

Kosovo Youth Development Project II

Project Implementation Unit – PIU

Ministria e Kulturës, Rinisë dhe Sportit/Departamenti i Rinisë

Ministarstvo Kulture, Omladine i Sporta/Departament Omladine

Ministry of Culture, Youth and Sports/Department of Youth

Qeveria e Republikës së Kosovës/Vlada Republike Kosova/Republic of Kosova Government

REQUEST FOR EXPRESSIONS OF INTEREST

**Kosovo**

**Kosovo Youth Development Project 2**

**Grant No**.: **TF098547**

**Assignment Title:** **CONSULTING SERVICES FOR BUSINESS MENTORSHIP**

**Reference No.: 5**

The Ministry of Culture, Youth and Sports/Department of Youth has received financing from the World Bank toward the cost of the Second Kosovo Youth Development Project, being implemented by the Project Implementation Unit, and intends to apply part of the proceeds for consulting services.

The main objective of the project Individualized business mentorship is to provide to the young people (age 18-35) starting their businesses and enhance their prospects for successful business start-up for up to 200 project youth grant beneficiaries.

Specifically the implementing organization will be responsible for the following tasks:

* The primary goal of a mentorship is to build sustainable, trusting relationships with mentees in order to enhance their ability to start, maintain and grow their businesses.
* Provide overall support and visit in the business site to young people starting businesses and how to improve their business idea as well as helping the beneficiary youth to prepare the business plans as well
* Provide instruction to young entrepreneurs to create/expand the capacity of the individual enterprise to acquire, translate and disseminate information, knowledge and technology into market and economic opportunities.
* Encourage mentees 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 their progress and set realistic and practical options to achieve their goals
* Refer mentees to other sources of information, advice or further support when appropriate
* Encourage mentees to take responsibility for their own decisions, plans and actions
* This service should be available, face-to-face, via e-mail and via the phone, in real time during office hours
* Respond timely, promptly and effectively to the grantees consultancy needs
* Offer linkages for the young people to other agencies providing financial support

The consulting firm is expected to deliver the following outputs:

* Screen and select mentees in coordination with PIU
* Design a standard business plan that will be filled out/used by the beneficiaries with the support of mentors
* Mentoring plan for identified KYDP grantees that will be provided by the PIU
* Written guidelines on start-up business for young entrepreneurs
* Establish a phone call system (call center) for grantees requiring consultancy via phone
* Create a 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.

The estimated level of efforts for the assignment is 250 working days or 2000 hours. A minimum of 10 hours of support per beneficiary is required and the assignment is expected to be conducted within 12 months period upon contract signature.

The KYDP 2 Project Implementation Unit – PIU now invites eligible consulting firms (“Consultants”) to indicate their interest in providing the Services.

Minimum qualification criteria:

* Legally registered firm,
* Successful hands-on professional expertise of mentors in key business areas including marketing, sales, law, finance/accounting, HR, IT, customer service, research, imports/exports, etc. The firm shall have also social sciences experts in the team, to support mentees from social/psychological aspect of business.
* 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
* 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 empathies 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.

Interested Consultants should provide the following information and documents demonstrating that they have the required qualifications and relevant experience to perform the Services:

1. Documentary evidence of registration as NGO, firm or corporation.
2. List of projects implemented.
3. Provision of at least three professional references for providing similar consultancy services within the past three years along with contracts.
4. List of staff including CVs, and evidences of work experience.

The evaluation criteria for short listing are:

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| --- | --- |
| Firm`s overall business experience | 10 points |
| General qualification and experience of the mentors | 30 points |
| Experience of business mentorship and supporting the growth and development of early stage businesses | 60 points |
| *Total* | *100* |

The attention of interested Consultants is drawn to paragraph 1.9 of 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”.

Consultants may associate with other firms in the form of a joint venture or a sub consultancy to enhance their qualifications.

A Consulting firm will be selected in accordance with the Consultants’ Qualifications (CQ) method set out in the above mentioned Consultant Guidelines, and following the above mentioned evaluation criteria.

Further information can be obtained at the address below during office hours: 09: 00 to 16:00.

Expressions of interest must be delivered in a written form to the address below (in person, or by mail, or by e-mail) by **18.03.2013**

The Ministry of Culture, Youth and Sports/Department of Youth

Project Implementation Unit – PIU

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