TERMS OF REFERENCE (TOR)

Project PRODIGI (Production Digitalization for Small and Medium Enterprises)

GA no. 81297648

Training and Expert Services for "Digital Skills Academy"

1. General background information

Bosnia and Herzegovina (BiH) is a developing country with current low level of digitalization and faces several limitations regarding digitalization and innovation. Some of these limitations include a low level of digital literacy and education, a lack of investment in developing innovative technologies, and insufficient readiness of companies to accept and apply new technologies. Some of the most significant sectors that underpin the economic strength of Bosnia and Herzegovina, such as the metal and wood sectors, among others, still rely on traditional ways of doing business. By this, it is primarily meant to the use of outdated equipment and technologies, manual labour, and inefficient production processes that hinder their ability to compete with modern, more innovative companies. Through digitalization and innovation, these outdated techniques can be improved in various ways. For example: automating data processing: digitalization can involve the use of data processing software, which could speed up processes and reduce errors; digitizing accounting processes: digitalization could involve using accounting software, which could improve efficiency, reduce errors, and cut down the time spent on manual accounting; using storage technology: digitalization of storage could involve using automated storage solutions which could improve efficiency and reduce errors.

2. Project background and objective

In the Tesanj region, SMEs are an important economic driver, providing employment and contributing to the region's GDP. The project is focused on promoting the digital transformation of the metal and wood sectors in the Tesanj region, as they are considered to be highly important sectors in the area. The primary beneficiaries of the project are three SMEs located in the Tesanj and Usora Municipalities. These companies are GMC doo Usora, Junior eko termik doo Tesanj, and Interprocess doo Tesanj, which are selected based on their expertise and experience in the metal and wood sectors.

Given that digital transformation is increasingly becoming a key factor in business success, an international public-private partnership for the digital transformation of SMEs could be crucial in promoting the growth and development of these enterprises.

The objective is to improve the digital capabilities of the selected SMEs and promote innovation and growth in these organisations.

3. Scope of required services

The project is looking for a service provider to perform and deliver the following tasks:

a. Develop and/or adapt training materials for Digital Skills Academy. The materials should cater to SMEs representatives in the manufacturing sector, focusing on enhancing digital skills and leadership. The training materials should encompass topics such as digital transformation, digital leadership, digital marketing and more.
b. Conduct a series of remote training for SMEs staff. The training sessions should be segmented into 8 modules, each designed to cover critical aspects of digital skills and innovation. The training sessions should include practical components and interactive elements to ensure effective learning. The 8 modules will be covered over 16 different days, with each module spanning 2 days. Each day will consist of 2-hour sessions, ensuring comprehensive coverage of each topic.

4. General time schedule

Development phase: The creation of training materials for the Digital Skills Academy are expected to be finalised within the first month of the contract. This phase will involve content creation and preparation of all necessary resources to ensure the training materials are comprehensive and tailored to the needs of SMEs in the manufacturing sector.

Training phase: The trainings are planned to take place over a four-week period, commencing in mid-June and concluding by mid-July. During this period, each of the 8 modules will be delivered over two days, with each day consisting of 2-hour sessions.

5. Deliverables

DETAILS OF ACTIVITIES/TASKS	DUE DATE/NOT LATER THAN
a. Training material developed for Digital Skills Academy	14 June 2024
b. Conducting trainings for Digital Skills Academy	17 July 2024

Terms and conditions

- Contract modality and duration

The contractor will be hired for a period between **20 May 2024 – 25 July 2024.**

- Language requirements

The contractor's proposed personnel should be fluent, both spoken and written, in English language. Bosnian language is also preferable.

- Award criteria

The criterion for awarding the contract is best value for money (Technical offer - 80% of the decision; financial offer - 20% of the decision). For the technical offer, the following sections of the Application form will be assessed: Areas of specialisation (20% of the decision), Experience (40% of the decision) and Technical offer (40% of the decision). For the financial offer, the amount given in the section Financial offer of the Application form will be assessed.

- Submission of data, reports and other material produced

All primary data, reports, and other documentation produced during the assignment shall be made available to NCDIEL in electronic format.

- Location of assignment

The training development and delivery will be undertaken in a remote format and no travel is envisaged.

- Financial offer

Maximum available budget is 5.000 EUR.

Deadline for submission of the proposals: 13th of May 2024, 10:00 CET

Address and methods for submission of the tenders:

If delivery by post:

The tenders will be submitted via post/currier, containing the following information:

- Name and address of the tenderer
- Title of the tender: PRODIGI Project: Training and Expert Services for Digital Skills Academy
- Reference number (if applicable): GA no. 81297648

The tenders **can be submitted in person, by post or courier service** to the following address:

Association National Centre for
Development of Innovation and
Entrepreneurial Learning Skopje
Bul. 8mi Septemvri 2-9, Karpos, 1000
Skopje, North Macedonia

If submitting electronically, please send your technical and financial proposals to info@ncdiel.mk with subject title: "Proposal for project PRODIGI Training and Expert Services for Digital Skills Academy_Company name_"

Incomplete offers will not be taken into consideration.