

REQUEST FOR PROPOSALS (RFP)

Mentorship Support Services for a Cycle of Three Regional Hackathons

under the SheSafe Online Project

Contracting Authority	ICT Hub, in cooperation with CSO ASTRA, under the SheSafe Online Project
Subject of Engagement	Mentorship support services at 3 hackathons, with a minimum of 5 mentors engaged per event
Indicative Locations	Belgrade, Skopje and online format, with the possibility of adjustment to the project calendar
Duration of Engagement	During project implementation, indicatively June 2026 – December 2026
Number of Mentors	Minimum 5 mentors per hackathon

1. Background and Context

ICT Hub is engaging an external service provider who will, on behalf of and for the needs of ICT Hub, deliver mentorship support services at 3 regional hackathons, with a minimum of 5 mentors engaged per event, under the SheSafe Online project. The service includes preparation of the mentor team, work with teams during events, and brief reporting after each event, with the goal of enabling teams to develop at least 2 functional MVP solutions. This RFP serves both as a description of the subject of procurement and as the basis for proposal evaluation.

The engagement follows the project logic of SheSafe Online and UN Women documentation. The subject of procurement is the mentorship support service that the provider delivers to teams before, during, and after the hackathons; the provider is responsible for engaging the mentors required for the service.

2. Subject of Engagement

The subject of engagement is mentorship support services to teams at three (3) regional hackathons under the SheSafe Online project. For each event, the bidder engages a minimum of five (5) mentors with the appropriate profile and covers the full service: pre-event preparation, coordination, work with teams during the hackathon, and a post-event report.

3. Objective of Engagement

The objective of the engagement is for mentorship support to enable teams to develop digital solutions at MVP level that address the challenges of technology-facilitated violence against women and girls. Solutions should be relevant, safe, user-friendly and technically feasible.

4. Scope of Work and Responsibilities of the Selected Bidder

4.1. Preparation of the Mentorship Engagement

- proposed mentor team for each hackathon, with brief bios and a mapping of competencies;
- preparatory meetings with ICT Hub and, where required, ASTRA — alignment on tasks, working methods and expected results;
- guidelines for mentors: schedule of sessions, expected results, communication with teams and rules of conduct;

4.2. Delivery of Mentoring During Events

- active mentoring of teams throughout each hackathon, in accordance with the agenda;
- guiding teams in problem definition, feature prioritisation, selection of technical approach and development planning;
- support in developing concepts in the areas of prevention, safety, reporting and access to support (TF VAWG);
- leading teams towards solutions that are simple, safe, accessible and ethically grounded;
- collaboration with the organising team — tracking progress, risks and directing teams to resources;
- records of mentor attendance and engagement in the format required by the contracting authority;
- debrief meeting after the event, at the request of the contracting authority;

5. Minimum Profile and Composition of the Mentor Team

For each hackathon the bidder engages a minimum of five (5) mentors with demonstrated experience in working with teams and competencies relevant to the topic and objectives of the event.

The bidder may propose the same or different mentors for different events, provided that for each event it ensures an appropriate combination of knowledge and experience consistent with the topic and format of that event.

Proposed mentors should have experience working with teams in mentoring, innovation or similar programmes. Experience in social-impact projects and collaboration with civil society organisations or public institutions is desirable, as is an understanding of topics relevant to the project.

6. Expected Minimum Results and KPIs

Area	Minimum Requirement	Note / Indicator
Mentor team coverage	min. 5 mentors engaged per event	for all 3 hackathons
Delivery of mentoring	active work of mentors with teams during the event	in accordance with the agenda and slot schedule
Reporting	brief summary and recommendations per event	submitted to the contracting authority promptly after the event
Contribution to project outcomes	support to teams towards MVP-oriented solutions	the service contributes to the project goal of developing at least 2 MVP tools

Mentor team composition	mentors with relevant qualifications and experience	composition appropriate to the topic and format of each event
-------------------------	---	---

7. Deliverables and Indicative Timelines

#	Deliverable	Minimum Content	Deadline
D1	Mentor list and engagement plan	Proposed mentors to be engaged by the provider, with brief bios, competency mapping and engagement plan per event.	No later than 7 working days before the first event; updates as needed
D2	Mentor brief and work plan	Brief mentoring methodology, session schedule, contact points and rules of engagement with teams.	No later than 3 working days before each event
D3	Mentorship support service delivered per event	Evidence of attendance and work of a minimum of 5 engaged mentors and support to teams throughout the duration of the event.	On the day of each event
D4	Final consolidated mentor report	Summary of insights from all 3 events, lessons learned and recommendations for the next phase of the project.	Within 5 working days of the last event

