

TERMS OF REFERENCE

Name of the Project	“Youth Empowerment Enabling Prospects” YEEP II
Type of service	Training Company/Service Provider for Professional ICT Courses
Location	Municipality of Gjilan, Kosovo
Type of consultancy	Company / Agency
Duration	April 2026
Expected start date	April 2026
Reporting to	SOS Children’s Villages Kosovo – YEEP II Project Manager

1. Introduction

Within the framework of the YEEP II project, SOS Children’s Villages Kosovo aims to improve the employability of vulnerable youth through targeted professional ICT trainings aligned with labor market needs. These trainings are designed to equip young people with practical and market-relevant digital skills, increasing their opportunities for employment and career development.

SOS Children’s Villages Kosovo

SOS Children's Villages Kosovo since 1999 has been working to help children who have lost parental care or are at risk of losing parental care. While maintaining the attitude that every child should be part of a family, growing with the sense of belonging, respect and security, the SOS Children's Villages Kosovo program focuses on helping all children, youth and their families overcome life challenges through pillars such as: Alternative Care, Family Strengthening Program, Education and Advocacy.

High unemployment rate and poverty are considered to be one of the main factors contributing to the family breakup, so youth employment for an independent life remains a dimension closely linked to the organization's mission. For years, SOS Children's Villages Kosovo has been committed to contribute to increasing the employability of young people at social risk. The project “Youth Employment Enabling Prospects” YEEP II is a continuation of this commitment, but already as part of a broader regional initiative.

1.1 Context of the programme

The project "Youth Empowerment Enabling Prospects – YEEP II” is a continuation of the organization's commitment in increasing youth employability.

The project is financed by Federal Ministry for Economic Cooperation and Development – BMZ and CVW is implemented by SOS Children Villages in Kosovo, Albania, North Macedonia, Bosna and Hercegovina and Serbia aiming to offer improved employment prospects and active participation in the labor market of 2,770 vulnerable youth, aged 16 – 35.

1.2 Programme overview

Youth part of our program, are being supported continuously through tailor made trainings according to the methodology “Life and Employability skills: A training Program for youth” a program that enables young people to develop their talents, build their self-confidence and improve their skills needed for the successful career.

The training will be implemented specifically for beneficiaries from the Municipality of Gjilan. The training program will be delivered in an intensive format to ensure completion within a short timeframe while maintaining quality learning outcomes.

As part of this commitment, SOS Children's Villages Kosovo is looking for a Service Provider/Company to provide professional training for youth in specific ICT profiles. The selected Service Provider will design and deliver structured ICT training programs focused on practical skills and real-world applications, ensuring participants gain competencies aligned with current labor market demands.

1.3 Timing of the assignment

The intended start date is in April 2026, and the engagement will be implemented in an intensive format, concluding upon the delivery of all training modules and certification.

2. Objectives and Scope of the ICT Training Assignment

2.1 Overall objective – purpose

The overall objective is to strengthen young people’s life skills and employability by providing professional vocational training. This ensures participants can better navigate labor market opportunities and contribute positively to their communities. The Service Provider is expected to deliver the training in an intensive format, ensuring efficient use of time while achieving the intended learning outcomes.

2.2. Desired results:

- 1 “Youth acquire” practical ICT skills in selected professional fields
- 2 Participants demonstrate improved technical competencies through practical assignments and assessments
- 3 Increased readiness for employment in ICT-related positions



- 4 Completion of certified training programs by participants
- 5 Improved digital literacy and problem-solving skills

The Service Provider will be responsible for delivering certified, intensive, and market-oriented training in the following areas:

- ICT Essentials: Foundational hardware and software skills
- Web Development: Web design and software development
- Networking Basics: Introduction to network infrastructure
- Programming Essentials: Core coding and logic
- Cybersecurity: Digital security and data protection

The training will target a small, carefully selected cohort of 5–11 youth in total, referred through project partners, with a focus on quality, intensive delivery, and measurable employment-oriented outcomes.

3. Work plan and Expected Deliverables

The training will be planned and delivered in an intensive format according to a mutually agreed schedule and agenda.

