

# REQUEST FOR PROPOSALS

Competitive National Tender — Open National Tender Procedure  
 Technical Transfer, Institutionalisation, and Operationalisation of  
**MësoVET.al — Digital Learning Environment**

<b>Issuing Organisation</b>	Swisscontact Albania — Skills for Jobs Project (S4J)
<b>Beneficiary Institution</b>	National Agency for Employment and Skills (AKPA/NAES)
<b>Reference Number</b>	26-07-S4J
<b>Issue Date</b>	15 May 2026
<b>Addendum No. 1 Issued</b>	01 June 2026
<b>Procurement Type</b>	Competitive National Tender — Request for Proposals (one-step process; open national tender)
<b>Submission Deadline (extended)</b>	01 July 2026, 16:00 (Tirana time)
<b>Deadline for Questions &amp; Answers</b>	Questions can be send to <a href="mailto:al.info@swisscontact.org">al.info@swisscontact.org</a> by 12 June 2026, end of business hours. Answers will be provided by 15 June 2026, end of business hours.
<b>Tentative Start Date</b>	15 July 2026
<b>Contract Duration</b>	System implementation: 9 months from contract start; Technical support and maintenance: monthly rate through 5 June 2027
<b>Language of Proposals</b>	English
<b>Eligible Applicants</b>	Legally registered Albanian entities; consortia permitted (Albanian lead required — see Section 4 and flagged note on consortium composition)
<b>Number of Awards</b>	One (1) — contract signed with lead entity in case of consortium
<b>Service Provider Reports To</b>	Project Manager, Skills for Jobs

## 1. Background and Project Description

### 1.1 Swisscontact and the Skills for Jobs Project

Swisscontact is an independent, non-profit Swiss foundation dedicated to promoting economic, social, and environmental development. Operating in over 40 countries, Swisscontact's work focuses on private sector-led sustainable economic development, with a key focus on strengthening individual skills and fostering company competitiveness.

The Skills for Jobs project (S4J) is mandated by the Swiss Agency for Development and Cooperation (SDC) and implemented by Swisscontact Albania. S4J is part of the Economic Development Domain of the Swiss Cooperation Strategy for Albania (2022–2025), with a specific focus on promoting employment opportunities and skills development, including through formal Vocational Education and Training (VET).

The overarching goal of S4J is to contribute to an improved and inclusive Albanian VET system and increased competitiveness of the Albanian economy, by facilitating access to gainful employment and income for young women and men from diverse backgrounds, as VET providers transition into multifunctional centres. The project is in its third phase (S4J 3), which started in July 2023 and will last until June 2027, with a planned no-cost extension through March 2028 focused exclusively on Dual VET consolidation.

S4J operates through three components: (1) Access to Quality VET Offer, which includes digitalisation of the VET offer as a key innovation object; (2) Private Sector Engagement in VET; and (3) Dual VET. The present procurement falls under Component 1.

### 1.2 MësoVET.al: History and Current State

MësoVET.al is a digital learning environment developed since 2018 on the open-source Moodle system, as part of the S4J project. Its foundational objective was to modernise Albanian VET through blended learning and the integration of education technologies across public vocational schools.

The COVID-19 pandemic (2020–2022) transformed MësoVET from an experimental platform into an urgent operational tool. S4J provided technical assistance to all public VET schools nationwide, ensuring continuity of learning. This period demonstrated the system's capacity to scale and support real institutional processes under pressure.

From 2022 onwards, MësoVET was repositioned strategically. Through Moodle Workplace, dedicated institutional workspaces (tenants) were created for each partner school.

The current technical configuration of MësoVET.al is as follows:

- Platform: Moodle Workplace, operated under a Software-as-a-Service (SaaS) arrangement with Digitech sh.p.k. as the current service provider, on EU-based servers certified to ISO 9001 and ISO 27001 standards.
- Architecture: Multi-tenant configuration, with 13 public VET schools operating through dedicated institutional workspaces and 17 additional schools accessing the platform through a shared central tenant.
- Scale: Over 17,000 registered users, approximately 8,985 currently active; over 700 structured digital learning resources covering theory, practical modules, and curricula-aligned teacher-produced content.
- Mobile access: Native mobile applications for iOS and Android with offline functionality, published on the Apple App Store and Google Play Store.

- *Hosting capacity: dual-capacity infrastructure supporting up to 200 concurrent users under standard operating conditions, scalable to 1,000 concurrent users during peak demand periods through enhanced CPU, RAM, storage, and bandwidth configuration.*

### 1.3 The Institutional Transfer Mandate

In December 2025, the Vice-Minister of Economy and Innovation (MEI), in her capacity as Co-Chair of the S4J Portfolio Steering Committee and representative of the Albanian Government, formally requested the integration of MësoVET.al into Albania's national digital infrastructure systems, designating the National Agency for Employment and Skills (AKPA/NAES) as the responsible managing institution. This request was approved by the Steering Committee and constitutes an official institutional mandate.

Following this decision, AKPA acted swiftly. On 17 December 2025, AKPA and S4J held an initial coordination meeting at which S4J presented the platform and provided technical access to AKPA staff. Over the subsequent five weeks, AKPA's team reviewed the environment and identified adaptation and development needs. On 26 January 2026, a technical meeting was held with AKPA staff and specialists from the puna.gov.al system, attended also by SDC. AKPA presented the technical requirements of the Government Gateway (GG) and made three explicit requests to S4J: technical support for migration from the current open-source Moodle model to a system that meets the security standards of public digital systems; creation of dedicated spaces (tenants) for all 30 public VET schools; and completion of the full process by June 2026.

The Government Gateway is Albania's centralised national digital infrastructure framework, managed under the Ministry of Economy and Innovation, through which all state digital systems must operate. Integration into the Government Gateway is not optional — it is a legal and security prerequisite established by Albanian authorities for any digital system intended for sustained institutional use at national level. This requirement fundamentally shapes the technical scope of this procurement.