8. Special Conditions of Engagement

The provider and the engaged mentors are required to act in accordance with the following special conditions throughout the entire engagement:

- Participants' personal data are stored and used in accordance with the law and are not collected without their consent.
- AI tools are used responsibly and transparently, with respect for intellectual property rights; personal and sensitive data must not be entered into public AI services.
- In all materials and communications related to the project, UN Women donor visibility rules are observed.
- All information accessed by the provider and mentors in the course of their work is treated as confidential, except for information that the contracting authority has made publicly available.
- If a conflict of interest arises, the provider is obliged to notify the contracting authority and to withdraw from the relevant activity.

9. Qualification Requirements for Bidders

- experience in delivering team-based programmes (hackathons, mentoring, innovation, educational or similar programmes);
- demonstrable capacity to engage a mentor team with the required competency mix;

- acceptance of the special conditions of engagement set out in Section 8 (personal data protection, responsible use of AI tools, donor visibility, confidentiality and prevention of conflicts of interest).

10. Obligations of the Contracting Authority

The contracting authority (ICT Hub, in cooperation with CSO ASTRA) provides the following during the engagement:

- timely communication and decisions regarding the project calendar, event agendas and organisational aspects;
- participation in preparatory and debrief meetings with the provider and the mentor team;
- access to relevant project documentation, guidelines and materials necessary for mentors to work with teams;
- confirmation of deliverables and approval of reports within agreed timelines;
- provision of organisational, logistical and technical conditions for the delivery of hackathons, in accordance with the project plan.

11. Proposal Contents

- brief description of the organisation/bidder and relevant experience;
- technical proposal with an understanding of the task and a proposed approach to the mentorship engagement;
- proposed mentor team to be engaged by the bidder, with brief bios and a mapping of competencies per event;
- financial proposal with a clearly stated price for the service per mentorship engagement, per event and/or a total price for the required scope of service;
- declarations of compliance with the special conditions of engagement set out in Section 8.
- completed and signed Legal Entity Form (LEF) — attached to this call;
- completed and signed Financial Identification Form (FIF) — attached to this call.

12. Proposal Evaluation Criteria

The selection of the bidder is based on the principle of the most advantageous offer, not solely the lowest price. Only timely and complete proposals that meet the requirements of this RFP will be considered, on the basis of the quality of the technical and financial proposal, relevant experience and operational capacity to deliver the engagement.

Proposed scoring criteria (total 100 points):

- relevant experience of the bidder in delivering similar programmes/events – 30 points;
- quality and relevance of the proposed mentor team – 40 points;
- financial proposal – 30 points.

Note: ICT Hub reserves the right to request additional clarifications from bidders and to take into account the overall quality and feasibility of the proposed approach when making its selection.

13. Submission of Proposals

- proposal submission deadline: 14 May 2026 by 17:00;

- submission method: by email to marko.ljubenovic@icthub.rs, with the subject line "Proposal — Mentorship Support SheSafe Online"; alternatively, by physical delivery to ICT Hub, Kralja Milana 10, 11000 Belgrade, in a sealed envelope with the same notation;
- contact for questions: marko.ljubenovic@icthub.rs;
- expected start of engagement: upon signing of the contract;
- validity period of the proposal: at least 60 calendar days from the deadline for proposal submission.
- mandatory attachments: completed and signed Legal Entity Form (LEF) and Financial Identification Form (FIF), available for download in the attachment to this call.

14. Questions and Clarifications

Interested bidders may submit questions regarding this RFP exclusively in writing by email to marko.ljubenovic@icthub.rs, no later than 5 working days before the proposal submission deadline. ICT Hub will publish responses to all received questions, together with the content of the questions (without identifying the submitter), to all interested bidders no later than 3 working days before the deadline, in the same manner in which the RFP was published. Questions received after the stated deadline will not be taken into consideration.

15. Final Note

ICT Hub reserves the right to further align the hackathon topics, target group, key performance indicators, budget frameworks, visibility rules and approach to managing rights over outputs prior to concluding the contract. Bidders are expected to propose a proactive, responsible and well-structured approach that connects community mobilisation, quality organisation and event delivery.