



Expression of Interest:	For the Provision of Processing of Reimbursement Claims under the Investing in Skills Scheme
Ref. No:	EOI/JP/02/2026

1. Scope of work

Jobsplus is seeking to engage a suitably qualified and experienced accounting and/or auditing firms who are registered with the Malta Accountancy Board, in possession of proven ESF+ experience (in implementing Simplified Cost Options (SCOs). The service provider will support the reimbursement process under the Investing in Skills Scheme (IIS) by carrying out administrative, financial and compliance verification activities, thereby ensuring that reimbursement claims are processed accurately, efficiently, transparently and in full compliance with applicable EU, national and scheme requirements.

The service provider shall support Jobsplus in the assessment, verification and processing of reimbursement claims by undertaking the following main tasks:

- Review, verify and assess reimbursement claims by vetting supporting documentation, confirming the eligibility of reimbursement requests and their compliance with the approved Simplified Cost Option methodology (SCO) methodology, and ensuring adherence to scheme requirements, internal procedures, applicable EU regulations, national legislation, and any guidance issued by the competent authorities.
- Manage the claim assessment process by liaising with beneficiaries to obtain clarifications, corrections or additional documentation where required, carrying out the necessary reimbursement calculations in accordance with the approved scheme methodology, and preparing reimbursement assessments and recommendations for Jobsplus review and approval.
- Maintain complete, accurate and auditable records of all claims processed, including verification steps undertaken, communications held, calculations performed, and recommendations made, in accordance with Jobsplus record-keeping requirements.
- Update Jobsplus systems and internal records in a timely and accurate manner to ensure full traceability, reporting accuracy and readiness for audit, inspection or further review.
- Identify recurring errors, control weaknesses or process bottlenecks encountered during claim assessment and provide practical recommendations to Jobsplus aimed at strengthening efficiency, consistency and compliance in the implementation of the Scheme.



2. Service Requirements

The service provider will be expected to report at Jobsplus premises in Hal Far and to allocate a minimum of 40 hours per week.

Working hours will be from Monday to Friday between 07:30 and 16:30. The service provider may make use of the one-hour flexitime concession available to Jobsplus staff, subject to operational requirements.

The service provider shall not sub-contract to any company any part of this contract.

Service Provider Obligations:

The selected Service Provider shall be responsible for the execution of reimbursement verification and processing services under IIS and shall perform duties consistent with the scope of work outlined above, including the following:

- Receive and review reimbursement claims and supporting documentation submitted by beneficiaries.
- Verify the completeness, accuracy, validity, and eligibility of reimbursement requests and supporting evidence in accordance with:
 - scheme eligibility criteria;
 - internal Standard Operating Procedures;
 - applicable European Union regulations;
 - applicable national legislation and regulatory requirements; and
 - any guidance or circulars issued by the Managing Authority.
- Carry out administrative, financial, and compliance checks on reimbursement claims and identify any omissions, discrepancies, ineligible expenditure, or non-compliance issues.
- Liaise directly with beneficiaries to obtain clarifications, supporting documentation, corrections, or additional information required to complete the assessment of claims.
- Maintain records of all communications and follow-up actions undertaken during the verification process.
- Assess and determine eligible expenditure and prepare reimbursement calculations in accordance with the applicable funding rules and approved methodologies.
- Prepare reimbursement assessment checklists, recommendations, and any other documentation required to support decision-making by Jobsplus.
- Ensure that all claim files are complete, accurate, and supported by adequate documentation prior to submission for approval.
- Maintain comprehensive and auditable records of all verification activities, calculations, communications, and decisions taken.
- Update and maintain Jobsplus database and records in a timely and accurate manner.
- Ensure that all documentation is filed and retained in a manner that supports audit and verification activities.



- Comply with all applicable data protection, confidentiality, information security, and record retention requirements.
- Identify recurring issues, risks, or process weaknesses and provide recommendations to the IIS Unit aimed at improving efficiency, compliance, and service delivery.
- Perform any other related reimbursement verification and administrative support activities reasonably required for the proper implementation of the scheme.

The above list of duties is non-exhaustive and may be revised periodically to reflect the needs of Jobsplus.

