

## Request for Proposals (RFP)

### Development of Internal Training System for Public Employment Service in Kosovo

#### Development of Human Resources Development Manual

Enhancing Youth Employment (EYE) is soliciting proposals from local and international qualified companies for development of Internal Training System and Human Resources Development Manual for the Public Employment Service in Kosovo. More specifically, the contractor is required to:

- i) Develop the core skills training for PES advisors described in the Terms of Reference (ToR);
- ii) Develop a shorter version of core skills training for inclusion into induction training which will be delivered only for new PES staff;
- iii) Train the responsible staff within the PES on how to (a) maintain the training modules updated as well as (b) offer training to other PES staff (peer trainings);
- iv) Prepare the Human Resource Development Manual which will define in detail how the entire internal training system has to be utilized by PES staff.

#### Required Qualifications

- Registered business operating for at least 3 years
- Experience in implementing similar activities over the past 3 years;
- Human and technical capacity to deliver expected outputs;
- Proven ability to handle data in a confidential way;
- Fluency in written and spoken English
- Experience working with governmental institutions and donor development projects will be considered as an advantage

Interested organizations may download for more information the Request for Proposal (RFP) package from the EYE website [www.eye-kosovo.org](http://www.eye-kosovo.org). The RFP package includes: Instruction to bidders, proposal submission requirements, and the Terms of Reference (TOR).

Questions regarding this RFP may be asked via email to [leventkoro@gmail.com](mailto:leventkoro@gmail.com) and cc to [vrexha@eye-kosovo.org](mailto:vrexha@eye-kosovo.org) until October 3, 2014, at 17:00 pm and answers will be delivered latest by October 7, 2014 17:00 pm. No questions related to this RFP will be considered after the noted date.

The Proposal must be delivered to EYE in accordance with the instructions set in the RFP no later than 5.00 p.m. on October 13, 2014. EYE expects that work will start on October 27, 2014 and be completed in the period specified in the ToR.

EYE- Enhance Youth Employment  
Nazim Gafurri 33, 10000 Pristina, Republic of Kosovo  
Phone: +377 (0) 44 613 348; +381 (0) 38 517 715  
e-mail: [fmujko@eye-kosovo.org](mailto:fmujko@eye-kosovo.org)