

## Request for Quotations (RFQ)

### Conducting a Survey on Public and Private Employment Services

Helvetas Kosovo invites interested Consultancy companies/Organizations to provide services as described below.

#### 1. Contract description

The overall goal of the EYE project is to increase the employability of young women and men in Kosovo. It will be achieved in a socially inclusive and sustainable way through systemic interventions in two interrelated areas: (1) Improved access to training and further education (non-formal VET), and (2) Improved access to labor market integration services and information.

Within the project, Monitoring and Results Measurement (MRM) is an integrated part of the EYE Project, and its role is central in the project implementation. The main role is to provide the necessary support to the project by gathering relevant information through studies, surveys, and design interventions based on the relevance of the data gathered.

The required services are listed in article 20 in this document.

#### 2. Timetable

	DATE	TIME - CET
Call announcement	Between 15.08.2023 – 21.08.2023	-
Inquiries from invited companies/organisations to <a href="mailto:procurement.kosovo@helvetas.org">procurement.kosovo@helvetas.org</a>	Until 23.08.2023	16:00
Answers to inquiries via written e-mail at <a href="mailto:procurement.kosovo@helvetas.org">procurement.kosovo@helvetas.org</a>	Until 25.08.2023	16:00
Deadline for submitting offers to <a href="mailto:procurement.kosovo@helvetas.org">procurement.kosovo@helvetas.org</a> account <sup>1</sup>	31.08.2023	16:00

#### 3. Nature of the contract

Service contract.

#### 4. Negotiations

Helvetas Kosovo reserves the right to enter into negotiations with all or part of eligible companies/organisations in order to amend and/or complete their original offers. Negotiations may concern the technical, financial, legal and other aspects of the contract.

#### 5. Eligibility

Invited companies/organisations should be registered in the Republic of Kosovo.

#### 6. Costs for preparing offers

No costs incurred by the company/organisation in preparing and submitting the offers are reimbursable. Such costs fall under the responsibility of the company/organisation, including the costs incurred during negotiating and interviewing process.

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<sup>1</sup> Any application received after this deadline will not be considered.

**7. Sub-contracting**

Sub-contracting to another legal person is not allowed.

**8. Provisional commencement date of the service contract**

September 2023

**9. Initial period of execution and possible extension of the service contract**

Services are to be provided between September 2023 to December 2023.

**10. Evaluation of offers**

Each offer will be evaluated in accordance with the criteria and the weighting as detailed below.

*The entire evaluation procedure is confidential. The Purchasing Panel (PP) decisions are collective and its deliberations are held in closed session. The members of the PP are bound to secrecy. The evaluation reports and written records are for official use only and may be communicated neither to the companies/organisations who submitted the offer nor to any party other than Helvetas Kosovo.*

**Eligibility criteria**

Only the companies/organisations that provide signed Eligibility Documentation Form (See ELIGIBILITY DOCUMENTATION part below) will be processed for evaluation.

**Evaluation criteria of eligible offers**
Criteria for evaluation of the technical offer

Requirements		Documentary evidence
1. Assessment Methodology		Detailed written methodology
2. Experience	a) At least 3 previous work experience in doing surveys. b) Advantage is experience in doing surveys related to employment services	List of similar projects with links
3. Key personnel	a) Experienced staff in doing market analysis and data management. b) Experienced project manager engaged in similar assignment	CV of: a) proposed manager b) proposed team

The companies/organisations that do not pass the technical evaluation **min 50% of technical evaluation scoring**) may not be processed for further evaluation.

*Criteria for evaluation of the financial offer:*

Requirements	Documentary evidence
Financial offer provided by supplier	Financial offer in EUR

The weighting of the criteria for evaluation of technical and financial offers are as follows:

Criteria	Max points
<b>Technical offer*</b>	<b>50</b>
Proposed methodology	30
Experience	10
Key personnel	10
<b>Financial offer</b>	<b>50</b>
<b>Total maximum score</b>	<b>100</b>

After evaluation of offers, Contract will be awarded to the economically most advantageous offer based on above criteria. Helvetas Kosovo reserves the right to purchase/contract only part of required goods/services or works or cancel this procedure should it not be satisfied with the quality of offers.

### 11. Submission of offers

Offers must be submitted **via email in electronic ZIP format only** in two separate files.