The precedent for this type of transition is well established within AKPA itself. The IMPRO system — an ERP platform for managing Vocational Training Centres, also initially developed within the S4J project — underwent the same trajectory: piloting, positive results, transfer to AKPA, and gradual national expansion. Today IMPRO is fully integrated into the Government Gateway and operates across all 12 AKPA Regional Directorates, its Vocational Training Centres, and General Directorate. MësoVET.al follows the same proven trajectory.

### 1.4 Rationale for this Procurement

Over the eleven years of S4J implementation, Swisscontact has typically procured technical maintenance and platform support through targeted, limited-scope contracts. The scale, complexity, and strategic significance of the current transfer process is of a fundamentally different order, and justifies an open competitive national tender for several reasons.

**Scope and value of services:** The transfer of MësoVET.al to AKPA's institutional infrastructure involves a multi-phase technical programme — system migration, Government Gateway integration, expansion to 30 school tenants, mobile application maintenance and support, capacity building of two distinct institutional audiences, and sustained post-transfer maintenance support.

**Security and certification requirements:** Integration into Albania's Government Gateway requires that the selected service provider demonstrate specific technical capabilities and meet security standards established by Albanian authorities. An open national tender allows the market to demonstrate compliance with these mandatory requirements in a transparent and verifiable manner.

**Sustainability and national ownership:** This procurement is designed to establish the technical and institutional foundations for MësoVET.al's long-term operation as a national public digital service — beyond the life of the S4J project. The selection of a qualified provider through open

competition maximises the probability of a technically capable, institutionally aligned, and sustainable implementation.

## 2. Scope of Services

This procurement covers a single contract comprising all services required for the full technical transfer, institutionalisation, operationalisation, and sustained maintenance of the MësoVET.al digital learning environment under AKPA/NAES institutional ownership. The services are organised into the following components, which are interdependent and must be delivered as an integrated programme.

### 2.1 Technical Analysis and Transition Planning

The service provider shall conduct a thorough technical analysis of the existing MësoVET.al digital learning environment as a foundational step. The current service provider (Digitech) has committed to formal cooperation with the handover process and will make available the relevant technical documentation and access. The technical analysis shall include:

- Review of all technical documentation provided by Digitech, covering the existing Moodle Workplace SaaS architecture, current contractual arrangements, hosting configuration, and technology stack.
- Full inventory of system components: application layer, database, storage, configuration files, active plugins, and integrations.
- Assessment of current performance parameters and identification of technical dependencies.
- Review and inventory of the iOS and Android mobile applications (currently published on the Apple App Store and Google Play Store), including documentation of existing app store accounts, codebase, and update requirements.
- Production of a detailed transition plan and risk management framework, covering all migration phases, rollback procedures, and institutional coordination requirements.
- Documentation of the current system architecture (as-is) and the target architecture (to-be) aligned with Government Gateway requirements.

**Deliverables:** Technical analysis report; full component inventory including mobile applications; as-is and to-be architecture documents; detailed transition plan with risk management framework.

### 2.2 Technical Transfer to AKPA Infrastructure

The service provider shall manage the full technical transfer of MësoVET.al from the current SaaS hosting arrangement to AKPA's institutional infrastructure. Given Digitech's formal commitment to cooperate, this phase shall proceed through a structured handover process. This shall include:

- Coordination with Digitech for the structured handover of administrative access at application and infrastructure levels.
- Transfer of source code, configurations, and assets as follows: (a) Any customisations, plugins, integrations, or configurations developed under previous S4J contracts and for which Swisscontact holds usage or ownership rights shall be fully transferred to the new environment and documented. (b) The core Moodle Workplace codebase is proprietary to Moodle HQ and licensed through a Moodle Partner arrangement; its transfer is governed by the applicable licensing terms and does not form part of Swisscontact's transferable assets. The service provider shall, as part of the technical analysis phase, produce a clear inventory distinguishing between (a) and (b), and propose a transfer approach for each category consistent with applicable licensing obligations.

- Verification of data integrity post-transfer.
- Documentation of all current performance parameters and critical configurations.
- Formal handover process-verbal upon completion of administrative access transfer.

**Deliverables:** Full source code package and configuration documentation (where applicable); complete database and file backup; signed process-verbal of administrative access handover.

*Note on acceptance conditions* — data integrity: Acceptance of the deliverables under this section is conditional on the service provider demonstrating, through documented testing, that the migration has resulted in zero data loss and full functional parity with the pre-migration environment. As a minimum, the service provider shall confirm and evidence: (a) 100% of active user accounts successfully migrated and accessible; (b) all course content, assessment records, progress data, and institutional archives fully intact and retrievable in the new environment; and (c) system behaviour — including enrolments, role assignments, and tenant structures — identical to the pre-migration state. These conditions shall be confirmed through a signed data integrity verification report, submitted alongside the process-verbal of administrative access handover.

### 2.3 Implementation in AKPA Hosting Infrastructure

The service provider shall provision and configure the platform within AKPA's server environment, including:

- Provisioning and configuration of the server environment (web server, database, PHP stack) aligned with Moodle Workplace technical requirements.
- Deployment of the learning environment in the new infrastructure.
- Domain configuration (mesovet.al) and SSL certificate installation and activation.
- Security parametrisation in accordance with AKPA and Government Gateway institutional security standards.
- Provisioning of infrastructure capable of supporting at minimum the current platform performance baseline: up to 200 concurrent users under standard conditions, scalable to 1,000 concurrent users during peak demand, with equivalent CPU, RAM, storage, and bandwidth capacity. The technical proposal must specify the proposed hosting architecture and demonstrate how these performance thresholds will be met or exceeded.

**Deliverables:** To-be architecture document; configured server environment; learning environment accessible on the mesovet.al domain; active SSL certificate.

### 2.4 Government Gateway Integration

Integration with Albania's Government Gateway is a mandatory technical requirement of this procurement and a prerequisite for institutional acceptance by AKPA and MEI. Tenderers are expected to propose a technically grounded integration approach as part of their technical methodology. The service provider shall:

- Implement full integration with AKPA's internal institutional systems.
- Configure Single Sign-On (SSO) authentication aligned with the Government Gateway authentication framework and e-Albania services.
- Configure the organisational structure and user roles within the platform to reflect AKPA's internal institutional hierarchy and its supervisory relationship with VET schools.
- Ensure full compliance with the data security and privacy standards applicable to Government Gateway systems, including applicable Albanian legislation on digital systems and data protection.

