



23 January 2026

TERMS OF REFERENCE (TOR no. 2026/0316)

Service provision for maintenance of the digital tools of the project “Shkollat për Shëndetin”

1. BACKGROUND AND RATIONALE

In May 2025, Save the Children initiated the first year of implementation of the second phase of the Swiss Agency for Development and Cooperation (SDC)-funded project “Shkollat për Shëndetin”. The overall goal of Phase II of the project is to support the population of Albania in increasing the adoption of healthy behaviours and in reducing the main risk factors for non-communicable diseases (NCDs).

The project specifically aims to promote positive and sustainable behavioural change among primary schoolchildren aged 6–16 years, as well as their families and the wider community. Building on the achievements of the first four-year implementation phase, which focused primarily on piloting and validating effective behavioural change models, Phase II places strong emphasis on institutionalisation, sustainability, and transfer of ownership to local structures and central government institutions.

The project reaches all nine-year schools in Albania through a combination of in-person and digital interventions. During Phase I, five digital tools targeting children were developed, addressing healthy nutrition, physical activity, reduced sugar consumption, personal hygiene, and inclusive education for children with special needs. These tools were subsequently converted into mobile applications and are currently available on Android and iOS platforms. In addition, the project developed and operationalised a knowledge portal, an e-learning platform, and a digital monitoring and evaluation system.

This Terms of Reference defines the scope, requirements, and conditions for the provision of maintenance, monitoring, updating, and reporting services related to the project's digital tools during Phase II.

2. AIM AND OBJECTIVES OF THE SERVICE

Aim:

The primary aim of this assignment is to ensure the continuous, effective, and sustainable functioning of the digital tools developed under the project "Shkollat për Shëndetin", including child-focused applications, the knowledge portal, the e-learning platform, and official social media channels, in line with project objectives and reporting requirements.

Objectives:

Knowledge portal and project website

- Ensure regular updating of content, resources, and information in accordance with project needs.
- Monitor usage and user engagement and provide periodic analytical reports.

E-learning platform

- Ensure full functionality of user registration, progress tracking, assessment, and certification features.
- Upload new courses and update existing modules upon request of the project team.
- Monitor participation and course completion and report results using templates provided by the project.

Digital tools for children

- a) Monitor technical performance and user engagement of all child-focused digital applications.

Social media communication

- Support the implementation, monitoring, and reporting of project social media activities in close coordination with the project MEAL function.

3. SERVICE PERIOD

The duration of the service will be over the period: **9 February 2026 – 24 April 2026**. During this period, the service provider shall ensure timely, responsive, and continuous support to the project team, in accordance with the activities and deliverables outlined in these Terms of Reference.

The service provider (Company) is required to conduct the following activities:

I. Monitoring of digital tools for children

Monitoring

- Continuously monitor technical performance and usage of the applications using

appropriate analytics tools.

- Identify technical issues and recommend improvements to enhance functionality and user experience.
- Collect and report data on user numbers, frequency of use, and other relevant indicators for each application.

Content updates

- Ensure that the content of the applications remains up-to-date, relevant, and accurate.

II. Maintenance and update of Knowledge Portal and website of the project:

- Regularly update the knowledge portal and project website with new resources, research, materials, information to keep the information current and relevant as per the request of the project.
- Monitor user engagement and analyse access patterns.
- Produce final reports on the number of users and overall engagement levels.

III. Maintenance of E-Learning Platform:

- Manage user registration, learning progress tracking, assessments, and certification processes.
- Provide ongoing technical support to ensure stable and effective platform performance.
- Upload new courses and modules as requested by the project.
- Update existing modules and pre- and post-tests to improve learning outcomes.
- Collect and report data on user participation and course completion using project-provided templates.

IV. Social Media Communication

- Perform community management activities, including responding to queries and moderating comments.
- Provide analytical reports on social media performance, disaggregated in line with project requirements.
- Support project posting in artistic competitions.
- Monitor performance indicators (reach, engagement, user numbers) across all platforms using appropriate analytics tools.

4. DELIVERABLES

It is expected from the service provider to submit the following deliverables:

- Final analytical report on the digital tools for children, the knowledge portal, and the project website.
- Final report on the e-learning platform, including analysis of changes in knowledge levels across learning modules.
- Consolidated report on social media implementation and performance.

All reports shall be submitted in English and Albanian.

5. QUALIFICATION AND SELECTION CRITERIA FOR THE SERVICE PROVIDER

The service provider (company) should have the following qualifications in order to address effectively and timely the specific requirements of this assignment:

- The service provider must be a legally registered Company in Albania and comply with the country's legislation.
- Must have experience with designing, implementation, maintaining and upgrading digital tools and applications, proving a successful experience working in similar projects in Albania in the last five years.
- Experience in the design and/or implementation of information systems supporting children/vulnerable groups of children in Albania, in the last five years.
- Experience in data analysis; collection, cleaning, exploration, transformation, statistical analysis, machine learning, visualization, and interpretation.
- Experience in social media management and in digital monitoring and evaluation tools.
- Experience in carrying out scopes of work of similar size and complexity in projects for the national and local government.
- Experience carrying out similar scopes of work complexity in projects financed by international donors.
- Experience working with pre-university education level in Albania, in the last five years.
- Experience in providing capacity development, trainings or coaching to local or central government;
- Experience in managing teams of consultants/experts in similar projects, proved with experts' contracts.
- Must prove human resources organizational capacity, having at least 10 employees.

