

Detailed Description of the Subject of the Order

Training Needs Assessment of Ukrainian public administration regarding EU Accession

I. INTRODUCTION

The Subject of the Order is Training Needs Assessment (the "TNA") for the public administration of Ukraine involved in EU integration of Ukraine. The results of the TNA will be shared with the public administration in Ukraine and will serve as base for development of training curricula for educational programmes, including those implemented under the *Natolin4Capacity Building-II* Project (the "Project"), financed by the European Union.

II. OBJECTIVE OF THE TNA

The main objective of the TNA is to conduct quantitative and qualitative assessment of training needs of the Ukrainian public administration employees involved in work on EU accession and European integration. The presented TNA needs to precisely identify learning needs of the target group by analysing their current knowledge and skill levels and identifying knowledge and skills gaps which need to be filled.

III. TARGET GROUP

The TNA will have two distinct target groups:

- A. The employees of Ukrainian public administration at the central level - encompassing both Ministries and governmental agencies - who take an active part in the European integration process (the "Target Group A"),
- B. The employees of Ukrainian regional governments (ua. *область*) whose work currently includes or has a high future potential of including tasks related to the European integration process (the "Target Group B").

While the Contracting Authority will facilitate the Contractor's access to the Target Groups A and B, the outreach and implementation of the TNA will be the responsibility of the Contractor.

IV. METHODOLOGY

The TNA will be developed to ensure that the results from each of Target Groups A and B are representative of their inner composition and, where necessary, are broken down to reflect differing needs according to professional rank, experience, sector, or another relevant category.

The TNA will be implemented using quantitative and qualitative research methods on representative samples of Target Groups A and B. The quantitative methods expect to include surveys and questionnaires deployed on-line. Based on the results of the quantitative TNA, up to 7 qualitative focus groups or, alternatively maximum 21 individual in-depth interviews, are expected to be organised to deepen insight in consultation with the Contracting Authority.

V. SCOPE OF THE OFFER

The Contractor will present in the Offer a proposed methodology for conducting the TNA, including:

- a short description and justification of the proposed research methodology and indicative information how the Contractor envisages effective outreach to the Target Groups A and B,
- an indicative timeframe outlining key stages of the TNA implementation.

In addition, the Offer should include key information on the Contractor's experience and human resources which will allow to assess it according with the criteria set out in point VIII.

VI. DETAILED CONTENT OF THE TNA

As a result of the analysis, the Contracting Authority expects the Contractor to develop the TNA, which will include in particular:

- introduction and objectives (the purpose of the analysis, the scope and key stakeholders involved, and expected outcomes) and functional context research on how the TNA relates to similar assessments already conducted by/for the Ukrainian public administration,
- analysis of human resources (employee roles, experience, current skills level and competencies and future skills requirements) in respective Target Groups A and B
- description of methodology of data collection and the research tools used,
- skills and knowledge gap analysis (comparison of current vs needed competencies, identification of crucial skill and knowledge gaps),
- training needs identification (key topics and subject areas, specific skills and knowledge gaps, target audience and learning preferences),
- learning and development preferences of the target groups (proposed training topics and programmes and delivery methods, e.g. e-learning, workshops, mentoring; customisation based on employee roles and needs)

VII. DELIVERY OF RESULTS

The Contractor will deliver the TNA in three subsequent stages:

Stage 1. The partial TNA report based on quantitative assessment of the Target Groups A and B.

Stage 2. The partial TNA report based on both quantitative and qualitative assessment of the Target Groups A and B, containing an in-depth analysis of the focus groups.

Stage 3. The final TNA report incorporating data from Stages 1 and 2 and containing a narrative section and a graphic presentation of relevant data and trends. It will also include a recommended list of training topics relevant to Target Groups A and B, and functional breakdown within each of them.

In addition to the final TNA report, the Contractor will present the final TNA report via a video teleconference.

All materials used in the TNA and its implementation will need to be delivered in both English and Ukrainian, and the focus groups will need to be led by a fluent Ukrainian speaker.

VIII. CRITERIA USED BY THE CONTRACTING AUTHORITY

The Contracting Authority uses the following criteria to choose the Contractor:

Criterion (A) – gross value of the Offer: **0-30 points**. The budget for the order is estimated at EUR 18.000 gross – which means the net price increased by 23% VAT, which the Contracting Authority is obliged to apply in the case of the import of services.

Criterion (A) will be calculated based on the formula:

Number of points = (gross price of the cheapest offer / gross price of the examined offer) * 30 points

Criterion (B) – documented experience: the Contractor within the last 5 years, duly performed, *i.e.*, conducted and delivered at least two training needs assessments developed using quantitative and qualitative methods; the experience can be documented by reference letters or examples of delivered reports **0 or 20 points**.

Criterion (C) – human resources: availability of at least two experts, each of whom has: at least 3 years of experience in the direct implementation of training needs assessments or other relevant sociological research; at least higher education in the field of sociology or management, economics, or other relevant field; at least one expert fluent in Ukrainian: **0 or 20 points**.

Criterion (D) - Service implementation period: research methodology, tools, and timeline: **0-30 points**.

Criterion (D) – will be calculated based on the formula:

up to 12 weeks: 30 points;

13-14 weeks: 20 points;

14-16 weeks: 10 points.