

Terms of reference (ToRs) for the procurement of services above the EU threshold

CONFIDENTIAL

Project title:

Social Protection and Inclusion for Refugees and Host Communities G-018164-001
in Jordan (SPIRIT)

Processing number:**Transaction number:**

10013893

Country:

Jordan

Subject of the tender procedure:

**Expert Pool Social Protection and Disability Inclusion of
Refugees and Host Communities in Jordan**

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and Inclusion Jordan

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0. List of abbreviations

GTC	General Terms and Conditions of Contract for supplying services and work on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
HCD	Higher Council for Persons with Disabilities
PARtner II	Improved Governance for the Support of Reform Projects in Jordan
KOMP	Cost per output monitoring and forecast
KOMPASS	Open recording of comparative perspectives of partners and target groups procedure
Lol	Letter of intent
M&E	Monitoring and Evaluation
MoDEE	Ministry of Digital Economy and Entrepreneurship
MoSD	Ministry of Social Development
MoU	Memorandum of Understanding
NSPS	National Social Protection Strategy
OPD	Organisation of Persons with Disabilities
RBM	Results Based Monitoring
RMO	Risk Management Office
SPIRIT	Social Protection and Inclusion of Refugees and Host Communities in Jordan
ToRs	Terms of reference

1. Context

Jordan's social protection system has expanded significantly in recent years, guided by the National Social Protection Strategy (NSPS). Despite these advances, many vulnerable groups—especially persons with disabilities, women and refugees—continue to face barriers in accessing social services. Challenges include the identification of persons with disabilities, limited availability of disability-inclusive services, and inadequate referral processes to ensure beneficiaries get the services they need. The Ministry of Social Development (MoSD) is the lead policy institution for social protection in Jordan. The Higher Council for the Rights of Persons with Disabilities (HCD) oversees national disability policies. The Ministry of Digital Economy and Entrepreneurship (MoDEE) leads the national digital transformation agenda, including expansion of digital government services through the Sanad App. However, digitalisation in the social protection sector remains incomplete, with gaps in interoperability, accessibility and user-centred design. Refugees—particularly those with disabilities—face additional institutional, administrative and informational barriers and have limited access to disability-inclusive social services. These challenges underline the need for improved disability recognition, strengthened referral and service pathways, and enhanced digital access to social protection services.

Against this backdrop, the German Federal Ministry for Economic Cooperation and Development (BMZ) commissioned the project “Social Protection and Inclusion for Refugees and Host Communities in Jordan” (SPIRIT), implemented by the *Deutsche Gesellschaft für Internationale Zusammenarbeit* (GIZ) GmbH (November 2025 – October 2028).

Overview

Title of module	Social Protection and Inclusion for Refugees and Host Communities in Jordan
Module objective	Refugees and members of host communities with disabilities and their families have improved access to high-quality social protection services in Jordan.
Core problem	Existing social protection services for refugees and members of host communities with disabilities are often not needs-based, insufficient in quality, and difficult to access.
Target groups	<i>Mediators:</i> social workers and MoSD personnel at local level; technical staff and managers of MoSD, HCD, OPDs and other relevant national stakeholders <i>Target group:</i> refugees and members of host communities with disabilities and their families in Jordan
Lead executing agency	Ministry of Social Development (MoSD); Strategic implementing partner: Higher Council for Persons with Disabilities (HCD)
Key outputs	1) Improved procedures for disability identification 2) Strengthened physical and digital referral mechanisms for people with disabilities 3) Improved social services that support independent living

	4) Evidence-based recommendations for a disability-inclusive social protection system
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Project Indicators

Project/Module objective Refugees and Jordanians with disabilities and their families have improved access to high-quality social protection services in Jordan.	Module Indicator 1 Number of people with official proof of a recognized disability. Baseline: 30.000, of which 50 % are women (2025) Target value: 80.000, of which 50 % are women (2028)
	Module Indicator 2 Number of referrals documented by technical and managerial staff of MoSD and its subordinate agencies within a quarter in the Amman Governorate. Baseline: 0 Target value: 100 documented referrals (2028)
	Module Indicator 3 Proportion of respondents in MoSD facilities or their family members who are satisfied with the services offered to promote independent living Baseline 50% Target value: 70% (2028)
Output 1 The procedural requirements for the recognition of disabilities have been improved for refugees and members of host communities.	Output indicator 1.1 The test phase of the reformed procedure for the identification of disabilities has been evaluated as a basis for the nationwide rollout. Baseline: No (2025) Target value: Yes (2028)
	Output indicator 1.2 The concept for the sustainable anchoring of a procedure for the identification of a disability for refugees has been approved by relevant institutions. Baseline: 0 Target: yes (03/2027)
Output 2 Physical and digital referral mechanisms to social services for people with disabilities have been improved.	Output indicator 2.1 Percentage of specialist and managerial staff of the MoSD and its subordinate agencies working in the Amman Governorate who have been successfully trained in the application of standardized referral mechanisms. Baseline: 0% (General referral pathways outlined, but referral mechanisms not yet developed in detail, 2025) Target: 70% of specialist and managerial staff of the MoSD working in the Amman Governorate (2027)
	Output indicator 2.2 Number of disability-specific services provided through the Sanad app in an inclusive and user-friendly manner. Baseline: 1 disability-specific service (2025) Target: 4 disability-specific services (2028)
Output 3 Selected decentralized MoSD facilities in the Amman Governorate	Output indicator 3.1

provide social services to support independent living for people with disabilities, with particular attention to the needs of women and girls.	Number of selected MoSD facilities in the Amman Governorate providing services to support independent living for people with disabilities and their families, with particular attention to the needs of women, girls, and refugees. Baseline: 0 MoSD facilities in the Amman Governorate (A concept for independent living was developed by HCD but not yet implemented in MoSD facilities, 2025) Target: 6 MoSD facilities in the Amman Governorate (2028)
Output 4 Participatory guidance documents for expanding needs-based social protection for refugees and members of host communities with disabilities and their families are available.	Output indicator 4.1 Number of recommendation documents on the inclusive design of the social protection system, adopted through national consultations and involving self-advocacy organizations. Baseline: 1 recommendation document (2024) Target: 4 recommendation documents based on four national consultations (2028)
	Output indicator 4.2 A participatory options paper on improving access to social services for refugees with disabilities has been presented in national consultations. Baseline: no (no options paper available, 2025) Target: yes (2028)

2. Tasks to be performed by the contractor

2.1 Term

The expected term of the contract for services must be specified in the ‘Special terms and conditions of contract’. The definitive term and service delivery period are set out in the contract award notification.

2.2 Objectives, indicators, work packages, milestones

SPIRIT requires the services of a contractor which can provide extended-term and short-term social protection and inclusion experts to support the GIZ project team (Experts Pool). The experts supplied by the contractor are expected to contribute to the objectives and indicators of the project described in this document.