3. Duration

The contract shall come into effect on the date stipulated in the contract for service and shall remain in force for a period of six (6) months, or until the exhaustion of the approved contract budget of €139,000.00, excluding VAT, whichever comes first, or earlier termination in accordance with the provisions of the contract.

4. Payments

Through this expression of interest, the service provider shall propose a pricing structure based on a **unit rate per reimbursement** claim processed.

Payment shall be linked to claims that have been fully assessed, duly documented, and submitted to Jobsplus in accordance with the applicable procedures and quality requirements, and which meet the acceptance criteria established by Jobsplus.

Subject to the submission of a correctly completed invoice, payment shall be effected by bank transfer within thirty (30) calendar days from the date of receipt of the approved invoice by the Corporation's Finance Department. Upon receipt of payment, the service provider shall issue a VAT receipt in respect of the payment received and submit it to the Corporation's Finance Department without undue delay.

The Corporation reserves the right to withhold payment of any invoice, in part or in whole, pending clarification, verification, correction or resubmission in the event of discrepancies, omissions, inaccuracies, overbilling or inconsistencies noted.

The service provider shall be responsible for VAT, Income Tax, National Insurance Contributions and any other dues that may be applicable.



5. Selection Requirements

To be eligible for this EOI, interested service providers must provide evidence that their employees meet or exceed the below criteria.

Applicants shall be:

- Fluent in speaking and writing in both Maltese and English.
- Possess a tertiary qualification in management, business administration, public administration, economics, accountancy, auditing, compliance, education, human resources or a related field.
- Having three (3) years' experience in processing, verifying, monitoring or administering grant schemes, reimbursement claims, training programmes, compliance activities, audit assignments or similar verification exercises.
- Technologically oriented and capable of operating computers.
- Able to pay attention to detail and produce timely and accurate reports.
- Objective and committed to upholding ethical standards while processing claims.

Selection shall be based on the cheapest compliant offer, taking into account the proposed unit rate per claim, the number and suitability of employees to be deployed, the proposed methodology for addressing the current backlog, and the service provider's relevant experience in similar verification assignments. The selected bidder must ensure availability of the persons proposed for the duration of the assignment.

6. Application Process

- Interested service providers/companies that are eligible to apply are to indicate their interest by sending an email to tenders.jobsplus@gov.mt by not later than **20th July 2026 by noon**, indicating the subject and reference **EOI/JP/02/2026 – Provision of Processing of Reimbursement Claims under the Investing in Skills Scheme**.
- Interest submitted by other means will not be considered.
- Emails submitted after the closing date for submission will not be considered. No liability will be accepted for rejection of late submissions.
- This EOI does not constitute an offer to enter into any contract with the Government. In this regard, Jobsplus will not be liable for any costs or expenses incurred during this EOI process, including cancellation.

The Expression of Interest must include:

1. **A detailed methodology** explaining how the service provider proposes to address the existing backlog and process incoming claims, including the number of resources to be



allocated, the proposed workflow, quality assurance measures, and the expected output over a period of six (6) months. This methodology should also include:

- expected claims processed per month;
- contingency arrangements in the event of staff absence.

The methodology should be detailed enough to permit an objective assessment of the service provider's operational capacity and proposed approach. It should include a clear resource plan, defined workflow, measurable monthly outputs, quality assurance arrangements, and contingency measures. Generic or high-level responses should not be considered sufficient unless they clearly demonstrate how the backlog and incoming claims will be managed over the six-month period.

2. A Key Experts' Form shall be filled and submitted with the offer.

The details of the persons who will be deployed on this task, include:

- their level of education,
- name of their highest qualification. (*Qualifications required shall be defined with reference to the Malta Further & Higher Education Authority (MFHEA) (previously known as the Malta Qualifications Council) (<https://mfhea.mt/academic-qualifications/>)*),
- number of years in conducting verifications similar to the ones outlined in this expression of interest, and
- their ability to communicate in Maltese and English.