- Create and configure dedicated institutional workspaces (tenants) for all public VET schools, with appropriate branding, role assignments, and course organisation by qualification direction, profile, and class level.
- Validate all integrations through formal testing with AKPA technical staff and, where required, with specialists from the puna.gov.al system.

**Deliverables:** Technical integration document (API, SSO, e-Albania); configured and active SSO authentication; configured organisational structure and user roles; 30 school institutional workspaces operational; integration testing report.

*Note on acceptance conditions* — functional parity: Acceptance of the deployed environment under this section is conditional on demonstrated functional parity with the pre-migration system. The service provider shall confirm through structured testing that all platform features, workflows, user roles, and institutional configurations operate correctly in the new AKPA hosting environment. Results shall be documented in a functional parity verification report, submitted as part of the deliverable package for this phase.

## 2.5 Functional Improvements and Extensions

Building on the transfer and integration phases, the service provider shall implement the following functional improvements:

- Implementation of Google Analytics (or equivalent approved by AKPA) for traffic monitoring and usage analysis of the learning environment.
- Development of advanced reporting dashboards and integration with Business Intelligence (BI) tools for statistical analysis and institutional decision-making support.
- Integration with e-Albania services for data validation, information exchange, and process automation as applicable.
- Functional and technical optimisations based on testing results and user feedback during the implementation phase.

**Deliverables:** Analytics implementation and configuration report; configured BI dashboards and reports; active e-Albania service integrations (scope subject to confirmation — see flagged note above); optimisation report.

## 2.6 Mobile Application Support and Maintenance

The MësoVET.al platform is accompanied by mobile applications for iOS (Apple App Store) and Android (Google Play Store), providing offline access for teachers and students. The service provider shall support AKPA/NAES in the ongoing management, maintenance, and updating of these applications throughout the contract period. This shall include:

- Assumption of technical responsibility for the mobile application codebases and app store accounts, in coordination with Digitech's handover.
- Ensuring that mobile applications remain compatible with operating system updates and Moodle Workplace version updates carried out during the contract period.
- Publishing updates to the Apple App Store and Google Play Store as required, including updates necessitated by platform policy changes.
- Supporting AKPA/NAES staff in understanding and managing app store accounts, notifications, and review responses.
- Reporting on mobile application usage and any incidents during the maintenance period.

**Note:** Assumption of technical responsibility for the mobile application codebases and app store accounts, in coordination with Digitech's handover. All costs associated with the transfer, maintenance, and renewal of app store developer accounts (Apple Developer Program and Google Play Console) — including annual fees, update submission costs, and any costs arising from account ownership changes — shall be borne by the service provider and included in the financial proposal. App store account ownership shall be formally transferred to AKPA/NAES as the institutional owner of the platform; the service provider shall facilitate and document this transfer as part of the mobile application handover process.

**Deliverables:** Mobile application transfer documentation; updated and compatible app versions published as required; periodic mobile application status reports.

## 2.7 Testing and Validation

The service provider shall conduct comprehensive testing prior to go-live, including:

- Full functional testing of all system features and workflows.
- Performance and stability testing under realistic load conditions, including load testing at a minimum of 1,000 concurrent users to verify the platform meets the required performance thresholds under peak demand.
- Security testing aligned with Government Gateway requirements.
- Final User Acceptance Testing (UAT) with AKPA staff and designated school representatives.
- Data and content integrity verification as an integral element of UAT: prior to go-live sign-off, the service provider shall conduct — in the presence of AKPA technical staff — a structured verification confirming that all user accounts, course content, assessment records, institutional archives, and role configurations are fully intact, accessible, and functioning correctly in the new environment. The outcome of this verification shall be recorded in the UAT Sign-off process-verbal.

**Deliverables:** Test Plan; functional testing report; performance and security testing reports; UAT Sign-off process-verbal; *data and content integrity verification report*.

## 2.8 Capacity Building and Training

For planning and costing purposes, tenderers should base their training proposals on the following indicative figures: approximately 10 participants from AKPA/NAES central administration staff (Section 2.8.1); and approximately 2 participants per VET school for school-level training, totalling approximately 60 school-based participants across 30 schools (Section 2.8.2). These figures are indicative and subject to confirmation with AKPA/NAES prior to finalisation of the training plan. The service provider's financial proposal should reflect these indicative numbers and specify the unit cost per training day and per participant group.

The service provider shall design and deliver a comprehensive training programme for two institutional audiences, tailored to their respective roles and needs:

### 2.8.1 Training for AKPA/NAES Staff

Training for AKPA central administration staff covering: platform administration, system monitoring, user management, reporting, and central administration functions. Training shall ensure AKPA staff are fully autonomous in managing the platform as institutional owners.

## 2.8.2 Training for VET Schools

Training for teachers, Digital Focal Points, and school management across all 30 VET schools, covering: course management, content upload and management, student assessment and progress tracking, use of blended learning features, and electronic archive management.

For both audiences, the service provider shall produce: an approved training plan; training materials (manuals and presentations in Albanian); participant lists and signed training process-verbals; and a knowledge transfer completion report.

**Deliverables:** Approved training plan; training materials in Albanian (manuals and presentations); participant lists and signed process-verbals for all training sessions; knowledge transfer completion report.

## 2.9 Go-Live, Monitoring, and Maintenance

The service provider shall support the go-live process and provide sustained maintenance support throughout the contract period, including:

- Activation of the production environment and coordination of the go-live process with AKPA.
- Continuous monitoring of system performance, availability, and security during the post-transfer stabilisation period and throughout the maintenance phase.
- Establishment of backup procedures and a Disaster Recovery (DR) plan aligned with AKPA's institutional standards.
- Incident management and support request handling in accordance with agreed SLA parameters.
- Periodic backup verification and system status reporting (monthly).
- Post-go-live stabilisation support through the end of the contract period.