Based on the specifications outlined in this Terms of Reference (ToR), the contractor is expected to identify and manage pools of extended-term experts (ETE) and short-term experts (STE) who contribute their expertise to the respective intervention areas which are described in further detail below. This will allow the project staff to draw on technical expertise when required while remaining flexible and responsive to the needs of partners and the commissioning party. Support will be provided remotely as well as in-country.

The contractor is responsible for the implementation of selected activities under the GIZ work packages mentioned below. The contractor implements all country-specific activities under the guidance of the GIZ team in-country.

The consulting firm should be able to supply high-quality expertise in all of the areas listed below. The complexity of the sectors being supported by the project and the dynamic nature of the working environment mean that, although GIZ can give an outline of the areas of activity based on the project's results matrix, demands might vary and adjustments might be necessary. The project staff in country will determine the need for expert assignments based on the project's operational plan, in cooperation with the implementing project partners. An indicative expert assignment plan will be provided to the contractor on a half-yearly basis for general guidance on the upcoming topics to be covered. The possibility of further ad-hoc deployment requests and/or the cancellation of an assignment indicated in the plan remains unaffected (see more information under section 2.3 "Requirements on the assignment of experts").

As the SPIRIT project is implemented under the Good Governance and Communities Cluster, alongside several other GIZ projects, the expert pool established under this contract may also be utilised to support selected cross-project requirements within the cluster. In particular, the "Improved Governance for the Support of Reform Projects in Jordan" (PARTner II) project, which commenced implementation in April 2026 till March 2030, requires initial technical support in establishing key project management systems and methodologies that are also covered under the SPIRIT project.

To ensure efficient use of resources, promote synergies across the cluster and avoid duplication of efforts, the contractor may be requested to provide expertise to PARTner II in the areas of Monitoring and Evaluation (M&E), Results – Based Monitoring (RBM), Open recording of comparative perspectives of partners and target groups procedure (KOMPASS), and the application of the GIZ Capacity WORKS framework. Such support may include the development of monitoring systems and tools, indicator tracking and reporting mechanisms, operational planning processes, Capacity WORKS management products, stakeholder engagement processes and learning and reflective activities.

All assignments related to PARTner II shall be commissioned and managed by the respective GIZ project team and implemented in accordance with the same quality standards, procedures, and requirements applicable to SPIRIT assignments.

The contractor will be providing experts to contribute to the following work packages. The activities mentioned reflect current understanding and might evolve further in light of changing dynamics, political priorities and operational aspects.

Work package 1: Disability Identification (Output 1)

Objective: This work package mainly covers Output 1 of the SPIRIT project, aiming to improve the procedural requirements and operationalisation of disability identification for refugees and host communities.

Indicative areas of support:

- Technical and operational support to the test phase of the reformed disability identification procedure.
- Support to HCD and MoSD in developing documentation, SOPs, tools and guidance for disability identification aligned with the reformed procedures.
- Preparation, implementation and follow-up of the evaluation of the reformed disability identification procedure (Output Indicator 1.1).

- Inputs to the concept for sustainable disability identification for refugees, including administrative feasibility and implementation “pathways” (Output Indicator 1.2).
- Field-level outreach and information sessions for refugees with disabilities on the disability ID process.
- Support to digital integration of disability identification procedures led by MoDEE (in coordination with Work Package 5).
- Support to the HCD and MoSD on the possibility of establishing a national register for people with disabilities taking into consideration international standards, digitization and data protection-compliant design.

Work Package 2 – Strengthening Physical and Digital Referral Mechanisms (Output 2)

Objective: This work package supports Output 2, strengthening physical and digital referral mechanisms for persons with disabilities.

Indicative areas of support:

- Technical support to MoSD on the development of an integrated referral pathway to different social services for refugees and members of host communities with disabilities offered by MoSD and other public institutions (in education, health and employment).
- Development and roll-out of training inputs and materials for MoSD frontline and managerial staff on referral pathways.
- Delivery of training and on-the-job coaching for MoSD staff in Amman to achieve the 70% application target (Output Indicator 2.1).
- Operational support to selected MoSD facilities in applying referral standards, documenting referrals, and improving coordination mechanisms.
- Technical support to the development and configuration of digital referral and case management mechanisms (in coordination with Work Package 5).
- Technical support to MoSD, HCD and MoDEE on the integration of additional social inclusive services to the *Sanad* application including accessibility and functionality testing (in coordination with Work Package 5).

Work Package 3 – Independent Living Services in MoSD Facilities (Output 3)

Objective: This work package supports Output 3, establishing inclusive independent living services in 6 selected MoSD facilities in Amman and potentially other governorates (to be decided with the MoSD).

Indicative areas of support:

- Technical support in conceptualising and operationalising independent living services at 6 decentralised facilities.
- Capacity development for relevant MoSD staff on service delivery, disability-sensitive counselling, gender-sensitive practices, and work with refugees.
- Training delivery and coaching for social workers on independent living support models.
- Technical support on integrating aspects of inclusive social service provision into the national guidelines and qualification requirements for social workers (in coordination with the work of the World Bank).

- Outreach activities to identify and guide refugees and members of host communities with disabilities and their caregivers into independent living services.
- Support monitoring and service-quality improvements contributing to increased user satisfaction (Output Indicator 3.1 / module indicator 3).
- Introduce user-facing digital touchpoints (e.g. appointment booking, service tracking, feedback).

Work Package 4 – Participatory Policy Processes & Consultations (Output 4)

Objective: This work package supports Output 4, facilitating national consultations and the development of policy recommendations.

Indicative areas of support:

- Technical support to the design and implementation of four national consultation processes involving OPDs, refugees with disabilities and other stakeholders.
- Technical inputs for the development of four recommendation documents on disability-inclusive social protection (Output Indicator 4.1).
- Technical support to the development of a participatory options paper on access for refugees with disabilities (Output Indicator 4.2).
- Use digital systems to generate evidence for policy such as dashboards and analytics from Work Packages 1–3 to inform consultations.

Work Package 5 – Digitalisation & Systems Architecture Support (Cross-cutting for Outputs 1–3)

Objective: This work package acts as the enabling digital backbone that ensures Outputs 1-3 are not implemented as isolated interventions, but as an integrated, interoperable and sustainable system.

Indicative areas of support:

i. Interoperability & Systems Integration

Develop an interoperability framework for disability-inclusive social protection, aligned with existing e-government standards.