The following documents shall also be part of the Key Experts' Form:

- Updated CV showing all the requested criteria (such experience and education)
- Copy of the highest qualification certificate/s
- Warrant (if applicable)
- Statement of Availability

3. Annex 1 – Declaration regarding Data Protection

4. Annex 2 – Declaration of Impartiality and Confidentiality

5. A pricing structure based on a unit rate per reimbursement.



7. Clarification Requests

Interested persons may submit any clarification requests to Jobsplus by sending an email to tenders.jobsplus@gov.mt by not later than:

	Date	Time
Deadline for request for any additional information (clarifications) from Jobsplus.	15/07/2026	12:00
Last date on which additional information (reply to the clarifications) can be issued by Jobsplus.	17/07/2026	12:00
Deadline for submission of applications	20/07/2026	12:00

8. Further Information

- After the selection, the pool of accepted service providers will be notified in writing. Work will be assigned at the discretion of Jobsplus management.
- In case that the contract with the service provider is terminated, Jobsplus may contact another service provider from the pool. If the full list of service providers is exhausted, Jobsplus may opt to issue a new call to fill the vacant position.
- Service providers cannot be individuals.
- This invitation to submit offers is in no way binding on Jobsplus. A commitment will be made only when a contract with the successful service provider has been signed. Until a contract is signed, Jobsplus may decide not to award a contract or to cancel the procedure, without the candidates being entitled to claim any compensation.
- Participants shall be assigned according to the level of merit obtained in line with the indicated evaluation criteria.

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Key Experts' Form

Applicants are to substantiate their claims, in respect to the proposed Key Expert/s, by complying with and submitting the following at tendering stage:

- i. Key Experts' Form
- ii. Statement of Availability Form
- iii. Updated CVs
- iv. Certificates of the highest qualification/s (*Qualifications required shall be defined with reference to the Malta Further & Higher Education Authority (MFHEA) (previously known as the Malta Qualifications Council) (<https://mfhea.mt/academic-qualifications/>),*
- v. Proof that the applicant entity is registered with the Malta Accountancy Board.
- vi. Warrants (where applicable)

Key Expert Role (professional title)	Name and Surname	Highest Qualification Title	MQF Level (or equivalent)	Communication skills (Maltese and English)	Experience (number of months/years)
Key Expert 1				☐ Yes ☐ No	
Key Expert 2				☐ Yes ☐ No	

Rows in the table may be added or removed as necessary.

Qualifications required are defined with reference to the Malta Further & Higher Education Authority (MFHEA) (previously known as the Malta Qualifications Council) (<https://mfhea.mt/academic-qualifications/>).

Key Experts whose qualifications do not meet the minimum requirements in terms of equivalency, or the equivalency of which is dubious or cannot be determined, shall be rejected.

STATEMENT OF AVAILABILITY

TO BE COMPLETED BY EACH INDIVIDUAL KEY EXPERT

PUBLICATION REF: EOI/JP/02/2026

I, the undersigned, hereby declare my availability in the above-mentioned procedure in case of award. I further declare that I am able and willing to work for the period(s) foreseen for the position, even if there are delays in the conclusion of contract beyond the validity of offers, in the event that this expression of interest is successful.

I confirm that during the implementation stage of this contract I will not be engaged in another project in a position which will prevent me from providing the services for which I am being nominated for this call.

Furthermore, should this offer be successful, I am fully aware that if I am not available at the expected start date of my services for reasons other than ill-health or *force majeure*, I may be subject to exclusion from other tender procedures and contracts or procurement procedures and that the notification of award of contract may be rendered null and void.

Name and Surname of Key Expert:

Signature:

Name of Service Provider:

Date:

ANNEX 1 – DECLARATION REGARDING DATA PROTECTION

Declaration in terms of the Data Protection Act XX of 2018 and the General Data Protection Regulation (EU) 2016/679

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I, the undersigned, undertake during the course of my services to Jobsplus, to treat the data I handle or view and belonging to Jobsplus, in a confidential, fair and lawful manner.

Particularly:

- To share such data with employees of Jobsplus strictly on a “need-to-know” basis only;
- Not to disclose any such data to third parties unless necessary in the course of the business activities of Jobsplus;
- Not to remove, copy or allow others to copy, without the prior authority of Jobsplus any such data;
- To process all such data only as instructed by Jobsplus and not to use it for any other purpose or in any other way;
- To keep such data securely;
- To return, upon request, and in any event on the termination of my engagement for any reason whatsoever, any computer disks, tapes or papers containing data as described above, to Jobsplus.

