

Call for proposals that lead to jobs in the IT and Business Process Outsourcing sectors

1. Introduction

The RisiAlbania Project is funded by the Swiss Agency for Development and Cooperation (SDC) 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:

- Outcome (1) Enhanced growth and job creation by the private sector in three selected subsectors agro business, tourism, and ICT,
- Outcome (2) Improved access to job opportunities and labor market information and services (intermediation), and
- Outcome (3) Improved skills of young people by improving the offer of private training providers in the three selected sectors (labor supply).

Under Outcome 1, RisiAlbania is looking for proposals from companies who can contribute with creation of jobs in ICT sector.

Risi support to ICT sector has included two main subsectors: IT and Business Process Outsourcing (BPO) sectors. IT subsector includes software development and IT services, while Business Process Outsourcing includes call centers, financial analysis, data entry and analysis, localization, human resources, marketing and promotion, etc. RisiAlbania research has identified that these subsectors present higher potential for employment and for developing value added services. The main constraints to job creation from these sectors identified in IT sector are limited services, limited investment, lack of engagement of diaspora, and limited access to domestic and foreign markets.

2. Objectives of the Call

RisiAlbania is inviting **interested private companies** and business service providers to submit a short proposal presenting their project idea, which will lead to business growth and to creation of new jobs for young people in IT and BPO sectors. The format of the proposal is open, and the scope can include widely project ideas that influence companies to invest and to create new jobs in a sustainable way. Proposals that increase young women's participation in the ICT sector workforce are particularly encouraged.

In general, RisiAlbania support can include development costs, such as capacity building of staff, consultancy costs, marketing costs, exchange of experiences etc. Each proposal needs to specify what type of support will be required (see section 3 below).

3. Content of Proposals

The proposal must specify the growth vision, strategy, and need for support from RisiAlbania:

- **Growth vision.** Provide a vision for your business in the medium to long term and how you plan to grow [maximum half a page].
- **Growth strategy.** Describe the new product or service that you are planning to develop in detail, delivery models, and the markets targeted. Explain how the development and delivery of this service or product will be sustainable (i.e. continue beyond the duration of the project support), including financially. Explain how the new service will help create jobs [maximum two pages].
- **RisiAlbania support.** Indicate support needs (i.e. training, coaching, certification etc.). Please indicate clearly your financial contribution in the new project specifying the types of costs and amounts, and the financial support that you need from RisiAlbania also specifying the types of costs and amounts* [maximum one page].

***Note that RisiAlbania does not cover fixed costs such as rent, salaries or utilities. The total contribution of the project can amount to 50% of the product or service development costs. The project co-finances costs for a 6 to 12-month period*.**

4. Submission of the concept notes:

We expect proposals to be submitted in English or Albanian (English preferred) in 1 hard copy and 1 electronic copy (on USB stick or CD) in closed and stamped envelope to the address given below, by **January 6th, 2020, at 15.00 o'clock**. Concept notes handed outside the indicated timeline may not be considered.

RisiAlbania,
Rr. Ismail Qemali, P.18, H.3, Ap.15,
Tirana, Albania
Tel.: +355 4 2248527

For any questions you might have related the application, please, write by email: info@risialbania.al.

5. Selection process

The proposals submitted to RisiAlbania will be evaluated and scored against the following criteria. After selection, RisiAlbania will work with shortlisted applicants to write a full business plan for the new project idea prior to receiving Risi funding.

Selection criteria	Scores (100 total)
Impact of project idea on creating new jobs	30
Sustainability of project idea	30
Experience of applicant	20
Competitive pricing	20