Technical maintenance and support services for the learning environment — including the mobile applications — shall continue through 5 June 2027.

Contract completion and handover: Upon conclusion of the maintenance and support period on 5 June 2027, the service provider shall initiate a formal contract closure process. A period of up to twenty (20) calendar days following the end of the maintenance period is reserved for the finalisation of this process, during which the service provider shall: (a) submit a final operational handover report covering the full contract period; (b) deliver to AKPA/NAES a complete and documented package comprising all source code, configurations, technical documentation, credentials, and assets produced or held under this contract; (c) formally relinquish all administrative access to the platform, app store accounts, and associated systems; and (d) provide written certification that no copies of institutional data or contract deliverables are retained in the service provider's systems or those of any subcontractor. These obligations are legally binding and form part of the contract. Instalment 4 (Section 7) shall not be released in full until all closure deliverables have been formally accepted by Swisscontact and AKPA/NAES.

**Deliverables:** Live operational learning environment; backup and DR procedures; operational and maintenance documentation; monthly maintenance and performance reports through 5 June 2027.

### 3. Indicative Timeline

The following timeline is indicative. The contract must start no later than 15 July 2026. Exact dates will be confirmed in the contract.

Phase / Milestone	Indicative Period
RfP published	Day 0 (upon publication)
Deadline for questions from tenderers	Day 9, EOB
Answers published to all registered tenderers	Day 12
Submission deadline	Day 28, EOB
Technical and financial evaluation	Days 29–37
Contract award and signature	Approximately Day 41
Contract start (mandatory)	No later than 15 July 2026
System implementation phase	9 months from contract start
Mobile application transfer and setup	Months 1–2 of implementation
Government Gateway integration	Months 3–5 of implementation
Training (AKPA/NAES staff and 30 VET schools)	Months 6–8 of implementation
Go-live	By end of Month 9 of implementation
Maintenance and support (monthly)	From go-live through 5 June 2027

### 4. Eligibility Criteria

To be eligible to submit a proposal under this RfP, applicants must meet all of the following criteria. Non-compliance with any mandatory criterion will result in automatic disqualification.

*Note: Where eligibility criteria permit fulfilment by a named consortium member, the relevant member must be identified in the proposal and their qualifications documented. The lead entity remains fully responsible for all contractual obligations.*

#### 4.1 Legal and Registration Requirements

- The applicant (or, in the case of a consortium, the lead entity) must be a legally registered entity in Albania, in accordance with Albanian company registration law.
- The bidder must employ at least two persons (owner and/or employees). Individual applicants or sole proprietors with only one employee are not eligible for this assignment.
- The applicant must not be subject to bankruptcy proceedings, liquidation, or judicial administration.
- The applicant must be in compliance with Albanian tax and social contribution obligations.
- In case of a consortium, the lead entity must be a for-profit entity registered in Albania. A legally binding consortium agreement must be submitted with the proposal.
- Tenderers are not permitted to participate in more than one bid under this RfP.

*Note: Swisscontact will screen all applicants against applicable international sanctions lists as part of the evaluation process.*

## 4.2 Technical and Security Requirements

Given that the services under this contract require integration with Albania's Government Gateway, the following technical requirements are mandatory eligibility criteria. Failure to demonstrate compliance will result in disqualification.

- **Moodle Workplace experience:** The applicant, or a named consortium member, must demonstrate either (a) current Moodle Partner certification with demonstrated capacity to implement and support Moodle Workplace-based learning environments at institutional scale (10,000+ users), or (b) demonstrable Moodle Workplace implementation experience at equivalent scale, supported by verifiable references.
- **Technology partnership / manufacturer authorisation:** The applicant, or a named consortium member, must demonstrate that it maintains at least one (1) valid formal partnership or manufacturer authorisation with an internationally recognised technology vendor (e.g., Microsoft or equivalent), covering at least the following competency areas: Analytics, Application Integration, and Enterprise Business Intelligence. This must be supported by valid certificates or official authorisation letters.
- **Cybersecurity partnership / specialisation:** The applicant, or a named consortium member, must demonstrate that it maintains at least one (1) valid advanced-level partnership, manufacturer authorisation, or equivalent specialisation status with an internationally recognised cybersecurity and secure solutions vendor (e.g., Fortinet, Check Point, or equivalent), demonstrating competency in secure access and endpoint/workspace security. This must be supported by valid certificates or official authorisation letters.
- **Government Gateway security compliance:** The applicant must demonstrate compliance with, or a credible and documented pathway to compliance with, the technical security standards required for Government Gateway integration, as established by the Ministry of Economy and Innovation and AKPA/NAES. This includes but is not limited to: data protection and privacy standards applicable to Albanian public digital systems; security standards governing systems integrated into the Government Gateway; and ISO 27001 certification or a demonstrably equivalent security framework.
- **Prior experience with Albanian public sector digital infrastructure:** The applicant must demonstrate prior direct experience hosting and/or migrating digital platforms in compliance with Albanian public sector security requirements, including implementations for institutions similar in scope and function to AKPA/NAES. Relevant references must be provided. This is a mandatory eligibility requirement; a general statement of technical capacity is not sufficient.
- **Government Gateway integration capacity:** The applicant must demonstrate proven technical capacity and experience in system integration and interoperability, including API-based integrations, data exchange mechanisms, and secure communication between systems. Experience with Albanian Government Gateway (GG) or other national e-Government platforms (e.g., e-Albania, puna.gov.al, or equivalent) is strongly preferred. Where direct GG integration experience is not available, the applicant must provide evidence of comparable integration projects involving national or large-scale digital platforms with similar complexity, security, and interoperability requirements. General experience limited to standalone system implementation will not be considered sufficient.
- **Written commitment:** The applicant must confirm in writing its capacity to operate within the Government Gateway framework and to coordinate with AKPA technical staff and, as required, with MEI's digital infrastructure specialists.

Note: Tenderers are strongly encouraged to review the Government Gateway technical requirements documentation available through AKPA/NAES and MEI prior to submitting their proposals. Any proposal that does not explicitly address Government Gateway compliance will be considered non-responsive.