The **Technical Offer file** shall contain:

- Signed Eligibility Documentation Form** – as per ELIGIBILITY DOCUMENTATION part below.
- Technical offer** – as per Criteria for evaluation of the technical offer table above –

The name of the file should have the bidder's name, Reference No: 3Q 13-2023 EYE and the text 'Technical offer documents' (for example **My Company 3Q 13-2023 EYE technical offer documents zip**).  
 And

The **Financial Offer file** shall contain:

- Financial offer** – as per Criteria for evaluation of the financial offer table above.

The Financial offer must be presented in Euros. The fees proposed in this offer should be all inclusive; the supplier/contractor will cover all costs to perform their tasks (e.g. office accommodation, transport, internet access and equipment, administrative and secretarial support, interpretation etc.). Helvetas Kosovo is exempt from VAT, thus the fees offered should be without VAT. The supplier/contractor is responsible for all other taxes and duties in compliance with the legislation of the Republic of Kosovo.

The name of the file should have the bidder's name, Reference No: **3Q 13-2023** and the text 'Financial offer documents' (for example **My Company 3Q 13-2023 EYE financial offer documents zip**).

**Electronic files should be password protected, different password for each file<sup>2</sup>.** The bidders will be informed in advance once the evaluation date is confirmed so they can stay reachable on that date in order to provide the passwords. During the evaluation process the entitled purchasing panel member will call the bidder and ask for the passwords at the spot<sup>3</sup>.

The subject of email should contain only the RFQ reference number (for example **3Q-13-2023 EYE**).

<sup>2</sup> Offers received without password will not be considered for evaluation.

<sup>3</sup> If the bidder is not reachable on the phone during the evaluation process, the offers will not be considered for evaluation.

The body of the email should contain bidder's official name, address and telephone number. Offers must be submitted in English language exclusively to the following email address: [procurement.kosovo@helvetas.org](mailto:procurement.kosovo@helvetas.org). Offers submitted after the deadline mentioned under point 2 Timetable of this RFQ will not be considered. The counted official receipt time is the time showing on the email received from the bidder to [procurement.kosovo@helvetas.org](mailto:procurement.kosovo@helvetas.org).

### **12 Alteration or withdrawal of applications**

Candidates may alter or withdraw their offers by written notification prior to the deadline for submission of offers. No offer may be altered after this deadline.

Helvetas Kosovo retains ownership of all offers, which have not been withdrawn. Consequently, companies/organisations do not have the right to have their offers returned to them.

### **13 Validity of offers**

Companies/organisations are bound by their offers for 90 days after the deadline for submitting them. In exceptional cases, before the period of validity expires, Helvetas Kosovo may ask bidders to extend the period of validity for a specific number of days, which may not exceed 40.

### **14 Signature of the service service or works contract(s)**

Within two days of receipt of the service contract already signed by the Helvetas Kosovo, the selected company/organisation shall sign and date the service contract. Failure of the selected company/organisation to comply with this requirement may constitute grounds for annulling the decision to award the service contract. In this event, Helvetas Kosovo may award the RFQ to another bidder or cancel the RFQ procedure.

### **15 Terms of payments**

Helvetas Kosovo is not a payer of value added tax (VAT). Prices in the application must be submitted, taking into account all expenses.

The payment will be made via bank account transfer to the winner of the tender in EUR within a maximum of 30 working days from the date of acceptance of goods or execution of services or works. Cases of non-performance of obligation and their legal consequences will be separately indicated in the contract.

### **16 Terms of cooperation**

In the case of a contracting, the parties will have to perform according to the established time and in accordance with Helvetas Kosovo – Supplier purchase order or Helvetas Kosovo – Service provider contract. Helvetas Kosovo has the right to increase or decrease the number of ordered items. Helvetas Kosovo has the right to choose a supplier/ implementer on the given offer according to its own discretion. Helvetas Kosovo has the right to re-formulate the Request for Quotation (RFQ), Invitation to Bid (ITB) or Request for Proposal (RFP) to its own discretion, if any additional items are needed. In case of failure or non-compliance with contractual obligations, Helvetas Kosovo has a unilateral right to terminate the contract without incurring any legal obligation.

The Applicant has to be familiar with all instructions, forms and requirements mentioned in the RFQ, ITB or RFP documents. The responsibility for the submission of the offer in accordance to these requirements lies entirely with the Applicant.

Helvetas Kosovo signs a purchase order/contract with the winning bidder. The contract will come into force upon signature by both parties.

