

REQUEST FOR CONSULTANCY SERVICES

Service Contract (SC)

TERMS OF REFERENCE

“Research on IT Potential Entry Points”

Project Unit: RisiAlbania – Partner for Growth
Funded by: Swiss Agency for Development and Cooperation SDC
Implemented by: HELVETAS Swiss Intercooperation and Partners Albania
Location: Home based
Estimated duration: 25 September – 15 November, 2017

Deadline to submit Application: 22 September 2017

Interested candidate should send their application at the following e-mail address: info@risialbania.al

1. Background

RisiAlbania is a project mandated by the Swiss Development Cooperation (SDC) and implemented by a consortium consisting of HELVETAS Swiss Intercooperation and Partners Albania. After an inception phase, starting in March 2013, the programme commenced with the implementation phase in November 2013 and will have a duration of 4 years. A second 4-year phase is expected to start in November 2017. The overall goal of the project during phase I is to improve access to employment opportunities for young Albanian men and women aged 15-29. Using a Market Systems Development (MSD) approach, this is done through two main outcomes: 1) job creation by the private sector through business growth and 2) improved labour market information and intermediation services.

The overall strategic framework which guides RisiAlbania in all its partnerships and actions is informed by development initiatives with principles and frameworks which support them in achieving large-scale and sustainable impact in targeted market systems. While RisiAlbania can catalyse change processes, it will utilize a facilitative approach (putting local partners in the lead) which emphasizes local ownership of change processes.

One of RisiAlbania’s target sectors is ICT. During the first phase, the project contributed to the competitive development of this sector by:

- Enhancing skills development initiatives to equip the IT workforce with professional and up-to-date IT skills;
- Increasing promotion of IT sector in foreign markets and upgrading of quality standards.

The first phase ends on October 31, 2017, and RisiAlbania Project is expecting to enter the second phase starting from November 1, 2017. The ICT sector will continue to be supported in the second phase, and the project is completing this ICT analysis to better assess the potential of various subsectors of IT software and services. The project would like to identify potential entry points in IT Software and Services subsector including areas of interventions, potential partners, and business models as specified in point 2 below.

In Phase 2, the focus of RisiAlbania for private sector development of ICT sector in Phase 2 will include:

- Business services for the private sector such as quality standards, marketing and promotion, skill development etc.
- Regulatory framework to identify favorable policies and regulations that could stimulate the growth of ICT sector.
- Public and private sector collaboration and coordination in ICT sector in addressing barriers to private sector growth and in increasing promotion of Albania as an IT outsourcing destination.
- Investment in ICT and how Albanian diaspora can be attracted to invest in ICT sector in Albania.
- Potential linkages between IT subsector and other sectors in domestic market such as BPO sector, tourism, agribusiness, e-commerce retailing, and how to strengthen them.
- Young women's participation in the ICT sector; identify possible entry points to incentivize more young women to join the ICT workforce

2. Objective(s) of the mission (or consultancy)

The objective of this mission is to support the RisiAlbania team in designing new interventions in the subsectors of IT software and services. Specifically, the key objectives are to:

- Analyze and assess the key constraints and root causes in the IT subsector that inhibit the subsectors' growth potential (with emphasis on analyzing and assessing constraints in the policy and regulatory framework; private sector investment; linkages with other sectors (such as BPO, tourism, agriculture, etc.); fostering diaspora engagement; and factors limiting greater private and public sector collaboration).
- Identify private sector actors, training providers, business associations, etc. with ideas for introducing new business services in IT sector on a commercial basis or regulatory changes that Risi could support and partner with; identify strengths and weaknesses as well as incentives in introducing these business services.
- Identify opportunities/business models to encourage more young women to enter the ICT workforce.
- Under the guidance of and close collaboration with Risi IM, develop at least 3 concept notes for the potential entry points based on the MSD approach, including a business model and strategy for each intervention. The concept notes should address the following questions:
 - **The Change:** What is the change the intervention aims at bringing in the target subsectors? How does the change or proposal improve the performance of the overall system (overall subsector businesses)?
 - **The Partner:** *Who* (what type of partner) will drive the change, and *why* do they want to do it more than anyone else?

- **The Model:** What is the business model for change to happen and be sustainable? What are the supporting functions and rules that need to be developed in order for change to happen? Where in these functions and/or rules should the project intervene and why?
- **The Barriers:** What key constraints stop main actors in the IT subsector from implementing the new proposed business model? Why it has not happen so far?
- **The Facilitation:** What options does the project have to facilitate the change and help the actors in IT subsector to overcome barriers without the project becoming part of the market system?
- **The Exit Strategy:** When the intervention ends, how and why will the changes to the market system continue, and what are the options foreseen to encourage greater scale (i.e. crowding-in, copying, working with existing or new partners who can extend outreach...)

3. Deliverables

Write a report with recommendations on areas of interventions and under guidance and in close collaboration with Risi ICT Intervention Manager develop at least three concept notes for specific entry points based on the format given in point 2 of this ToR. The report should not exceed 30 pages including annexes.

4. Consultancy profile

- In-depth knowledge of IT private and public sector and of IT regulatory framework in Albania.
- Considerable experience in designing and implementing business development interventions in areas of private sector growth, public private partnerships and employment.
- Experience with implementing market systems development methodology is an asset.
- Foreign expertise in ICT development projects in developing countries is highly preferred.
- Excellent communication in English, both in speaking and writing.
- Strong analytical skills (qualitative and quantitative)
- Fully available during the timeframe of this research.
- Familiarity with RisiAlbania's strategy and methodologies.

5. Management and Reporting

- a. The responsible body representing RisiAlbania is the PM of the project but the Intervention Manager (IM) will be the managing partner.
- b. The scope of the work of the consultant does not foresee using the premises of the project, but does not exclude the possibility when the need arises.
- c. Besides the expected reports mentioned in point 3 of these ToRs, the consultant is expected to weekly communicate online with the IM informing, updating on timetable of next activities and when possible coordinating joint ones. IM decides and informs the consultants accordingly for activities that would like to join. In addition IM could also make unplanned visit to the consultants' agenda for monitoring purposes.
- d. Debriefing meeting about the findings in power point presentation.
- e. Consolidated version of the report ready for publication.

6. Documents to be included in the offer submission

a. Technical proposal

Describe briefly:	
The research methodology and research plan you would use to successfully fulfil the service or activities requested	Free format, up to 3 pages

b. Financial proposal (free format)

- The proposed fee shall include all the taxes.

c. Latest CV of service provider, documentation of relevant previous experience (if possible) and contacts of the respective references.

7. Candidate /s assessment and selection

The selection of the service providers¹ will be evaluated based on a cumulative analysis of the fulfillment of the evaluation criteria. The contract will be awarded to the service provider providing the best technical and financial offer based on the evaluation criteria below:

Evaluation Criteria	Maximum score per requirement
In-depth knowledge of IT sector in Albania and of IT regulatory framework	20%
Considerable professional experience in designing and implementing business development interventions in areas of private sector growth, public private partnerships, and employment.	20%
Quality of research methodology and research plan.	20%
Competitive pricing	20%
Expertise of the service provider team	10%
Familiarity with RisiAlbania's strategy and methodologies	10%
Total	100%

¹ Because the research is considered as highly demanding for a single consultant, we strongly encourage applications from a team (company or group of consultants) that together have the skills and experience needed for this task.