- Identify common data models and schemas (for disability, services, referrals, case management).
- Provide expert advice on API standards and protocols for secure data exchange across MoSD, HCD, MoDEE, NAF and other entities.
- Share guidance on establishing an integration layer / middleware to enable scalable system-to-system communication.
- Map and formalise data exchange agreements and governance protocols (roles, responsibilities, consent, access control).

ii. Sustainability & Institutionalisation

Develop a digital sustainability strategy, including:

- Clear ownership of systems (MoSD, HCD, MoDEE)
- Long-term hosting, maintenance, and financing models
- Promote use of open standards and (where feasible) open-source solutions to reduce vendor lock-in.
- Develop documentation, handover packages, and training materials for long-term system use.
- Support establishment of a governance mechanism (e.g. inter-agency technical working group on interoperability).

iii. Exploration of AI Use Cases (Carefully Scoped & Responsible)

Introduce a structured exploration (pilot → evaluate → scale) of AI applications, such as:

- Guide users through disability identification and referral processes
- Provide accessible, multilingual information (including for refugees)
- Advice on cutting edge AI-assisted decision support tools for social workers:
- Suggest appropriate services based on beneficiary profiles
- Flag missing information or inconsistencies

Work Package 6 – Communication, Community Engagement and M&E (Cross-cutting)

Objective: This work package consolidates cross-cutting functions supporting Outputs 1–4, including development cooperation communication and visibility, community engagement and outreach (with a strong focus on refugees with disabilities), as well as monitoring and evaluation.

i) Communication, Visibility and Accessible Information

Objective: Strengthen external communication and visibility measures across SPIRIT, ensuring coherent messaging and alignment with BMZ/GIZ requirements.

Indicative activities:

- Develop an external communication & visibility plan for SPIRIT, aligned with BMZ/GIZ requirements.
- Produce accessible communication materials, including easy-to-read formats, adapted visuals, and coordination of sign language video support.
- Facilitate storytelling and documentation of results, including beneficiary profiles and human-interest narratives (in line with safeguarding).
- Support knowledge management and dissemination events (e.g. national consultations).

ii) Community Engagement & Awareness

Objective: Strengthen outreach and awareness among refugees and host communities, ensuring inclusive access to information about disability identification, referral pathways and independent living services.

Indicative activities:

- Conduct community awareness sessions in refugee-hosting neighbourhoods
- Deliver door-to-door outreach to identify vulnerable refugees with disabilities, inform them about services and referral pathways, and support access processes.
- Support OPDs, CBOs and MoSD centres in mobilization and awareness activities.

iii) Monitoring and evaluation

Objective: Strengthen SPIRIT and PARTner II projects' monitoring systems, contribute to module and output indicator tracking

Indicative activities:

- Develop M&E tools and systems aligned with module and output indicators including but not limited to Results Based Monitoring (RBM) tools, indicators tracking and reporting mechanisms.
- Support baseline, mid-term and endline assessments including the development of required data collection tools for verification purposes.
- Contribute to knowledge products and learning loops by summarising monitoring findings, lessons learned and recommendations for adaptive management.
- Support in the preparation and assuring the quality of the project's annual progress report and final report to the commission party (BMZ). These reports will be submitted in German.
- Support the design and implementation of KOMPASS within the RBM system, ensuring systematic recording of partner and target-group perspectives, identification of unintended effects and risks, and feedback into learning loops and results-model adjustments.

iv) Capacity WORKS

Objective: Implement the GIZ Capacity WORKS framework across SPIRIT and PARTner II projects cycles

Indicative activities:

- Support to application of the GIZ Capacity WORKS framework across all aspects of implementation, ensuring that cooperation, processes, steering, results orientation and learning are systematically considered in planning, delivery and monitoring of activities (e.g. support in the development/update of the mandatory capacity works tools and the facilitation of operational planning, stakeholder engagement processes, and learning and reflection activities)
- Support the conceptualisation, preparation, coordination and facilitation of external events, workshops and community meetings with partners as well as internal events, workshops with project team.

2.3 Project and knowledge management requirements

Requirements on the assignment of experts:

The contractor is responsible for selecting, preparing, training and steering the experts assigned to carry out the advisory services.

1. GIZ SPIRIT in collaboration with the related government counterpart(s) will provide the contractor with a draft 6-monthly plan which lays out the approximate timing of the different work packages and support requests.
2. In collaboration with the government counterpart(s), the contractor and the GIZ project will agree upon a detailed description of the respective activity and assignment incl. a definitive start date and implementation timeline as well as defined deliverables. This will contain a description of the objective, the tasks, the timeframe, the number of expert days, the services to be provided and, potentially, the name/s of the preferred expert/s from the pool or the suggestion for a new expert profile. The contractor will provide CVs of the required expert(s) from the offered pool for the activity within one week. New experts need to be approved according to section 2.1 of the general terms and conditions of contract ("AVB"). After approval, the contractor shall have maximum of four weeks to dispatch the approved expert(s) (either remote or in-country).
3. GIZ has the right to request a replacement of the suggested expert(s) (in line with the AVB of GIZ, sec. 2.1.5 ff.). In that case, the contractor has an additional two weeks to suggest other experts whose qualifications must be at least equivalent to those requested for the given activity.
4. GIZ and the pool manager will agree on the specific allocation arrangements in writing.
5. The short-term expert(s) commissioned will prepare a detailed work plan within a week of being appointed and will submit it to GIZ for further discussion.
6. The short-term expert(s) report and coordinate directly with the pool manager and GIZ during the duration of the assignment. They are expected to work in close cooperation with GIZ long-term advisors and partner staff on site.
7. All outputs (including reports) from the individual assignments as well as follow-up plans must either be submitted to GIZ in electronic form within two weeks of the end of the assignments or be coordinated by other means. GIZ may request interim reports or updates during ongoing assignments.
8. GIZ will confirm that the services requested have been successfully completed.

Requirements on expenditure management and cost control:

- The contractor manages costs and expenditures, accounting processes and invoicing in line with GIZ requirements. Each assignment will be allotted to a cost-output monitoring (KOMP) code by the project. The contractor is required to account its cost according to the KOMP code and indicate the correct code during invoicing (invoice amount categorised by the different KOMP codes). The contractor will provide annual updates on the overall expenditure within the contract.

Monitoring and reporting requirements:

- The contractor plays an active role in the results-based monitoring of the project. Regular monitoring activities must cover at least the following areas
 - Degree to which activities are implemented
 - Degree to which the objectives, indicators and milestones listed in section 2.2 of these ToRs have been achieved
 - Results that have occurred in the contractor's sphere of responsibility
 - Results that have occurred outside the contractor's direct sphere of responsibility
 - Risks

The contractor reports to GIZ regularly in accordance with the version of the General Terms and Conditions of Contract for supplying services and work on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ AVB) that is applicable to this contract. These reports should be provided on an annual basis in English. The reports will list the activities undertaken, assignments completed including deliverables and the corresponding days of work utilized.

