

Terms of References (ToR)

TOR/LD/02-2025

Conducting the Annual Skills Gap Analysis – Kosovo ICT Barometer (2023 & 2024), including Dual VET Focus

1. Background

The Kosovo Association of Information and Communication Technology (STIKK) is the implementing entity of the KSV/021 – Skills for Sustainable Jobs in Kosovo project, funded by LuxDev. As part of this initiative, Activity 4.4 aims to conduct a comprehensive annual skills gap analysis through the Kosovo IT Barometer, now expanded to include a new focus on Dual Vocational Education and Training (Dual VET) in Kosovo's ICT sector.

The Kosovo IT Barometer has been conducted annually by STIKK since 2014 and is a key tool for assessing export capacity, workforce trends, and sectoral challenges within the ICT industry. This year, the 2025 edition will cover developments in both 2023 and 2024, and will include a dedicated section on the implementation, awareness, and impact of Dual VET across the private ICT sector.

2. Scope of the Assignment

STIKK seeks to engage a qualified research company or consulting team to design, conduct, and analyse the 2023 & 2024 Skills Gap IT Barometer, integrating both traditional ICT market insights and a new Dual VET thematic focus. This includes stakeholder interviews, data collection, comparative analysis, and reporting.

The selected consultant/company will be responsible for:

- Updating and redesigning the Barometer questionnaire, with a special section for Dual VET (e.g., awareness, participation, benefits, challenges, readiness to engage).
- Conducting data collection from a minimum of 100 ICT companies operating in Kosovo.
- Coordinating with STIKK throughout all research stages for feedback and validation.
- Delivering a comprehensive final Skills Gap Analysis report in both English and Albanian.
- Preparing a professional presentation document of the findings for dissemination.
- Participating in a public presentation or conference organized by STIKK (if applicable).

3. Expected Deliverables

The consultant/company must provide:

- **Work Plan and Timeline** – including methodology, target respondents, and reporting plan.
- **Questionnaire** – covering general ICT sector trends and a dedicated Dual VET section.
- **Dataset** – complete and anonymized raw data.
- **Draft Report** – Draft Report – including initial analysis and key findings for STIKK’s review.
- **Final Report** – fully edited, incorporating feedback and consisting of:
 - General sector analysis (2023 & 2024),
 - Workforce trends and export performance,
 - Policy and training recommendations,
 - A full chapter focused on Dual VET: adoption rate, company perceptions, training needs, and opportunities.
- **Presentation Materials** – visual slide deck for internal and external use.
- **Event Participation (optional)** – presenting findings at a public event organized by STIKK.

4. Duration and Timeframe

The assignment is expected to be completed within three (3) months from the date of contract signing. The selected service provider is responsible for delivering all expected outputs, including data collection, analysis, reporting, and presentation preparation, within this timeframe in close coordination with STIKK.

5. Consultancy Competencies, Experience, and Skill Requirements

Applicants must demonstrate:

- Experience conducting labour market and skills assessments, especially in ICT.
- Familiarity with Kosovo’s ICT ecosystem and private sector dynamics.
- Proven ability to work with both quantitative and qualitative data.
- Knowledge of Dual VET or vocational education systems is a strong asset.
- Fluency in English and Albanian, with the capacity to deliver bilingual materials.
- Proficiency in data collection/analysis tools (e.g., SPSS, Excel, survey platforms).
- Must be GDPR compliant and hold ISO/IEC 27001 certification for Information Security Management, to ensure proper handling, protection, and confidentiality of data collected through the assignment.

6. Ownership and Intellectual Property

Upon full payment of the financial obligations, STIKK and the Service Provider agree that STIKK shall acquire ownership of all deliverables and outputs produced through this assignment, in both tangible and intangible form (including data, code, documents, visual materials, etc.). STIKK shall retain the right to use, reproduce, publish, and distribute these materials as deemed appropriate, without restriction and without requiring further permission from the Service Provider.

7. Deadline and submission of expression of interest

Interested companies must submit the following:

- Expression of Interest, outlining relevant experience and approach.
- Technical Proposal, including methodology and work plan.
- Financial Proposal with an itemized budget.
- Portfolio of previous work in similar projects.
- References from at least three past clients.

Proposals should be submitted via email to info@stikk.org with the subject line: [IT Barometer Kosovo 2023 & 2024 – Skills Gap & Dual VET]. Deadline: **16 May 2025, at 17:00h.**

Required Documents:

- Expression of Interest outlining experience.
- Technical Proposal (max. 5 pages): methodology, work plan, and timeline.
- Financial Proposal: itemized in EUR, **excluding VAT**.
- Portfolio of previous work or similar studies.
- At least two references from similar projects.

This Terms of Reference outlines the scope, expectations, and responsibilities for conducting the Kosovo ICT Barometer, covering the years 2023 and 2024, with a dedicated focus on Dual VET. The assignment is critical to understanding workforce trends, training needs, and the evolving relationship between vocational education and industry in Kosovo's ICT sector. STIKK looks forward to collaborating with a qualified and committed service provider to ensure successful implementation and meaningful results that will inform future strategies and policy development.