### 4.3 Relevant Experience Requirements

- **Moodle / Moodle Workplace implementation experience:** The applicant, or a named consortium member, must demonstrate proven experience in implementing Moodle or Moodle Workplace platforms at institutional or national scale. Relevant references must be provided, indicating scope, number of users, and delivered functionalities.
- **Experience in Albanian education or public sector context:** The applicant must demonstrate prior experience delivering ICT or digital platform solutions within the Albanian VET, education, or broader public sector context. Experience with institutions similar in scope to AKPA/NAES is considered an advantage. Relevant references must be provided.
- **Mobile application management experience:** The applicant must demonstrate experience in managing, maintaining, or supporting mobile applications (iOS and Android) in an institutional or public sector environment. This includes application deployment, updates, performance monitoring, and user support. Relevant references must be provided.

### 4.4 Team Qualifications

Proposals must include CVs for all key experts named below. Each CV must clearly demonstrate the qualifications and experience specified. The evaluation panel will assess team qualifications as part of the technical score.

#### 4.4.1 Project Manager

The Project Manager shall be responsible for the overall planning, coordination, supervision, and successful delivery of all contract activities, including Government Gateway integration and Moodle Workplace implementation.

##### Qualifications and skills

- Master's Degree in Engineering, Information Technology, or a related field;
- PRINCE2 Foundation or equivalent internationally recognised project management certification;
- Excellent reporting, communication, drafting, and presentation skills;
- Proven ability to manage multidisciplinary technical teams (development, security, integration);
- Good understanding of e-Government systems, digital platforms, and system integration;
- Fluent spoken and written English.

##### General professional experience

- Minimum 10 years of professional experience;
- Experience in managing ICT or digital transformation projects, preferably in the public sector.

##### Specific professional experience

- Proven experience in planning, execution, monitoring, and delivery of complex ICT systems;
- Experience with system integration projects, including APIs and interoperability platforms;
- Experience in risk management, governance, vendor coordination, and quality assurance.

#### 4.4.2 Information Security Audit Specialist

The Information Security Audit Specialist shall be responsible for ensuring compliance with Government Gateway security requirements, conducting audits, evaluating risks, and providing security recommendations aligned with ISO standards.

##### Qualifications and skills

- Degree in Information Security, Computer Science, Engineering, or equivalent;

- ISO/IEC 27001:2022 Lead Auditor certification or equivalent;
- Strong knowledge of cybersecurity frameworks, controls, and audit methodologies;
- Knowledge of data protection and security requirements for public digital systems;
- Excellent reporting and corrective action planning skills;
- Fluent English.

#### **Professional experience**

- Minimum 5 years of experience in cybersecurity, audit, or compliance roles;
- Experience in risk assessment, non-conformity analysis, and corrective action planning;
- Experience with security compliance in public sector or e-Government environments is considered an advantage.

#### **4.4.3 Software Test Automation Specialists (2 team members)**

The Software Test Automation Specialists shall ensure system quality through automated testing, regression validation, defect analysis, and release validation, particularly for Moodle Workplace and integrated digital platforms.

#### **Qualifications and skills**

- Bachelor's Degree in IT, Computer Science, or equivalent;
- Certification in software testing, QA, or test automation methodologies;
- Strong skills in test case design, automation tools, and defect tracking;
- Good reporting and communication skills.

#### **Professional experience**

- Minimum 3 years of experience in software testing;
- Experience in regression testing and release validation for enterprise systems;
- Experience with web-based platforms and APIs;
- Experience in public sector or large-scale institutional systems is an advantage.

#### **4.4.4 Containerisation & Application Platform Specialists (2 team members)**

The Containerisation & Application Platform Specialists shall be responsible for deployment pipelines, containerisation, orchestration, scalability, and lifecycle management of the platform and its services.

#### **Qualifications and skills**

- Bachelor's Degree in IT, Software Engineering, DevOps, or equivalent;
- Certification in containerisation/orchestration technologies (e.g., Docker, Kubernetes) from a recognised body;
- Strong understanding of container lifecycle, service isolation, scalability, and deployment strategies;
- Good scripting and automation skills.

#### **Professional experience**

- Experience in deployment of microservices-based applications;
- Experience in scalable and resilient system architectures;
- Experience with CI/CD pipelines and automation tools;
- Experience in public digital infrastructure or large-scale systems is an advantage.

#### 4.4.5 Solution Architecture Experts (2 team members)

The Solution Architecture Experts shall be responsible for the design, optimisation, and governance of system and cloud architectures, ensuring secure, scalable, and compliant solutions aligned with Government Gateway and public sector requirements.

##### Qualifications and skills

- Bachelor's or Master's Degree in IT, Computer Science, or equivalent;
- Relevant professional certifications in solution architecture or cloud platforms (e.g., Microsoft Azure, AWS, or equivalent);
- Strong knowledge of system architecture, networking, identity management, and security;
- Experience with hybrid and cloud-native architectures;
- Strong documentation and communication skills;
- Fluent English.

##### Professional experience

- Minimum 5 years of experience in solution architecture and infrastructure design;
- Experience in designing and implementing secure and scalable systems (cloud or on-premise);
- Experience with high-availability, disaster recovery, and scalable architectures;
- Experience with public sector, e-Government, or compliance-driven environments is an advantage.

## 5. Evaluation Criteria and Weights

Proposals will be evaluated in two stages: (1) eligibility screening against Section 4 criteria; (2) quality and cost scoring of compliant proposals only. The contract will be awarded to the tenderer achieving the highest combined score.