Requirements for company-wide learning, knowledge and innovation:

The contractor's experts may be requested to present their areas of work to GIZ's sector networks such as the Sector Network for Health and Social Protection for the purpose of showcasing best practices. The contractor may also be required to provide support in implementing a project evaluation with special emphasis on ensuring effectiveness of the knowledge management process.

Backstopping requirements:

The contractor ensures appropriate backstopping. The following services form part of the standard backstopping package. In accordance with GIZ's General Terms and Conditions for supplying services and work on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH, these services – as well as the ancillary personnel costs – must be priced into the fee schedules of the staff listed in the tender:

- The contractor's responsibility for its own staff;
- Ensuring the flow of information between GIZ and the contractor's field staff;
- Process-oriented technical and conceptual steering of the consulting services;
- Steering adaptations to changing framework conditions;
- Performance monitoring;
- Ensuring the administrative management of the project;
- Ensuring compliance with reporting requirements;
- Technical support by the contractor's staff for its personnel on the ground;
- Making local use of and sharing the lessons learned by the contractor with the GIZ team.

2.4 Data protection and information security

The provisions on data protection and information security of the current version of GIZ's General Terms and Conditions of Contract (section 1.11 Data protection) apply.

The performance of the contract may be associated with the processing of personal data by the contractor, such as (but not limited to) names and contact information. In such cases, the contractor shall act as an independent DATA CONTROLLER and must alone comply with ALL applicable data protection obligations, including those stemming from regional and local laws. The contractor shall process personal data only when a given goal cannot be reasonably attained without such data. The data protection principles such as lawfulness, data minimization, accuracy, purpose limitation, storage limitation, transparency, integrity and confidentiality, and accountability, as well as the numerous rights of the data subject must be paid due attention. The GIZ is NOT in any way responsible for such processing.

Whenever the contractor executes the instructions of a partner to the GIZ with regard to such processing, the partner shall be the data controller, and the data processing shall be carried out in accordance with the partner's instructions as well as laws and standards to which it is subject.

If the contractor is not subject to the GDPR and the applicable laws do not contain any explanation on the data protection principles and rights mentioned here, the definitions and meanings provided by the GDPR (Regulation (EU) 2016/679) should be considered.

2.5 Other requirements

Safeguards and gender measures with specific reference to services:

In order to promote gender equality and avoid or mitigate possible unintended negative impacts in its area of responsibility, the contractor should implement the following measures:

- Gender equality:
The contractor shall ensure that staff deployed consider risks and unintended negative impacts in the areas of gender equality.
- Environmental protection and climate action (climate change mitigation/adaptation):
The contractor shall ensure that staff deployed consider risks and unintended negative impacts in the areas of environmental protection and climate change.
- Conflict and context sensitivity:
The programme operates in a high-risk context. There are risks of corruption, political elitism and the lack of transparency within the government system. There is a need to strengthen the role of citizens' involvement in decision-making and improve effectiveness and transparency of public services. **Risk mitigation measures must therefore be stated very clearly in the proposal by the contractor(s).**
- Human rights:
The contractor is required to adhere to the following human rights policies and standards throughout the duration of the contract:
 - Universal Declaration of Human Rights: The contractor must ensure that all activities comply with the principles outlined in the Universal Declaration of Human Rights.
 - UN Guiding Principles on Business and Human Rights: The contractor must follow the UN Guiding Principles on Business and Human Rights, ensuring that human rights are respected in all business operations and supply chains.
 - ILO Core Labour Standards: The contractor must comply with the International Labour Organization's core labour standards, including the prohibition of forced labour, child labour, discrimination, and the right to collective bargaining.

- GIZ Human Rights Policy: The contractor must adhere to GIZ's Human Rights Policy, which includes respecting and protecting human rights in all corporate processes and project activities.
 - Due Diligence Obligations: The contractor must implement due diligence measures to identify, prevent, and mitigate human rights risks in their operations.
 - Reporting and Monitoring: The contractor must reporting any human rights violations in their field of operations.
- Security precautions:
For in country assignments the contractor is to contact GIZ for a security briefing with the GIZ Risk Management and adhere to their rules and requirements at all times.

The contractor's staffing profile should be balanced in terms of gender and age.

3. Technical-methodological concept

In this section, the tenderer is required to reflect on the objectives and terms of reference of the tender at hand, describe the partner system and its processes in the area of responsibility and present the technical-methodological concept for completing the tasks listed in section 2 and achieving the set objectives. In addition, the tenderer must describe the design of the project management process.

3.1 Interpretation of objectives (section 1.1 of the assessment grid)

The tenderer is required to interpret the objectives for which it is responsible (section 1.1.1 of the assessment grid). Simple repetition of the objectives formulated in section 2 of the ToRs is not desired. Particularly, it shall be explained how the bidder would react to the dynamic aspects of the implementation which includes the continuous adaptation of the strategy to the needs of the partner in order to achieve the outputs indicated in section 2.

(section 1.1.2: Not applicable)

3.2 Processes and actors in the partner system (section 1.2 of the assessment grid)

– Not applicable –

3.3 Strategy (section 1.3 of the assessment grid)

– Not applicable –

3.3.1 Strategic approach to achieving the objectives mentioned in the ToRs (section 1.3.1 of the assessment grid)

– Not applicable –

3.3.2 Building partnerships with the relevant actors

(section 1.3.2 of the assessment grid)

– Not applicable –

3.3.3 Approaches for leverage effects and measures for scaling-up

(section 1.3.3 of the assessment grid)

– Not applicable –

3.3.4 Consideration of environmental and social compatibility requirements

(section 1.3.4 of the assessment grid)

Gender equality

– Not applicable –

Environmental protection and climate action (climate change mitigation/adaptation)

– Not applicable –

Conflict and context sensitivity

– Not applicable –

Human rights

– Not applicable –

3.4 Project management

(section 1.4 of the assessment grid)

In this section, the tenderer describes the procedure for coordination with GIZ or the project and explains its monitoring procedure.

3.4.1 Operational plan

(section 1.4.1 of the assessment grid)

– Not applicable –

3.4.2 Coordination with GIZ or the commissioning project

(section 1.4.2 of the assessment grid)

In the tender, the tenderer is required to describe the procedure for coordinating with GIZ or with the commissioning project. The tenderer shall explain how he will manage the requests from the GIZ project team and how he will mobilize the expertise needed.

Further the bidder shall describe how different expertise in the different pools will be combined and managed and how compatibility within the team will be ensured. Further, the bidder shall

explain how its search and recruitment capacity can be expanded during work peaks when additional experts need to be mobilized.

The contractor's team including the short-term experts shall work closely with the GIZ staff assigned as topic leads to jointly prepare and execute the respective activities. A specific GIZ focal point will be assigned to liaise and work with the contractor for the different tasks or work areas. This includes planning the approach, communicating with the government counterparts, providing technical inputs especially regarding the local context, organizing meetings and next steps, implementing activities, and evaluating progress.

