for application

Interested companies/organizations should E-mail documentation including staff CVs and references with similar services, by close of business May 11, 2015 to KYDP. The e-mail should be sent to info@kydp.org and addressed in hard copy to: Kosovo Youth Development Project (World Bank funded) Ministry of Culture, Youth and Sports, office # 25, Mother Theresa Square # 35; 10000, Prishtina, Republic of Kosova.