### 5.1 Technical Proposal (70 points)

Criterion	Max Points
Understanding of assignment: demonstrated grasp of the technical, institutional, and security context, including Government Gateway requirements	15
Technical methodology: quality and coherence of the proposed approach to system transfer, GG integration, multi-tenant configuration, and mobile application management	20
Capacity building methodology: quality of proposed training approach for the two institutional audiences (AKPA/NAES and 30 VET schools)	10
Team qualifications: CVs of all five expert roles specified in Section 4.4 (Project Manager, Information Security Audit Specialist, 2 Software Test Automation Specialists, 2 Containerisation & Application Platform Specialists, 2 Solution Architecture Experts); relevant professional certifications as specified; demonstrated experience of the proposed technical leads in similar ICT/system integration projects; and overall team competence in delivering secure, scalable, and interoperable digital solutions. Proposals not including CVs for all required expert roles will be scored zero on this criterion.	15

Organisational experience: demonstrated track record of comparable ICT implementations; relevant references within the Albanian public sector, including experience with institutions similar in scope and function to AKPA/NAES; and proven involvement in e-government or VET-related digital solutions.	10
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## 5.2 Financial Proposal (30 points)

Financial proposals will be scored using the formula: **Score = (Lowest offered price / Tenderer's price) × 30.**

The financial proposal must include a complete budget breakdown by service component (aligned with Sections 2.1–2.9), with unit costs, quantities, and totals clearly presented. Maintenance costs must be presented as a monthly rate, to allow adjustment based on the actual go-live date. Disproportionate front-loading of costs will be noted in the evaluation.

**Minimum quality threshold:** Swisscontact reserves the right to reject all proposals if none meets the minimum quality threshold of 42 points (60%) on the technical evaluation.

**Evaluation panel:** In accordance with Section 8.7 of Swisscontact Albania's Country Manual for Business Administration, the evaluation panel shall comprise a minimum of two members with capacity to assess the technical dimensions of the assignment, one member from the Finance and Administration function, and a technical representative of AKPA/NAES. The panel's decision shall be documented in writing and signed by all members. The evaluation documentation shall be retained in the procurement file for a minimum of ten years.

## 6. Role of AKPA/NAES as Beneficiary Institution

The National Agency for Employment and Skills (AKPA/NAES) is the designated beneficiary institution of this procurement and the future owner and operator of the MësoVET.al platform following successful transfer.

Swisscontact — Skills for Jobs is the contracting entity for this procurement. The contract will be concluded between Swisscontact and the selected service provider. AKPA/NAES is not a contracting party.

AKPA's formal involvement in this procurement is as follows:

- **Institutional endorsement:** AKPA/NAES has issued a formal letter of institutional endorsement, confirming its commitment to receive the platform, to provide the necessary infrastructure access, and to collaborate with the selected service provider throughout implementation. This letter will be made available to tenderers upon request.
- **Evaluation panel participation:** A technical representative of AKPA/NAES will serve on the evaluation panel for this procurement, given that AKPA's technical staff possess specific and non-substitutable knowledge of the Government Gateway target environment, security requirements, and institutional acceptance criteria.
- **Primary technical contact during implementation:** AKPA/NAES will be the primary point of contact for the service provider on all matters related to Government Gateway technical requirements and infrastructure access during implementation.

Tenderers should note that AKPA's active technical cooperation is a prerequisite for successful implementation. The service provider will be expected to establish and maintain a productive working relationship with AKPA's technical and management staff throughout the contract.

## 7. Summary of Deliverables and Payment Milestones

The contract is output-based and structured around four (4) payment instalments, each linked to the acceptance of a defined set of deliverables. Swisscontact reserves the right to withhold or adjust payments pending satisfactory completion of all deliverables due in a given instalment.

Instalment	Deliverables Covered	Weight
Instalment 1 — Inception and Transfer (due: end of Month 2)	Signed contract; approved transition and risk plan; as-is / to-be architecture documents; mobile application inventory and transfer documentation; technical transfer complete; database and file backup verified; administrative access handover process-verbal signed; learning environment deployed in AKPA infrastructure; domain and SSL active; security parametrisation complete.	25%
Instalment 2 — Integration and Functional Build (due: end of Month 5)	Government Gateway integration complete; SSO authentication active; organisational structure and 30 school institutional workspaces configured; integration testing report; BI dashboards and analytics configured; e-Albania service integrations active (per confirmed scope); functional optimisation report; test plan and functional/performance/security testing reports; UAT Sign-off process-verbal.	35%
Instalment 3 — Go-Live and Capacity Building (due: end of Month 9)	Production learning environment live; go-live process-verbal; backup and Disaster Recovery procedures in place; operational and maintenance documentation delivered; training completed for AKPA/NAES staff and all 30 VET schools; all training documentation delivered; mobile applications updated and published where required.	25%
Instalment 4 — Maintenance and Support (due: 5 June 2027)	Monthly maintenance and support delivered at agreed monthly rate from go-live through 5 June 2027; monthly performance and incident reports submitted; mobile application maintenance and updates delivered as required; backup procedures verified; all SLA obligations met; final operational handover report.	15%

The financial proposal must present costs in alignment with these four instalments. Maintenance costs (Instalment 4) must be expressed as a monthly rate, which will be applied from the actual go-live date through 5 June 2027.

## 8. Indicative Budget

Swisscontact makes available an indicative maximum budget ceiling for this procurement in order to allow tenderers to calibrate their proposals appropriately. The ceiling is derived from S4J's available programmatic budget allocation for the MësoVET.al institutionalisation process and reflects the project's obligation to operate within fixed SDC-approved financial parameters.

**The indicative maximum budget for this contract is ALL 21,120,000 (twenty-one million, one hundred and twenty thousand Albanian Lekë), excluding VAT.** Proposals exceeding this ceiling will not be considered.

Pursuant to Albanian legislation and the applicable SDC project agreement, the Skills for Jobs project operates under a VAT exemption at the rate of 0%. Tenderers must submit their financial proposals at VAT 0% and must not include VAT or any equivalent indirect tax. Financial proposals that include VAT will be considered non-compliant and rejected. The contracting entity (Swisscontact) manages the VAT exemption process; the selected service provider is not required to take any additional administrative action in this regard.

This ceiling encompasses all services described in Section 2, including system implementation, Government Gateway integration, mobile application support and maintenance, multi-tenant configuration for 30 schools, capacity building for AKPA/NAES staff and all 30 VET schools, and maintenance and support through 5 June 2027.

Financial proposals must include a complete budget breakdown by component (Sections 2.1–2.9), with unit costs and totals. Maintenance costs must be expressed as a monthly rate. The financial proposal must remain valid for 45 calendar days from the submission deadline.