Close cooperation with the partner and other stakeholders is also expected. The contractor shall be cognizant of cooperating partners' mandates, capacities, interests and attitudes with regards to the change objectives in the planning and execution of activities. In close coordination with the GIZ focal points for each task / subject area, the contractor shall maintain close working relationships with the partners during the planning and execution of the various tasks.

3.4.3 Steering or coordination of measures with the relevant implementing partner (section 1.4.3 of the assessment grid)

– Not applicable –

3.4.4 Monitoring (section 1.4.4 of the assessment grid)

In the tender, the tenderer is required to describe how it will regularly capture and document the status of completion of the tasks, the achievement of objectives, the results achieved and the risks in the area for which it is responsible in accordance with the specifications set out in section 2.

3.5 Further requirements (section 1.5 of the assessment grid)

– Not applicable –

4. Personnel

The tenderer is required to provide 'experts' for the positions referred to and described (scope of tasks and qualifications) in this section on the basis of corresponding CVs. **The requirements on the format and content of the CVs are described in section 6.**

The qualifications mentioned below correspond to the requirements for achieving the highest number of points in the technical assessment.

'One year of professional experience' is therefore defined as a cumulative 12 expert months with at least 18 expert days per month, provided no diverging definition is specified for individual qualifications.

The contractor will provide a team of experts organised into three specialised pools to deliver demand-driven support across Outputs 1–4 of the SPIRIT programme. Each pool contains complementary expertise, ranging from senior technical advisers to short-term experts with national experience providing field-level implementation support. The experts listed below represent the minimum required profiles; additional experts may be added to each pool by the contractor upon demand and with approval from GIZ.

Key-Expert 1: Expert Pool Coordinator with International Experience (section 2.1 of the assessment grid)

This position is a key expert.

Tasks of key-expert 1:

- Undertake overall responsibility for the coordination and quality of all expert pools (technical and administrative oversight).
- Plan, manage, and quality-assure the assignments of all experts.
- Staff management, in particular identifying the needed short-term experts and ensuring that the right mix of expertise is present in the respective activities within the available budget, planning and managing assignments and supporting experts.
- Serve as the primary focal point for GIZ; ensure information flow and alignment of interventions.
- Ensure that monitoring procedures are carried out, including regular reporting in accordance with deadlines, documentation of expert inputs, results, risks and adaptations.
- Coordinate with GIZ on operational planning, reporting, and financial management of expert days.
- Responsibility for checking the use of the funds and financial planning in consultation with the officer responsible for the commission at GIZ.
- Coordinate with GIZ to ensure the coherence and complementarity of the contractor's services with other activities delivered by the project.
- Ensure that cross-cutting issues (gender, disability inclusion, refugees' inclusion, safeguards) are systematically integrated into the work of all pools.

Qualifications of key-expert 1:

Education/training (section 2.1.1 of the assessment grid):	University degree (e.g. 'master's or German Diplom') in public policy, international development, business administration, project management or related field.
Language (section 2.1.2 of the assessment grid):	Knowledge of English, C1-level in the Common European Framework of Reference for Languages
General professional experience (section 2.1.3 of the assessment grid):	10 years of professional experience in social protection
Specific professional experience (section 2.1.4 of the assessment grid):	3 years of professional experience in coordinating an expert pool

Leadership/management experience (section 2.1.5 of the assessment grid):	5 years of management experience as project team leader or manager
International professional experience outside the country/region of assignment (section 2.1.6 of the assessment grid):	5 years of professional experience outside of Jordan
Professional experience in the country/ region of assignment (2.1.7 of the assessment grid):	– Not applicable –
Experience in the field of development cooperation (section 2.1.8 of the assessment grid):	5 years of experience in development cooperation projects
Other (section 2.1.9 of the assessment grid):	– Not applicable –

Expert 2: Pool A “Social Protection & Disability Inclusion, Social Protection & Refugee Inclusion, Monitoring & Evaluation, and Capacity WORKS” with 4 experts with international experience (section 2.2 of the assessment grid)

A CV **for each expert** must be added to the tender.

The actual number of experts assigned from the pool may differ from the number of experts required in section 4 of the Terms of Reference. For experts not named in the tender because their profiles are requested during the implementation period based on specific needs of partner organisations, GIZ must confirm before the assignment that their qualifications match the requirements of the detailed description of the respective activity package.

Tasks of expert pool A:

- Experts on **Social Protection and Inclusion of Refugees / People with Disabilities:**
 - Provide expert knowledge and technical advice, specifically in the areas of social protection systems strengthening, disability inclusion, and refugee inclusion within national systems.
 - Support the Pool Coordinator in the detailed design of measures in their related expert areas, ensuring that the interventions reflect international/regional best practice and are adapted to the Jordanian context.
 - Implement the required technical measures within their respective areas of expertise and contribute to the production of high-quality deliverables (e.g. guidelines, SOPs, referral standards, training inputs, recommendation documents) in close cooperation with GIZ, MoSD and other partner institutions in Jordan.

- Present findings, recommendations and advisory outputs to government counterparts, GIZ, and relevant stakeholders in Jordan.
- Contribute to capacity development measures by advising on the technical content of trainings, coaching modules and knowledge products and provide trainings for core staff at ministerial level (ToT approach).
- Expert on **M&E**:
 - Provide conceptual and operational support to strengthen SPIRIT and PARTner II RBM system, including development of M&E tools aligned with module and output indicators and the requirement for reporting on Standard Indicators.
 - Support to baseline, mid-term and endline assessments; analysis of monitoring findings to inform learning loops and adaptive management.
 - Design and implementation of project quantitative evaluation methodologies such as KOMPASS to capture partner and target-group perspectives and identify unintended effects.
 - Quality assurance of annual progress and final reports to BMZ and contribute to the content based on the RBM findings.
- Expert on **Capacity Works**:
 - application of the GIZ Capacity WORKS framework across SPIRIT and PARTner II projects cycle (preparation and guidance of the team for the development of the mandatory capacity works tools as well as their regular update).
 - Support the conceptualisation, preparation, coordination and facilitation of external events, workshops and community meetings with partners as well as internal events, workshops with project team

Qualifications of expert pool A:

Education/training (section 2.2.1 of the assessment grid):	4 experts with each a university degree (e.g. 'master's or German Diplom') in International Development, Social Protection, Public Policy, Social Sciences, Communication, Programme Evaluation or a related field
Language (section 2.2.2 of the assessment grid):	1 expert (Social Protection and Disability Inclusion) with knowledge of English, C1-level in the Common European Framework of Reference for Languages (1 out of 10 possible points) 1 expert (Social Protection & Refugee Inclusion) with knowledge of English, C1-level in the Common European Framework of Reference for Languages (1 out of 10 possible points) 1 expert (M&E) with knowledge of English C-1 level in the Common European Framework of Reference for Languages (2 out of a possible 10 points) and Arabic C1-level in the Common European Framework of Reference for Languages (2 out of a possible 10 points)