**17 Ethics clauses/Corruptive practices**

Companies/organisations making false declarations may be subject to financial penalties representing 10% of the total value of the purchase order/contract being awarded. This rate may be increased to 20% in the event of a repeated offence. Any attempt by a company/organisation to obtain confidential information, enter into unlawful agreements with competitors or influence the PP or the Helvetas Kosovo during the process of examining, clarifying, evaluating and comparing offers will lead to the rejection of its offer and may result in penalties as described above. Companies/organisations must not be affected by any conflict of interest with other bidders or parties involved in the project. Helvetas Kosovo reserves the right to suspend or cancel the RFQ procedure and/or purchase order/contract if corrupt practices of any kind are discovered at any stage of the award process or during the execution of a contract.

Companies/organisations will be rejected or purchase order/contracts terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a payee who is not clearly identified or commissions paid to a company/organisation which has every appearance of being a front company/organisation. Contractors found to have paid unusual commercial expenses related to this project are liable, depending on the seriousness of the facts observed, to have their contracts terminated and/or be penalised. Helvetas Kosovo reserves the right to suspend or cancel the procedure, where the award procedure proves to have been subject to substantial errors, irregularities or fraud. If substantial errors, irregularities or fraud are discovered after the award of the purchase order/ contract, Helvetas Kosovo may refrain from concluding the purchase order/contract and/or terminate the purchase order/ contract.

**18 Operational language**

All written communications for this RFQ procedure and service contract must be in English.

**19 Additional information**

The conclusion of the RFQ and the award of any service contract are subject to the availability of funds.

Helvetas Kosovo reserves the right to annul this RFQ procedure at any time, without any liability on its side.

**Annex 1: Terms of reference**

**Field of expertise:** Public Survey, Analysis

**Type of services required:** Conducting a survey on public and private employment services.

**Date of announcement:** 15 August 2023

**Duration of the assignment:** August – December 2023

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### **1. Introduction**

The consortium of HELVETAS Swiss Intercooperation Kosovo (HSIK) and Management Development Associates (MDA) has been assigned to implement Phase III of Enhancing Youth Employment (EYE) project by the Swiss Agency for Development and Cooperation (SDC). The overall goal of EYE phase III is to increase employability of young women and men in Kosovo.

EYE focuses on the labor market system working to build the skills of the Kosovar workforce while improving the flow of relevant information in the labor market system and fostering job growth in various sectors such as: ICT, manufacturing, wood and other sectors. Thus, the project works with actors across supply and demand for qualified labor, including government ministries, business associations and private companies and job matching service providers.

The activities of EYE are organized to achieve two outcomes. The aim under outcome 1 is that EYE continues to focus and work directly with training providers in innovating and bringing new training packages to the market that will fulfill a specific need of the labor market. Whereas, under outcome 2 the project aims that young women and men make informed career choices and gain more employment opportunities through improved job matching services.

### **2. Background Information**

During its implementation, EYE has supported several job-matching services providers coming from both public sector as well as private, aiming to improve their service delivery and increasing their client base. Likewise, the project has contributed excessively in increasing the capacities of job matching services by co-investing in their platforms, service delivery, modernization as well as transformation of such services. To this end, EYE aims to carry out a survey with jobseekers focused on their satisfaction and utilization of job matching services both public and private.

The Employment Agency of the Republic of Kosovo manages a network of 33 Public Employment Offices throughout Kosovo, and they provide services to registered unemployed and employers. On the other hand, there are private job portals and recruitment agencies providing services to both jobseekers and employers for job announcements, recruitment services and other human resource services.

Once the contract is awarded, EYE will facilitate contacts between the winning bidder and public and private job matching services.

### 3. Objective of the assignment

EYE measures an indicator “**percentage of unemployed express their satisfaction with public and private transition to work services**” aiming to assess the effectiveness and quality of the services provided to unemployed individuals to help them transition into the workforce. This indicator measures the level of satisfaction among unemployed individuals who have utilized public and private services designed to facilitate their transition from unemployment to employment.

To assess the quality of job matching services, EYE is commissioning the present survey with jobseekers and employers aimed at measuring their awareness and satisfaction with the employment services of both public and private sector.

The study should contain specific and measurable indicators that would enable Employment Agency of the Republic of Kosovo (EARK) as well as the main private job matching service provider to see the levels of the public awareness, information, and satisfaction level with the services available and design their responses accordingly.

To be able to do so, the bidder is required to list the services separately provided by public employment services (Report A) and private job matching services (Report B) and rank the satisfaction of respondent from 1 to 5 for each service they have received and/or utilized. Validation of the criteria for each service must be validated among EYE and selected bidder.