## 9. Intellectual Property Rights

The following provisions govern intellectual property rights (IPR) in relation to all deliverables produced, developed, or adapted under this contract. They shall be incorporated in full into the contract concluded with the selected service provider, in accordance with Section 9.5 of Swisscontact Albania's Country Manual for Business Administration and with the applicable SDC donor rules.

### 9.1 Ownership of Deliverables

All deliverables produced under this contract — including but not limited to: system configurations, institutional workspace (tenant) structures, custom integrations, SSO implementations, Government Gateway integration documentation, BI dashboards, analytics configurations, training materials, manuals, presentations, technical documentation, mobile application codebases and assets developed or adapted under this contract, and operational procedures — shall be considered works produced for hire. Full intellectual property rights over all such deliverables shall vest in Swisscontact / Skills for Jobs (S4J) / SDC from the moment of their creation, without further formality or additional payment.

Upon successful completion of the contract and formal acceptance of all deliverables, all intellectual property rights held by Swisscontact over deliverables produced under this contract shall be transferred in full to AKPA/NAES as the designated beneficiary institution and future owner of the MësoVET.al digital learning environment. This transfer shall be documented through a formal IPR handover instrument, annexed to the contract completion process-verbal.

### 9.2 Pre-Existing Intellectual Property

Where the service provider incorporates into deliverables any pre-existing intellectual property owned by or licensed to the service provider — including proprietary tools, methodologies, frameworks, or third-party licensed software — this must be disclosed in the technical proposal. The

use of pre-existing IP must not restrict Swisscontact's or AKPA's ability to use, maintain, modify, or transfer the deliverables after contract completion.

The core Moodle Workplace codebase and associated Moodle HQ intellectual property remain subject to the applicable Moodle licensing terms and are expressly excluded from the provisions of Section 9.1. The service provider shall ensure that the licensing arrangements for Moodle Workplace are clearly disclosed in the technical proposal, and that AKPA's future operation of the system is not contingent on the continued involvement of the contracting service provider beyond the maintenance period.

### 9.3 Restrictions on Reuse and Commercialisation

Without the prior written consent of Swisscontact, the service provider shall not reproduce, publish, disclose to third parties, or use for any purpose other than the performance of this contract any deliverables, data, configurations, or documentation developed under this contract. The service provider may reference its involvement in this assignment for general portfolio or marketing purposes, subject to prior written approval from Swisscontact.

### 9.4 Data Ownership

All data held within the MësoVET.al digital learning environment — including user data, course data, assessment records, progress data, institutional archives, and mobile application user data — is and remains the property of AKPA/NAES and the respective VET institutions. The service provider shall have no right to access, use, retain, copy, or transfer this data for any purpose other than the performance of services under this contract. Upon contract completion, the service provider shall certify in writing that no copies of institutional data are retained in its systems or those of any subcontractor.

## 10. Data Protection and Privacy

The service provider shall comply fully with all applicable data protection legislation and standards throughout the performance of this contract. Given that MësoVET.al holds personal data of minors (VET students) and adult users across national public institutions, data protection compliance is a mandatory, non-negotiable requirement of this assignment, and non-compliance constitutes grounds for contract termination.

### 10.1 Applicable Legal Framework

- Albanian Law No. 9887/2008 'On Protection of Personal Data', as amended, and all subsidiary regulations issued by the Albanian Information and Data Protection Commissioner.
- The European Union General Data Protection Regulation (EU GDPR 2016/679), applicable given current EU-based hosting and the processing of data of individuals whose rights may be protected under EU data protection law.
- Swisscontact's Data Protection Policy (effective September 2023), implementing the revised Swiss Federal Act on Data Protection (revFADP). Where requirements differ across applicable frameworks, the stricter provision shall prevail.
- Albanian legislation and technical standards governing data security for systems integrated into the Government Gateway.

## 10.2 Obligations of the Service Provider

Throughout the performance of this contract, the service provider shall:

- Process personal data solely for the purposes of performing the services under this contract and not for any other purpose whatsoever.
- Implement appropriate technical and organisational security measures to protect personal data against unauthorised access, disclosure, alteration, loss, or destruction, as a minimum in compliance with ISO 27001 or a demonstrably equivalent security framework.
- Ensure that all personnel with access to personal data are bound by confidentiality obligations and have received appropriate data protection training.
- Not transfer personal data to any third party, subcontractor, or system located outside Albania or the EU without the prior written consent of Swisscontact and AKPA.
- Notify Swisscontact and AKPA without undue delay — and in any event within 72 hours of becoming aware — of any personal data breach.
- Maintain comprehensive records of all data processing activities carried out under this contract.
- Upon contract completion or termination for any reason, securely delete or return to AKPA all personal data held in connection with this assignment, and provide written certification that no copies are retained.

## 10.3 Data Hosting Requirements

In compliance with Government Gateway integration requirements, all personal data of Albanian users processed through MësoVET.al must be hosted on servers located within Albania or the European Union. The service provider shall confirm the proposed hosting location and architecture in the technical proposal and ensure that the hosting arrangement meets Albanian public digital infrastructure standards throughout the full contract period, including the maintenance phase.

## 11. Documents to Submit

### Guidance for Tenderers

Swisscontact is looking for a technically strong, institutionally experienced, and well-organised provider that can deliver a complex multi-phase implementation reliably and on time. Proposals are evaluated on the quality of the technical approach, the strength and completeness of the proposed team, demonstrated Albanian public sector and Moodle Workplace experience, and value for money. The following points summarise what a strong proposal looks like across all three envelopes.

- **Eligibility documentation (Envelope 1):** Every mandatory document listed must be present, current, and original or certified. Missing or expired documents result in automatic disqualification. The two new mandatory certificates (technology partnership and cybersecurity partnership) must be valid at the time of submission.
- **Technical proposal (Envelope 2):** The highest-scoring proposals will demonstrate a specific, concrete understanding of the Government Gateway integration challenge and propose a technically detailed, phased approach to migration, integration, and go-live. Generic descriptions of Moodle capabilities or project management principles will not score well. Tenderers should address each service component (Sections 2.1–2.9) explicitly. The team section must include CVs for all five expert roles (Section 4.4); proposals missing any required CV will receive zero on the team criterion. References must be verifiable and directly comparable in scale and complexity.