	1 expert (Capacity WORKS) with knowledge of English C-1 level in the Common European Framework of Reference for Languages (2 out of a possible 10 points) and Arabic C1-level in the Common European Framework of Reference for Languages (2 out of a possible 10 points)
General professional experience (section 2.2.3 of the assessment grid):	2 experts with 15 years of professional experience in the Social Protection sector each (6 out of 10 possible points) 1 expert (M&E) with 5 years of professional experience (2 out of 10 possible points) 1 expert (Capacity WORKS) with 5 years of professional experience (2 out of 10 possible points)
Specific professional experience (section 2.2.4 of the assessment grid):	1 expert (Social Protection and Disability Inclusion) with 7 years of professional experience in the inclusion of persons with disabilities in national social protection systems (3 out of a possible 10 points) 1 expert (Social Protection and Refugee Inclusion) with 7 years of professional experience in refugee inclusion into national social protection systems and coordination with organisations working in the humanitarian–development nexus (3 out of a possible 10 points) 1 expert (M&E) with 7 years of professional experience in monitoring and evaluation / results-based management in development cooperation projects, including indicator-based monitoring and qualitative methods (2 out of a possible 10 points) 1 expert (Capacity WORKS) with 5 years of professional experience in GIZ Capacity WORKS application (2 out of a possible 10 points)
Leadership/management experience (section 2.2.5 of the assessment grid):	– Not applicable –
International professional experience outside the country/region of assignment (section 2.2.6 of the assessment grid):	4 experts with 5 years of professional experience outside of Jordan each

Professional experience in the country/ region of assignment (2.2.7 of the assessment grid):	1 expert (Social Protection and Disability Inclusion) with 3 years of professional experience in the MENA region (4 out of 10 points) 1 expert (Social Protection and Refugee Inclusion) with 3 years of professional experience in the MENA region (4 out of 10 points) 1 expert (M&E) with 1 year of professional experience in the MENA region (1 out of 10 points) 1 expert (Capacity WORKS) with 1 year of professional experience in the MENA region (1 out of 10 points)
Experience in the field of development cooperation (section 2.2.8 of the assessment grid):	- Not applicable -
Other (section 2.2.9 of the assessment grid):	– Not applicable –

Expert 3: Pool B ‘Community Engagement, Communications & Visibility and Capacity Development & Training Experts’ with 3 experts with national experience (section 2.3 of the assessment grid)

A CV **for each expert** must be added to the tender.

The actual number of experts assigned from the pool may differ from the number of experts required in section 4 of the Terms of Reference. For experts not named in the tender because their profiles are requested during the implementation period based on specific needs of partner organisations, GIZ must confirm before the assignment that their qualifications match the requirements of the detailed description of the respective activity package.

Tasks of expert pool B:

Experts in this pool provide conceptual and strategic support in the areas of community engagement, training and capacity development of national partners, and communications and visibility. Tasks of the pool include:

- Expert on **Community Engagement**: Design community engagement measures to support outreach to refugees and members of host communities with disabilities, and caregivers, including awareness-raising on disability identification, social services, referral mechanisms and independent-living support.
- Expert on **Training & Capacity Development**: Conceptualize and design training and capacity development activities for MoSD at ministry level and for field staff, in the centres and other national partners (OPDs, etc); support the rollout of training modules on standardised referral mechanisms and on strengthen the competencies of MoSD

field staff in the area of independent-living (Output 2.1 and Output 3.1); Apply participatory adult learning methodologies suitable for government frontline personnel.

- Expert on **Communications and Visibility**: Produce communication outputs and materials to support outreach and awareness raising (texts, adapted formats, visuals); Facilitate storytelling, case documentation and “project branding”.

Qualifications of expert pool B:

Education/training (section 2.3.1 of the assessment grid):	3 experts with each a university degree (e.g. bachelor's or master's) in Social Sciences, Communications, Social Work, Development Studies or another relevant field.
Language (section 2.3.2 of the assessment grid):	3 experts with each knowledge of English C-1 level in the Common European Framework of Reference for Languages (3 out of 10 possible points) and Arabic C1-level in the Common European Framework of Reference for Languages (7 out of 10 possible points)
General professional experience (section 2.3.3 of the assessment grid):	– Not applicable –
Specific professional experience (section 2.3.4 of the assessment grid):	1 expert with 7 years of professional experience in community engagement and outreach with vulnerable groups (especially refugees with disabilities) (3 out of a possible 10 points) 1 expert with 7 years of professional experience in training and capacity development for government partners in the social sector (3 out of a possible 10 points) 1 expert with 7 years of professional experience in development cooperation communications, including donor visibility and stakeholder communication (4 out of a possible 10 points)
Leadership/management experience (section 2.3.5 of the assessment grid):	– Not applicable –
International professional experience outside the country/region of assignment (section 2.3.6 of the assessment grid):	– Not applicable –

Professional experience in the country/ region of assignment (2.3.7 of the assessment grid):	3 experts with 5 years of experience in Jordan each
Experience in the field of development cooperation (section 2.3.8 of the assessment grid):	3 experts with 5 years of experience in development cooperation projects each
Other (section 2.3.9 of the assessment grid):	– Not applicable –

Expert 4: Pool C “Training Delivery & Outreach Implementation Experts” with 8-12 experts with national experience (section 2.4 of the assessment grid)

The experts in this pool are **not part** of the technical assessment, so **no CVs need to be submitted with the tender**. The qualifications specified for the pool are therefore minimum requirements, the fulfilment of which must be confirmed by GIZ before the experts are assigned

The actual number of experts assigned from the pool may differ from the number of experts required in section 4 of the Terms of Reference.

Tasks of the expert pool C:

Experts in this pool deliver **on-the-ground implementation** of outreach, mobilisation and training activities. They do not design concepts, strategies or curricula. All implementation tasks are based on templates, tools and methods developed by the Key Experts and Pool B experts.