Deliverables:

- 1 Training Plan & Curriculum per course
- 2 Interactive Session Materials: Development of participant focused exercises and tools.
- 3 Training: Delivering all planned sessions and ensuring active participation.
- 4 Certificates for participants who successfully complete the training

4. Required Qualifications and Experience for the company/agency

The call is open to professional Training Companies that meet the following criteria:

A. Capacity & Experience (Company):

- Legal Status: Must be a registered legal entity (NUI) with the capacity to issue VAT-exempt invoices.
- Proven Track Record: Experience in conducting professional vocational trainings.
- Ethical Standards: Full commitment to SOS Children's Villages Child Protection Policy, Anti-Corruption regulation and Code of Conduct.

B. Qualifications of Assigned Trainers:

- **Expert Background:** Assigned trainers must have experience in Computer Science, ICT, or a related field.
- **Technical Expertise:** Experience in delivering interactive trainings for youth.

The criteria for selection are:

Criteria	Maximum points
• Professional Portfolio: Track record in professional ICT training	20
• Technical Proposal	20
• Work Plan: Quality of the proposed timeline and realistic plan	20
• Financial proposal	40
Total	100

All bidders must meet the essential criteria. There will be a maximum of 100 points divided and 100 points in preferred criteria.

6. Timetable

The vocational/professional trainings will be conducted in an intensive format during April 2026. Certificates should be provided to participants who successfully complete the training by 27th of April 2026.

7. Terms of payment

Payment will be made only upon SOS Children's Villages Kosovo, acceptance of the work performed after completion of the above-described deliverables. Payment will be affected by bank transfer in the currency of billing and is due 15 days after receipt of invoice and acceptance of work.

The total contract amount is VAT exempted. The Contractor is responsible for all its own tax obligations and the compensation of the assigned experts (trainers) engaged for this activity.

8. Rectification of defects and termination of the Contract

In case of unsatisfactory performance, SOS Children's Villages Kosovo will negotiate with the Contractor so that the work can be changed. If the work fails to meet the expectations within the given deadline, the Contract will be terminated.

SOS Children's Villages Kosovo shall be entitled to terminate the Contract at any time, with immediate effect if it reasonably believes that there has been a fundamental or serious breach of the Contract and which are not cured within 7 days or cannot be cured due to their consequences.

Meanwhile, SOS Children's Villages Kosovo will initiate another selection in order to identify the right individuals/ companies.

Other matters related to the rectification of defects and termination of the Contract shall be further regulated in the Contract.

9. Copyright and other property rights

SOS Children's Villages Kosovo will have the right to all intellectual property and other property rights, but without restriction to, copyright, in relation to the report, processes, ideas, documents and other materials that the Contractor has developed for SOS Children's Villages Kosovo under the contract.

10. Annex - SOS Fshatrat e Fëmijëve Kosovë policies

SOS Fshatrat e Fëmijëve Kosovë has established policies for child and youth safeguarding, anti-corruption and a code of conduct, which the successful bidder is expected to adhere to. The successful bidder will also be required to sign a declaration of commitment to the Policies of SOS Fshatrat e Fëmijëve Kosovë which include: the Child and Youth Safeguarding Policy, the Policy for Prevention and Protection against Sexual Harassment, Exploitation and Abuse, Anti-Corruption Regulation, Code of Conduct, and the Declaration on Data Protection.

This commitment will be formalized at the time of contract signing, during which the successful bidder will be briefed on the organization's internal procedures related to safeguarding.

In addition to the above mentioned, the following key areas for ethical consideration need to be taken into account: <http://childethics.com/ethical%20guidance/>

Graham, A., Powell, M., Taylor, N., Anderson, D. & Fitzgerald, R. (2013). Ethical Research Involving Children. Florence: UNICEF Office of Research – Innocenti

11. Instruction to bidders (Process of submission of Bids)

The bidders are welcome to submit their proposal for the Vocational/Professional Trainings, electronically in PDF format and sent to procurement1@soskosova.org

This bid is open to professional Training Companies capable of providing the requested services. The proposal and all supplementary documents must be submitted in Albanian language. Financial



bid needs to be stated in euro, please note that the project is VAT exempted, and the proposal should be submitted without VAT.

Documents to submit:

- Training programme for each course.
- Realistic Work Plan/Timeline.
- Financial Proposal: Total fee for the engagement, quoted without VAT.
- Company Portfolio and CVs of assigned trainers
- Business Registration Certificate/ NUI
- The offer must be signed and stamped/ or with an official logo

Tax Confirmation: Please note that the selected company will be required to submit a valid Tax Confirmation from the Kosovo Tax Administration (ATK) upon signing the contract.

Deadline for submission:

The proposal has to be sent by latest on 16.04.2026. Proposals sent after the deadline will not be considered.