The assignment should entail:

1. Having a better overview of the level of satisfaction on public employment services,
2. Having a better overview of the level of satisfaction on private employment services,
3. To identify employers’ (private sector) satisfaction regarding: a) Public Employment Services and b) Private employment services.
4. To identify jobseekers’ perceptions regarding: a) Public employment services and b) Private employment services.
5. To identify what sort of additional services would jobseekers and employers want from public and private job matching service providers.

### 4. Task description

To carry out this assignment, the contractor will be required to do **two surveys**:

1. Conduct a survey to understand the level of satisfaction of jobseekers (age 15-39) and employers with the **public** employment services (PES). As of June 2023:
  - a) The number of registered jobseekers in the database of Employment Agency aged (15-39) is approximately 19,000.
  - b) The number of businesses using the services from the Employment Agency is approximately 7,022.



2. Conduct a survey to understand the level of satisfaction of jobseekers (age 15-39) and employers with the **private** employment services:
  - a) The number of registered jobseekers in private job matching services aged (15-39) is approximately 20,000.
  - b) The number of businesses using the services from private job matching services is approximately 3,000.

The sample size for jobseekers using public and private job matching services should be calculated considering the confidence level of 90 % and margin of error 3 %.

The sample size for businesses using the services from Employment Agency of the Republic of Kosovo and private job matching services should be calculated considering the confidence level of 85 % and margin of error of 3 %.

## 5. Activities

### Preparing the questionnaire

Questionnaires for both surveys should be prepared by the contractor and approved by EYE Project and Employment Agency of the Republic of Kosovo (EARK) for the part that pertains to public employment services. EYE should provide all the information available regarding the topic to the successful bidder.

The questionnaire will focus on the satisfaction level of both passive and active jobseekers and employers with PES services and private job matching services.

Contractor is responsible for translation of questionnaire into Albanian and Serbian. Contractor is in charge of conducting this survey simultaneously in both Albanian and Serbian Languages.

### Implementation of the survey

The contractor will carry out the survey and will be responsible for coordination of the fieldwork for implementation of the survey. It is the responsibility of the contractor to do the selection of enumerators, enumeration places, as well as control and monitor progress of the opinion poll survey. Dates and times of all interviews and their outcome should be tracked and registered by interviewers. The contractor throughout implementation of the survey should immediately inform EYE project in writing of any potential irregularities that might occur.

## 6. Expected Deliverables

Successful bidder is responsible to submit the following deliverables:

- i. Detailed working methodology and work plan divided in **two parts** (including sample design, drafting of the questionnaires, timeline of activities) as per following:
  - a) One methodology that pertains to public employment services.
  - b) One methodology that pertains to private employment services.
- ii. Quality control mechanisms for implementation of this assignment should be described in the proposal.



- iii. Data to be gathered through appropriate software for enumeration and analysis. The data will remain in the ownership of EYE/EARK.
- iv. EXCEL tables of survey results.
- v. Final survey report divided in **two parts**:
  - a) satisfaction with public employment services and
  - b) satisfaction with private employment services, incorporating EYE's suggestions and recommendations,
- vi. Report on both languages Albanian and English.
- vii. Presentation of main findings in both languages Albanian and English.

**ELIGIBILITY DOCUMENTATION FORM**
**LIST OF REQUIRED DOCUMENTS**
**Eligibility criteria**

Requirements	Documentary evidence
The company/organisation is registered in Kosovo	The full Registration certificate
VAT number	VAT certificate (if applicable)
The total turnover of the company/organisation over the past 3 years (2020, 2021 and 2022) must be equal to or exceed € 50,000	Financial statements <i>or a document</i> released by the bank <i>showing the turnover</i>
The company/organisation has no open case of a dispute, an execution procedure, reorganisation, bankruptcy, or insolvency procedure	A valid proof issued by a competent judicial or administrative authority (not older than 6 month)
All taxes paid	A valid tax administration certificate or a valid agreement signed with the Tax Administration of Kosovo to repay the outstanding debts

**STATEMENT<sup>4</sup>**

I, the undersigned (for consortiums, **every consortium member should sign a separate statement as part of this application**) hereby declare that we have in possession all documents listed above. All documents are valid as requested in the table above and hard copies or electronic copies can be distributed as/when needed.

Signed on behalf of the bidder

<b>Name</b>	
<b>Signature</b>	
<b>Date</b>	

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<sup>4</sup> Statement should be signed by each member of consortium if a consortium.