I,, acknowledge that I have read and understood the above and in particular, I understand that Jobsplus may take contractual action, and/or seek damages against me if I act in breach of the above.

.....
(Name)
Service Provider

.....
Date

ID No.:

ANNEX 2 – DECLARATION OF IMPARTIALITY AND CONFIDENTIALITY

PUBLICATION REF: EOI/JP/02/2026

I, the undersigned, hereby declare that I agree to participate in the evaluation of the above-mentioned call of interest. By making this declaration, I confirm that I have familiarised myself with the information available to date concerning this call. I further declare that I shall execute my responsibilities honestly and fairly.

I am independent¹ of all parties which stand to gain from the outcome of the evaluation process². To the best of my knowledge and belief, there are no facts or circumstances, past or present, or that could arise in the foreseeable future, which might call into question my independence in the eyes of any party; and, should it become apparent during the course of the evaluation process that such a relationship exists or has been established, I will immediately cease to participate in the evaluation process.

I agree to hold in trust and confidence any information or documents ("confidential information") disclosed to me or discovered by me or prepared by me in the course of or as a result of the evaluation and agree that it shall be used only for the purposes of this evaluation and shall not be disclosed to any third party. I also agree not to retain copies of any written information or prototypes supplied.

Confidential information shall not be disclosed to any employee or expert unless they agree to execute and be bound by the terms of this Declaration.

.....
Name & Surname

.....
Signature

.....
Date

¹ Taking into consideration whether there exists any past or present relationship, direct or indirect, whether financial, professional or of another kind

² i.e., all applicants who are participating in this call of interest, whether individuals or members of a consortium, or any of the partners or subcontractors proposed by them

17 July 2025

CLARIFICATION Note No. 1

The Provision of Processing of Reimbursement Claims under the Investing in Skills Scheme Ref. No: EOI/JP/02/2026

Reference is made to the above-captioned Expression of Interest for which the deadline for submission of offers is **20th July 2026**, at **12.00hrs**.

Below please find a set of clarifications which is construed to form an integral part of this call:

Question No. 1: Financial Bid Form

We note that the EOI document does not include a financial bid submission form. Kindly confirm whether a specific template will be provided or whether bidders are expected to submit their own financial proposal format.

Answer No. 1

No specific financial bid submission template is being provided as part of this Expression of Interest (EOI). Therefore, bidders are requested to submit their financial proposal in their own format. The financial proposal should clearly indicate the pricing structure being offered and must include a **unit rate per reimbursement processed**. Bidders are requested to provide sufficient detail to enable Jobsplus to understand and evaluate the proposed pricing methodology, including any assumptions or cost components underpinning the quoted unit rate.

Question No. 2: Estimated Number of Reimbursement Claims and Processing Time

The EOI states that the pricing structure is to be based on a unit rate per reimbursement claim processed. To enable us to prepare a competitive and realistic financial proposal, kindly provide:

- the estimated number of reimbursement claims expected to be processed during the contract period; and
- the estimated average processing time expected for each reimbursement claim.

Answer No. 2

There are an estimated 650 reimbursement claims to be processed. Each claim differs depending on the number of trainees included, with some claims relating to a single trainee and others involving multiple trainees. On average, once sufficient experience has been gained, a claim may require a combined total of up to 4.5 hours to finalise, as multiple clarifications are often required from beneficiaries.

Question No. 3: Deployment of Key Experts

The EOI requires the engagement of two key experts. We would appreciate your confirmation as to whether the required 40 hours per week may be delivered by the two experts over a period of two working days, provided that the total weekly hours are met.

Answer No. 3

The EOI does not state that two key experts are required. The Key Experts' Form shows two Key Experts only as an example, and rows may be added or deleted as needed to reflect the actual number of Key Experts proposed. Furthermore, the required 40 hours per week cannot be delivered through two part-time Key Experts working 20 hours each. The bidder must provide adequate full-time resources to assist the Intermediate Body in addressing the existing backlog, ensure continuity of service and meet all applicable deadlines, including those set for beneficiaries.

All the other conditions and requirements, which are not superseded by this clarification remain in place.