Outreach Implementation Experts (primarily focused on refugees with disabilities)

- Collect structured feedback on challenges faced by refugees with disabilities
- Conduct targeted outreach to refugees with disabilities and their families
- Connect refugees and members of host communities with disabilities to appropriate MoSD facilities and services

Training Delivery & Coaching Experts

- Deliver training sessions and coaching modules to MoSD frontline staff (centres, field directorates, NAF offices) on referral standards, use of digital systems and disability-inclusive social service delivery following pre-developed curricula
- Conduct on-the-job coaching to ensure MoSD staff understand and apply referral mechanisms and case management correctly (Output 2.1).
- Facilitate refresher sessions, practice simulations, and role play using provided guidance.
- Document training participation, quality observations and application challenges

Qualifications of the expert pool C:

Education/training:	All experts in this pool should have a university degree (e.g. bachelor's or master's) in one of the fields: Social
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	Sciences, Community Development, Education, or another social-sector-relevant field.
Language:	All experts with knowledge of Arabic in C1-level and English in B2-level in the Common European Framework of Reference for Languages
General professional experience:	– Not applicable –
Specific professional experience:	All experts with 5 years of professional experience in the areas of outreach and mobilization with refugees with disabilities and with experience delivering training and coaching to government officials
Leadership/management experience:	– Not applicable –
International professional experience outside the country/region of assignment:	– Not applicable –
Professional experience in the country/ region of assignment:	All experts with 5 years of professional experience in Jordan
Experience in the field of development cooperation:	– Not applicable –
Other:	– Not applicable –

Expert 5: Pool D “Digitalisation & Software Development Experts” with up to 2 experts with national experience (section 2.5 of the assessment grid)

In derogation from the number of experts mentioned above, 1 CV must be added to the tender. The ability of the tenderer to offer the pool of experts required here is assessed solely on the basis of this exemplary CV.

The actual number of experts assigned from the pool may differ from the number of experts required in section 4 of the Terms of Reference. For experts not named in the tender, GIZ must confirm before the assignment that their qualifications are equivalent to those of the short-term experts proposed in the tender.

Tasks of the expert pool D:

Digitalisation & Systems Architecture Expert

The experts are responsible for providing technical inputs to the strategic design, planning and quality assurance of digitalisation activities supporting Outputs 1, 2 and 3. Tasks include:

- Provide overall direction for the digital case management system supporting referral pathways (Output 2.1) and the addition of disability-related services into Sanad App (Output 2.2).

- Develop system architecture, workflows, data models, and interoperability/API specifications.
- Ensure compliance with accessibility standards (e.g. WCAG), cybersecurity, data protection and secure coding principles.
- Coordinate technical requirements with MoSD IT units, HCD, MoDEE and other stakeholders as needed.
- Support the development of an interoperability framework for disability-inclusive social protection through technical guidance on data standards, system integration, and governance, aligned with national e-government standards.
- Develop a digital sustainability and institutionalisation framework covering governance, institutional ownership, long-term maintenance, knowledge transfer, and the use of open standards to ensure the sustainability of supported digital solutions.
- Compile Terms of Reference for additional support for the development and customisation of software, systems integration, testing and quality assurance, and data protection and security, and provide quality assurance and validation for developed deliverables if necessary
- Explore and advise on the responsible adoption of AI-enabled solutions to enhance accessibility, service delivery, referral processes, and decision support, through a structured pilot–evaluate–scale approach, ensuring context-appropriate and viable solutions.

Qualifications of the expert pool D

Education/training (section 2.5.1 of the assessment grid):	1 expert with a university degree (e.g. bachelor's or master's) in Computer Science, Software Engineering, Information Systems, Social Sciences or a related field.
Language (section 2.5.2 of the assessment grid):	1 expert with knowledge of English C1-level
General professional experience (section 2.5.3 of the assessment grid):	1 expert with 7 years of professional experience in digital transformation of social protection systems
Specific professional experience (section 2.5.4 of the assessment grid):	1 expert with 5 years of professional experience in designing system architecture, workflows and data models for digital case management systems
Leadership/management experience (section 2.5.5 of the assessment grid):	– Not applicable –
International professional experience outside the country/region of assignment (section 2.5.6 of the assessment grid):	– Not applicable –
Professional experience in the country/ region of assignment (2.5.7 of the assessment grid):	1 expert with 3 years of experience in Jordan

Experience in the field of development cooperation (section 2.5.8 of the assessment grid):	– Not applicable -
Other (section 2.5.9 of the assessment grid):	– Not applicable –

UN DESA regions are defined as East Africa, Central Africa, North Africa, Southern Africa, West Africa, South America, the Caribbean, Central America, North America, Central Asia, East Asia, South Asia, Southeast Asia, West Asia/Middle East, Eastern Europe, Northern Europe, Southern Europe, Western Europe, Australia, Melanesia, Micronesia and Polynesia; refer to [USND methodology](#) for country assignment.

The tenderer must assign all the proposed experts to the required qualifications and clearly present them in a separate table preceding the CVs. The summary presentation must mention only qualifications that are actually indicated in the CVs. Professional experience must be evidenced by meaningful references in the CVs. It is advisable to make explicit reference to each example of professional experience.

Soft skills of team members

In addition to their specialist qualifications, all team members are also expected to have the following qualifications:

- Team skills
- Initiative
- Communication skills
- Sociocultural and intercultural skills
- Efficient partner- and client-oriented working methods
- Interdisciplinary thinking

Soft skills are not evaluated.

Staff presentation

(section 2.11 of the assessment grid)

– Not applicable –

5. Costing requirements

In your tender, please do not deviate from the specification of inputs required in these ToRs (the number of experts and expert days, the budget specified in the price schedule). This is part of the competitive tender and is used to ensure that the tenders can be compared objectively. Please note: only services that were commissioned by GIZ and rendered by the contractor will be remunerated. We would also like to point out that it may not be necessary to make use of the total number of proposed expert days.

5.1 Assignment of experts

The number of expert days corresponds to full working days.

Expert	Expert days in the country of residence /remote	Availability of expert in the country of assignment* in expert days	Expert days in total	Consecutive stay > 3 months (see General Terms and Conditions, section 3.6.2)	Number of international flights	Number of national flights
Key-Expert 1: International Expert Pool Manager	80	6	86	No	2	-
Expert 2: Expert Pool A	200	166	366	No	15	-
Expert 3: Expert Pool B	-	170	170	No	-	-
Expert 4: Expert Pool C	-	500	500	No	-	-
Expert 5: Expert Pool D	-	80	80	No	-	-

5.2 National administrative staff

– Not applicable –

5.3 Travel expenses

5.3.1 Travel – sustainability considerations

GIZ would like to reduce greenhouse gas emissions (CO₂ emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, for example by selecting the lowest-emission booking class (economy) or using means of transport, airlines and flight routes that are more CO₂-efficient. For short distances, travel by train (second class) or e-mobility are the preferred options.

CO₂ emissions caused by air travel must be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance](#) has published a [list of standards](#) (only in German available). GIZ recommends using the standards specified there.

