

REQUEST FOR CONSULTANCY SERVICES
Service Contract (SC)
Completing a market assessment of digital solution opportunities in the Albanian economy

Project Unit: Helvetas Albania
Funded by: Swiss Agency for Development and Cooperation SDC
Implemented by: HELVETAS Swiss Intercooperation and Partners Albania
Location: Home-based
Estimated duration: Three months from contract signature

Deadline to submit Application: 25th March, 2021, 14:00

Interested candidate / team of candidates should send their CV and a copy of the documents required in the following e-mail address: info@risialbania.al

1. Background

The RisiAlbania Project is supported by the Swiss Agency for Development and Cooperation (SDC), in partnership with the Ministry of Finance and Economy and implemented by a consortium consisting of HELVETAS Swiss Intercooperation and Partners Albania. The overall goal of the project is to contribute to an increase in employment opportunities for young women and men (age 15-29) in Albania. This goal will be achieved through:

- (i) enhanced growth and job creation by the private sector in three selected subsectors agro business, tourism, and ICT (labour demand),
- (ii) improved access to job opportunities and labour market information and services (intermediation), and
- (iii) improved skills of young people by improving the offer of private training providers in the three selected sectors (labour supply).

The Albanian economy is making substantial progress in the path of digitalization. The public sector has led this process in the last decade, however, the private sector is catching up. Digitalization will contribute to the increase in competitiveness of economic sectors and to the development of ICT industry. The COVID-19 pandemic has affected all sectors of the economy: while it has created problems for some companies operating with old business models, it has also stimulated many companies to adopt digital technology and other innovations to help them adapt to the new situation. However, there are hurdles to the path of digitalization for the broader economy, both on demand and supply side, that constrain Albania's development.

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2. Objective(s) of the consultancy

The objective of consultancy is to complete an assessment of the demand for digital solutions by the private sector in Albania, an assessment of the supply of digital solutions, and to identify any intervention areas to help address mismatches between demand and supply, in order to stimulate further the market development for digital solutions and their fast adoption by the private sector. The assessment will focus in key horizontal areas of business development in several economic sectors. Key horizontal areas include, but are not limited to, digital financial management applications, enterprise resource planning, ecommerce, digital marketing, and digital payments. Key economic sectors include hospitality and tourism, financial sector, business process outsourcing, ICT, manufacturing, and agribusiness. The assessment will guide the RisiAlbania project in its intervention to further stimulate the development of digitalization and the ICT industry in Albania.

3. Expected Outputs

- Establish a typology of digital services provided in Albania in the private sector and analyse the state of the market system for each service.
- Identify bottlenecks on the supply side of digital services provision.
- Identify constraints on the demand side for adopting digital services.
- Identify regulatory developments (recent and upcoming) that could stimulate demand and supply of digitalization solutions.
- Identify the economic sectors that have the greatest potential to adopt digital services, the types of digital services most likely to be demanded by firms in each sector, how each sector will be impacted, and a timeline for the potential impact.
- Recommend intervention areas that contribute to addressing the identified constraints and making the market for digital services work more efficiently and inclusively.

4. Deliverables

Following the research and consultation process for which methodologies will be shared with RisiAlbania, the Consultant /s will complete a draft report in English and Albanian elaborating the issues mentioned above within 15th May 2021, and a final report within 15th June 2021.

The Consultant/s will have regular update sessions with the Senior Intervention Manager that will be determined prior to contract signature. Work will be conducted according to a commonly agreed workplan.

5. Consultancy profile

- In-depth knowledge of market of digital solutions and of the ICT sector in Albania.
- At least ten years of experience in conducting economics research and analysis.
- Excellent research and analytical skills.

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- Excellent communication in English, both in speaking and writing.
- Fully available during the timeframe of this research.
- Previous experience in Albania will be considered an advantage.

6. Management and Reporting

The selected consultant will report to the RisiAlbania ICT Senior Intervention Manager.

7. Submission of proposals

Proposals must be submitted in English in electronic copy via email to the address: info@risialbania.al by **25 March, 2021, at 14:00 (2 pm)**. The email subject line must read "Digitalization solutions proposal".

Proposals handed after the indicated timeline may not be considered.

8. Documents to be included in the offer submission

- Technical proposal** (free format, up to 3 pages): describe briefly the methodology and work plan you will use to successfully fulfil the service or activities requested. The methodology must include an approach to collecting primary and secondary data.
- Financial proposal** (free format): the proposed fee shall include all the taxes and detailed the expected fee rates for each expert involved in the proposal, as well as a breakdown of level of effort.
- CV**: latest CV of service provider(s) (up to 3 pages), documentation of relevant previous experience (if possible), and contacts of the respective references.

9. Candidate /s assessment and selection

The selection of the service providers 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
Knowledge and experience with digital economy in private sector	30
Research and publications in digitalisation, economic sectors, and other economic research;	25
Quality of research methodology and research plan;	25
Value for money of the proposal	20
Total	100

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