- The service provider should have proven experience in project management.
- Furthermore, the service provider should have proven expertise in Albanian and English report writing.
- The service provider should have proven ability to meet deadlines and work under pressure.
- The service provider should have flexibility in responding to the needs of the contracting agency.
- The project Manager should have a degree in Computer Sciences and have at least 10 years of experience on the field.
- The key staff of the company should be composed of software engineers (min.required 5) with a degree in Computer Engineering or a diploma in a computer-related discipline.
- At least 1 expert, with at least 10 years of experience in project management in the field of information technology and have an internationally recognized certificate for project management such as Prince2, ITIL or similar.
- Standard Quality Management System, proved with ISO 9001/2015 or later certification.

6. PROPOSAL

The Service provider (company) is expected to submit a proposal including the following documents:

- Technical proposal
 - Technical proposal/plan of activities and milestones
 - Methodology for the maintenance, monitoring, updating, and reporting of the digital tools during the service period
 - Sustainability and feasibility of implementation within the proposed timeframe, resources, and technical capacity and capacity to ensure stable operation of the digital tools
- Financial bid/proposal including the following elements¹:
 - Total cost for each type of activity in CHF (Swiss Franc) as per the table

¹ **Non-compliance Penalty:** Failure to submit the financial proposal in the specified format will result in a penalty. The service provider will face a deduction in the scoring evaluation of the financial proposal if the financial proposal is not as the template above

provided below. The fees should be categorized based on the specified activities mentioned in the table under section 3: "Service period". The total cost should cover all costs associated with the activity.

- All products and services provided within the framework of the project shall be considered in accordance with letter "c", point 1, article 60 of Law No. 92/2014 "On VAT" as stated in the Regulation no. 6, date 24.02.2025. As a result, VAT will be applied at a rate of zero percent (0%). If the selected supplier is subject to issue an invoice with VAT then the invoice should include the relevant codes that will be provided to the contractor.

Activity	Type of expertise proposed (name based on CV submitted)*	No of days for each Expert	Daily fee for each Expert (CHF)	Total fee per each activity (CHF)
1. Maintenance and update of Knowledge Portal				
2. Maintenance of digital tools				
4. Support on social media				
5. Maintenance and optimization of e-learning portal				

* For each activity, the applicant should specify the name of the key expert proposed for the activity, based on the CV submission. This will ensure evaluation of the feasibility for each activity cost.

- CV of the Company, as well as CVs of all key experts, including a summary of expertise areas as per requirements of these "Terms of Reference".
- A copy of the ID cards for the designated representative of the service provider and the key experts proposed.
- Legal registration of the Company (a copy of NIPT).

7. AWARD CRITERIA

The award criteria consist of the following:

- a. Technical proposal: 30%
- b. Financial proposal: 40%
- c. Qualification and experience of the experts: 30%

The award criteria are specified in detail in the table below:

CRITERIA	DESCRIPTION	SCORE
Technical proposal	Technical proposal/plan of activities and milestones	10%
	Methodology for maintenance, monitoring, updating, and reporting of digital tools during the service period	10%
	Sustainability and feasibility of implementation within the proposed timeframe, resources, and technical capacity and capacity to ensure stable operation of the digital tools	10%
	Subtotal	30%
Financial proposal	Total cost for each type of activity (based on the table under section 3: "Service period") evaluation will be done based on formula $\text{Score} = \frac{\text{Pmin} \times \text{max.Points}}{\text{P}}$ P – Total Price of the fee to be assessed Pmin – Total Price of the lowest Proposal maxPoints – 40	20%
	Financial feasibility	20%
	Subtotal	40%
	Company: Previous experience	15%
	Project Manager: degrees, qualifications and experience of the proposed team leader (project manager)	10%
	Experts: qualification and experience of the proposed key experts	5%
	Subtotal	30%
TOTAL SCORE		100%

8. RESPONSIBILITY OF THE PROJECT IMPLEMENTED BY SAVE THE CHILDREN AND THE SERVICE PROVIDER

In order to respond to the objectives of assignment, the service provider is expected to

work closely with the team of the project “Shkollat për Shëndetin” implemented by Save the Children Albania.

The project team will monitor, supervise, and facilitate the service provider in every step of the process. No action will be taken without the approval of the project.

The service provider is responsible for conducting all the envisaged activities according to the requirements, and timeline included in these Terms of Reference.

9. PAYMENT MODALITY

The payment will be done after the delivery the reports (in English and Albanian).

ADMINISTRATIVE ASPECTS

A contract between the project implemented by Save the Children and the service provider will be established covering the activities defined in these “Terms of Reference”.

Interested service providers (companies) should submit the applications in English in a sealed envelope no later than **28-01-2026**. Financial offer should be submitted in a separate envelope from the technical proposal and in accordance with the requirements of the project with 0 (zero) VAT. On each envelope (technical proposal, and financial offer) it should be written clearly the full name of the current tender/call. ***The technical proposal and the applicants' curricula vitae shall also be submitted in electronic format on a USB device (inside the technical proposal envelope).***

Address: The envelopes should be submitted to the following address: Please do not open!

TORs ref. no. 2026-0316

Save the Children Albania national office

Street: “Mihal Popi”, Lagjia 8,

Building 1 Maji, Vila “Lami”; P.O. Box 8185

Tel: +355 4 2261840 / +355 4 2261929 / +355 4 2266227

Fax: +355 4 2263 428

E-mail: shkollat.per.shendetin@savethechildren.org

Late submissions: Bids submitted after the deadline will not be taken into consideration. They will not be opened and will be destroyed.

Submission of written questions about this call may be addressed to

shkollat.per.shendetin@savethechildren.org, by close of business 26-01-2026. All questions will be responded by close of business 27-01-2026.