- **Financial proposal (Envelope 3):** The budget must be broken down by component (Sections 2.1–2.9) and aligned with the four payment instalments (Section 7). Maintenance must be expressed as a monthly rate. Proposals that lump costs into a single line, front-load costs disproportionately, or exceed the budget ceiling of ALL 21,120,000 will be penalised or rejected. All amounts must be at VAT 0%.

Tenderers with questions about the scope or technical requirements are strongly encouraged to submit questions by the deadline specified in the cover sheet. Swisscontact's written answers will be shared with all registered tenderers simultaneously and form part of the tender documentation.

All proposals must be submitted in hard copy, sealed in a covering envelope clearly marked with the reference number RfP 26-07-S4J — Technical Transfer, Institutionalisation, and Operationalisation of MësoVET.al — Digital Learning Environment, addressed to: Swisscontact Albania Office, Rr. Skënderbej, Vila 49, Tiranë, ALBANIA, Attention: Skills for Jobs Project Manager. Late submissions will not be considered.

MësoVET.al — Digital Learning Environment , addressed to: Swisscontact Albania Office, Rr. Skënderbej, Vila 49, Tiranë, ALBANIA, Attention: Skills for Jobs Project Manager.

The submission package must include three separate sealed envelopes:

### Envelope 1 — Eligibility Documentation

- Certificate of company registration (National Business Centre)
- Latest tax declaration (e.g. ESIG25) or an equivalent official document
- Tax compliance certificate (not older than 3 months from submission deadline)
- Declaration of non-bankruptcy and legal standing
- Evidence of Moodle Workplace experience: Moodle Partner certification (copy), OR minimum two (2) verifiable references for Moodle Workplace deployments at 5,000+ active users scale
- Documentary evidence of Government Gateway or Albanian e-government system integration experience (see Section 4.2)
- ISO 27001 certificate or equivalent security framework documentation
- Valid technology partnership certificate(s) or manufacturer authorisation letter(s) demonstrating coverage of Analytics, Application Integration, and Enterprise Business Intelligence competency areas (see Section 4.2)
- Valid cybersecurity partnership certificate(s) or authorisation letter(s) demonstrating advanced-level specialisation in secure access and endpoint/workspace security (see Section 4.2)
- Consortium agreement (if applicable)
- Declaration of no conflict of interest
- Declaration of proposal validity (45 calendar days from submission deadline)
- Signed declaration of compliance with the intellectual property, data ownership, and data protection provisions of this RfP (Sections 9 and 10), including acknowledgement of obligations under Albanian Law No. 9887/2008 On Protection of Personal Data and applicable data security standards for Government Gateway-integrated systems.
- Written commitment to operate within the Government Gateway framework

## Envelope 2 — Technical Proposal

- Organisational profile (maximum 3 pages)
- Understanding of assignment and context, including explicit treatment of Government Gateway requirements and mobile application scope (maximum 4 pages)
- Technical methodology by service component (Sections 2.1–2.9), including: proposed Government Gateway integration approach (API strategy, SSO configuration, security compliance pathway); data migration and integrity assurance methodology; multi-tenant configuration approach for 30 school workspaces; mobile application transfer and maintenance plan; and containerisation/deployment architecture. Maximum 15 pages. Proposals that do not explicitly address Government Gateway integration will be considered non-responsive.
- Capacity building methodology and training plan for both institutional audiences (maximum 5 pages)
- Team composition: CVs for all five expert roles specified in Section 4.4 — (1) Project Manager, (2) Information Security Audit Specialist, (3) Software Test Automation Specialists x2, (4) Containerisation & Application Platform Specialists x2, (5) Solution Architecture Experts x2. Each CV must explicitly address the qualifications and experience criteria in Section 4.4. Maximum 3 pages per CV. Proposals not providing CVs for all required roles will be scored zero on the team qualifications criterion.
- References: minimum 3 references covering (a) Moodle or Moodle Workplace implementation at institutional scale, (b) Albanian VET, education, or public sector ICT experience, and (c) mobile application management in an institutional context (each reference maximum 1 page, using the reference template provided). At least one reference must involve an Albanian public sector institution.
- Risk assessment and mitigation approach, including specific risks related to Government Gateway integration timeline, data migration, and mobile application transfer (maximum 2 pages)
- Disclosure of any pre-existing intellectual property to be incorporated into deliverables, with confirmation that such use will not restrict AKPA/NAES's future operation of the platform (see Section 9.2)

## Envelope 3 — Financial Proposal

- Complete budget breakdown by service component (Sections 2.1–2.9), with unit costs, quantities, and totals
- Maintenance costs expressed as a monthly rate
- All amounts at VAT 0%
- Signed financial proposal declaration

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## 12. Communication with Tenderers

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All communication related to this tender must be conducted exclusively by email. Questions may be submitted to [al.info@swisscontact.org](mailto:al.info@swisscontact.org) by 12 June 2026, EOB. Answers will be provided by 15 June 2026, EOB and circulated to all registered tenderers simultaneously, either by BCC email or by publication on Swisscontact's official channels, consistent with Section 8.15 of the Country Manual for Business Administration.

Swisscontact reserves the right to enter into negotiations with one or more qualifying tenderers in accordance with Section 8.9 of the Country Manual for Business Administration. All negotiations, if any, shall be conducted in writing and documented in the procurement file. Swisscontact also reserves the right to re-launch the procurement process if no qualifying bids are received.

Any communication between Swisscontact and tenderers that could compromise the transparency or fairness of the procurement process is strictly prohibited. No verbal communication regarding this tender is binding.

Swisscontact reserves the right to cancel or modify this procurement at any stage without incurring liability to tenderers. There is no right of appeal against any decision taken during this procurement process, including decisions on eligibility, technical or financial evaluation, award, or cancellation. Non-successful tenderers will be notified in writing after contract signature with the selected tenderer.

— End of Request for Proposals —