5.3.2 Travel expense requirements

The travel expenses must be costed as follows by the contractor:

Travel expenses item	Quantity/budget
Total number of international flights	Up to 17 flights
Total number of regional/national flights	Not applicable
CO ₂ offsets for flights	EUR 1,700 An unalterable budget for CO ₂ offsets for settlement against evidence is specified.
Transportation costs (transfer costs and transportation costs in Jordan for all experts)	EUR 25,320 An unalterable budget for transportation costs for settlement against evidence is specified.
Per-diem allowances	Up to 172 travel days
Accommodation allowances	Up to 172 travel days
Visa acquisition costs	up to 17 flights

Per-diem allowances are reimbursed as a lump sum up to the maximum amounts permissible under tax law for each country as set out in the country table in the circular from the German Federal Ministry of Finance on travel expense remuneration (download at <https://www.bundesfinanzministerium.de>).

In addition, for the following items, reasonable costs can be settled against evidence up to the proposed amount.

- Flight costs
- Transfer costs
- Visa acquisition costs

Notes on the settlement of accommodation allowances outside Germany:

For the country Jordan, tenderers may offer accommodation allowances up to EUR 134. This is the maximum amount permissible under tax law as per the BMF circular on travel expense reimbursement.

- If the contractor offers accommodation allowances at up to 75% (EUR 100.50) of the maximum amounts permissible under tax law as per the BMF circular on travel expense reimbursement, the expenses will be reimbursed **on a lump-sum basis** in the contractually agreed amount.
- If the contractor offers accommodation allowances at between 75% and 100% (EUR between EUR 100.50 and EUR 134.00) of the maximum amounts permissible under tax law as per the BMF circular on travel expense reimbursement, the corresponding **evidenced expenses** will be reimbursed up to the contractually agreed amount.

5.4 Materials and equipment

– Not applicable –

The contractor is expected to ensure that electronical equipment such as laptops and related electronic means is available to their experts (already owned by the experts). No equipment costs are calculated for

5.5 Operating costs in the country of assignment

– Not applicable –

Office space will be provided either at GIZ or at the Partner organisations and is therefore not part of the financial offer.

5.6 Workshops, education and training

Workshop budget: **EUR 107,000**

The fixed, unalterable budget above is earmarked for workshops and entered in the price schedule. The budget includes the following costs relating to the planning and running of workshops:

Please delete where not applicable or add information if necessary:

- Room hire
- Technical systems
- Translation/interpreting services
- Catering
- Workshop materials
- Travel expenses for partner experts (subsistence, accommodation, travel costs)
- Other costs relating to the workshops

The budget does not include the fees and travel expenses for the contractor's experts incurred in connection with the planning and running of the workshops. These are covered by the corresponding number of expert days and travel expenses (see sections 5.1 and 5.3 above).

5.7 Local contributions

– Not applicable –

5.8 Other costs

– Not applicable –

5.9 Flexible remuneration item

Budget for flexible remuneration: **EUR 86,400**

The fixed, unalterable budget above is earmarked in the price schedule for flexible remuneration. Flexible remuneration is intended to facilitate the flexible management of the contract by the commission manager at GIZ. The contractor can make use of the funds in accordance with section 3.6.5.7 of the General Terms and Conditions.

6. Requirements on the format of the tender

The structure of the tender must correspond with the structure of the ToRs. It must be legible (for example Arial, font size 11 or larger) and clearly formulated. The technical tender must be written in **English**.

The technical-methodological concept of the tender (section 3 of the ToRs) must not exceed **10 pages** (not including the cover page, list of abbreviations, table of contents, brief introduction and CV for the backstopper). Additional annexes not requested will not be assessed. External content (e.g. links to websites) will also be disregarded.

The CVs of the staff proposed in accordance with section 4 of the ToRs must be in the EU format and not more than four pages in length. The CVs must also be submitted in English.

The CVs must clearly and unequivocally show what position the proposed person held, which tasks they performed and how long they worked during which period in the specified references. **The references contained in the CVs must therefore include the following information:**

- Name of the company/organisation/reference project in which the expert worked
- Position held and task(s) performed by the expert in the company/organisation/reference project
- Work outcomes or products produced by the expert, or expert's contribution to the completion of these outcomes and projects (if relevant)

- Duration of the expert's assignment in the company/organisation/reference project per calendar year in full-time expert days, weeks or months (for example: 2019: 2 months, 2020: 10 months, 2021: 1 month)
- Leadership experience/management: clear information on the reference projects or fixed positions within the company/organisation in which the requirements specified in section 4 were fulfilled (for example, period, number of persons for whom the expert had disciplinary responsibility, project budget) (if relevant)
- International professional experience/professional experience in the country of assignment: clear information on the reference projects or fixed positions in the company/organisation in which the requirements specified in section 4 were fulfilled (for example, actual duration of assignment on the ground in full-time expert days, weeks or months) (if relevant)

In order to facilitate the assessment, we request that you number the references sequentially and provide only references that are clearly related to the object of this tender.

7. Options or follow-on contract

7.1 Option to expand the service content/extend the contract term pursuant to section 132 (2) no. 1 German Act against Restraints of Competition (GWB)

GIZ can exercise the following option if it wishes to expand the tendered services. This is described in detail below.

Nature and scope:

While retaining the overall character of the contract, there is a possibility of GIZ continuing to obtain the services specified in section 2 of these Terms of Reference and/or of expanding the contract to include further services of the same kind.

The contractor may be requested to organise and facilitate one or more study visits to selected countries or regions, depending on the interests of the project partners and emerging project needs. The destination, thematic focus and scope of the study visit(s) will be defined at a later stage.

Tasks may include identifying suitable host institutions, developing the programme, arranging meetings and site visits, facilitating technical exchanges, and providing logistical support throughout the visit. The objective is to enable participants to gain practical insights into relevant good practices, including governance, digitalisation, social protection and disability inclusion, where applicable.

The overall contract term must not exceed three times the original contract term, and the overall contract value must not exceed twice the original contract value.

Precondition:

GIZ's commissioning party extends and/or provides additional funding for the current project or commissions a follow-on project and/or an agreement is concluded to provide cofinancing for the measure.

**7.2 Option to procure materials and equipment pursuant to section 132 (2) no. 1
German Act against Restraints of Competition (GWB)**

– Not applicable –

**7.3 Follow-on contract pursuant to Section 14 (4) no. 9 German Ordinance on the
Award of Public Contracts (VgV)**

Pursuant to Section 14 (4) no. 9 VgV, GIZ reserves the right to award a follow-on contract to the contractor in order to procure similar services.

Scope of possible services:

The term of the follow-on contract must not exceed twice that of the original contract, and the value of the follow-on contract must not exceed twice that of the original contract.

Condition: The above option is subject to GIZ receiving a commission from the commissioning party or the conclusion of an agreement for cofinancing of the measure. Any follow-on contract must be awarded within three years of the award date of the original contract.

A follow-on contract under 7.3 can be considered only as an alternative to the option in 7.1.

8. Annexes

National Social Protection Strategy NSPS 2025 – 2033 (English Summary)

The National Strategy on Deinstitutionalization for People with Disabilities