

## Terms of References (ToR)

TOR/LD/03-2026

# Conducting the Annual Skills Gap Analysis – Kosovo IT Barometer (2025), including Dual VET Focus

## 1. Background

The Kosovo Association of Information and Communication Technology (STIKK) commissions the Kosovo IT Barometer as an annual sector study to provide reliable, data-driven insights on the state of Kosovo's ICT industry, including business performance, workforce needs, and emerging market trends. The Kosovo IT Barometer has been conducted regularly by STIKK and serves as a key reference for industry stakeholders, policymakers, education providers, and development partners to better understand sector dynamics, skills demand, export trends, and challenges faced by ICT companies.

This activity is carried out with the support of the "Skills for Sustainable Jobs in Kosovo" project, funded by the Grand Duchy of Luxembourg and implemented by LuxDev, the Luxembourg Development Cooperation Agency, in partnership with STIKK. Within this framework, STIKK seeks to engage a qualified service provider to conduct the research, analysis, and reporting of the Kosovo IT Barometer, including a dedicated focus on skills and workforce gaps relevant to the ICT sector and Dual VET developments.

## 2. Scope of the Assignment

STIKK seeks to engage a qualified research company or consulting team to design, conduct, analyse, and report the Kosovo IT Barometer 2025, integrating both traditional ICT market insights and a Dual VET thematic focus.

The selected service provider will be responsible for:

- Updating and refining the Barometer questionnaire, including a dedicated section for Dual VET (e.g., awareness, participation, perceived benefits, challenges, readiness to engage, training needs).
- Proposing and applying a clear methodology (quantitative and qualitative, as applicable), including sampling approach and data validation measures.
- Conducting data collection from a minimum of 100 ICT companies operating in Kosovo (or more, if proposed and feasible).
- Coordinating closely with STIKK throughout all research stages for feedback, validation, and alignment on key findings.

- Producing a comprehensive analytical report in English and Albanian (final, edited versions).
- Preparing a professional presentation of key findings for dissemination.
- Supporting and/or participating in a public presentation event or conference organised by STIKK (if applicable).
- Designing and layout of the final version of the Kosovo IT Barometer report, including visual identity application, formatting, infographics/graphs, tables, and production of a publication-ready document (print-ready and web-ready PDF)
- Ensuring the report is professionally designed and readable, with consistent styling, charts, and visual storytelling aligned with STIKK/LuxDev visibility requirements.

### 3. Expected Deliverables

The consultant/company must provide:

- Work Plan and Timeline – including methodology, target respondents, data collection tools, and reporting plan.
- Questionnaire – final survey instrument (including Dual VET section), shared for STIKK validation before deployment.
- Dataset – complete and anonymised raw data (and cleaned dataset, if applicable), including a short data dictionary.
- Draft Report – including initial findings and analysis, submitted to STIKK for review and feedback.
- Final Report – fully edited, incorporating feedback, including at minimum:
  - ✓ General ICT sector analysis (2025 edition)
  - ✓ Workforce and skills demand trends
  - ✓ Export performance and business outlook
  - ✓ Policy and training recommendations
  - ✓ Dedicated Dual VET chapter (adoption, perceptions, needs, opportunities, recommendations)
  - ✓ Professional design/layout, charts, graphs, tables, and clean formatting
- Presentation Materials – a slide deck and key visuals/graphs for internal and external use.
- Event Participation (optional/if applicable) – presentation of findings at a public event organised by STIKK.
- Designed files and source materials – delivery of the final report in:
  - ✓ Print-ready PDF and web-optimized PDF
  - ✓ Editable source files (e.g., InDesign/Illustrator or equivalent) and all charts/visual assets used

### 4. Duration and Timeframe

The assignment is expected to be completed within three (3) months from the date of contract signing. The service provider is responsible for delivering all expected outputs 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 shall acquire ownership of all deliverables and outputs produced through this assignment, in both tangible and intangible form (including data, documents, analysis, visuals, and presentation materials). STIKK retains the right to use, reproduce, publish, and distribute these materials 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 (max. 5 pages): methodology, work plan, timeline, sampling approach, and team composition
- Financial Proposal: itemised in EUR, excluding VAT
- Portfolio of previous work or similar studies
- At least two (2) references from similar assignments

Proposals should be submitted via email to [info@stikk.org](mailto:info@stikk.org) with the subject line: [Kosovo IT Barometer 2025 – Skills Gap & Dual VET]. Deadline: **27 March 2026, 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 year 2025, 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.