

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

CONFIDENTIAL

Project title:	Processing number/cost centre:
Partnerships for Sustainable Trade	G-012502-010
Country:	Internal order:
Germany, Africa, Asia, Eastern Europe	I-012502020000
Subject of the tender procedure:	Tender number:
Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe	10016015

0. List of abbreviations	3
1. Context.....	4
2. Tasks to be performed by the contractor	7
2.1 Term	7
2.2 Services to be provided and requirements to be met by the contractor	8
2.3 Project and knowledge management requirements	10
2.4 Data protection and information security	12
3. Technical-methodological concept.....	13
3.1 Interpretation of objectives (section 1.1 of the assessment grid).....	13
3.2 Processes and actors in the partner system (section 1.2 of the assessment grid)	14
3.3 Strategy (section 1.3 of the assessment grid).....	14
3.4 Project management (section 1.4 of the assessment grid)	14
3.5 Further requirements (section 1.5 of the assessment grid)	15
4. Personnel.....	15
5. Costing requirements	20
5.1 Assignment of experts.....	20
5.2 National administrative staff	21
5.3 Travel expenses	21
5.4 Materials and equipment	22
5.5 Operating costs in the country of assignment.....	22
5.6 Workshops, education and training.....	22
5.7 Local contributions	22
5.8 Other costs	23
5.9 Flexible remuneration item.....	23
6. Requirements on the format of the tender	23
7. Options or follow-on contract	24
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).....	24

**Subject of the tender procedure: Support to implementation
of trade facilitation projects in Asia, Africa and Eastern
Europe**



Transaction number: 10016015

7.2	Option to procure materials and equipment pursuant to section 132 (2) no. 1 German Act against Restraints of Competition (GWB)	24
7.3	Follow-on contract pursuant to Section 14 (4) no. 9 German Ordinance on the Award of Public Contracts (VgV)	24
8.	Annex.....	25

**Subject of the tender procedure: Support to implementation
of trade facilitation projects in Asia, Africa and Eastern
Europe**

Transaction number: 10016015



0. List of abbreviations

AEO	Authorized Economic Operator
AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
BMF	German Federal Ministry of Finance
BMZ	German Federal Ministry of Economic Cooperation and Development
Cat.	Category
CV	Curriculum Vitae
DC	Development cooperation
ePhyto	Electronic phytosanitary certificate
EU	European Union
FK	Expert
FKT	Expert days
GATF	Global Alliance for Trade Facilitation
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
KZFK	Short-term expert
LDC	Least developed country
PST	Partnerships for Sustainable Trade
SOPs	Standard operating procedures
TFA	Trade Facilitation Agreement
ToR	Terms of reference
WTO	World Trade Organization

1. Context

Background

Many developing countries and emerging economies are negatively impacted by trade constraints resulting from red tape in the form of complicated customs documents, import surveillance and border procedures that lack transparency. High transaction costs make it difficult for them to tap into global value chains and make their businesses less competitive. Many enterprises are thereby denied opportunities to grow through trade.

In 2017, the World Trade Organization's (WTO) Trade Facilitation Agreement (TFA) entered into force with the objective to simplify, modernize and harmonize export and import processes in order to facilitate the cross-border movements of goods. It also establishes measures for effective cooperation between customs and other relevant authorities on trade facilitation and customs compliance. Additionally, it contains provisions for technical assistance and capacity building. Measures to facilitate trade play an important role across a variety of policy areas and sectors. They have a positive effect on food security, rural development, consumer protection, investment promotion and good governance among others.

Project rationale

The GIZ global program "Partnerships for Sustainable Trade" (PST) has been commissioned by the German Federal Ministry of Economic Cooperation and Development (BMZ) to establish measures that facilitate trade and support environment and climate protection. Its duration is from 07/2024 to 12/2027. The program focuses on implementing the Trade Facilitation Agreement of the World Trade Organization (WTO) and promotes cooperation between companies, business and trade associations as well as state institutions. As an implementation partner of the Global Alliance for Trade Facilitation (the Alliance), it aligns development objectives with economic interests. The Alliance supports low and middle-income countries in streamlining trade-related processes to move goods across their borders as quickly, safely, and cost-effectively as possible. The Alliance is an initiative that puts public private partnership at the heart of its approach to trade reform, believing that governments and businesses of all sizes working together represents the best way of delivering transformative, positive change. The Alliance is jointly hosted by the World Economic Forum, the International Chamber of Commerce and the Center for International Private Enterprise and works in cooperation with the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH. It is currently funded by the governments of Canada, Germany, Sweden and the European Union (EU).

Program measures include:

- Planning and implementing trade facilitation measures in various countries in Africa, the Balkans, and Asia;
- Increasing efficiency and reducing customs clearance costs by digitising processes and commercial documents;
- Simplifying import and export procedures in developing and least developed countries (LDCs) through digital solutions and public-private partnerships;
- Supporting developing countries in representing their interests in the multilateral trading system and in the WTO.

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe



Transaction number: 10016015

The program is co-funded by different donors. At the beginning of 2025, the EU joined the Alliance as a new donor through co-funding the GIZ program. The EU contribution to the Alliance focusses on strengthening trade facilitation in least developed countries. Further co-financing comes from the World Trade Organisation (WTO) for the implementation of projects of the WTO Trade Facilitation Assistance Facility and by the EU Delegation to Madagascar for the implementation of an Alliance project in the country.

Structure of the PST program

The overall objective of the project is:

In countries of the Global South, government, private actors or non-governmental organizations are equipped with improved instruments and competencies for the further development of the multilateral trading system for a Just Transition.

The program is structured in 4 different Outputs:

Output 1: Selected countries of the Global South are equipped with options for action for an inclusive, economic, and ecologically sustainable development of the multilateral trading system.

Output 2: Proven trade facilitation instruments are embedded in selected countries of the Global South.

Output 3: Innovative, climate and environmentally friendly approaches to trade facilitation have been further developed.

Output 4: Trade facilitation instruments are embedded in selected LDCs.

The objective of this tender is to secure technical short-term expertise on trade facilitation for national stakeholders in selected project countries and deliver relevant capacity-building measures. The support provided through short-term experts (STE) pools is expected to focus on Output 2, 3, and 4. These outputs address specific trade facilitation topics in partner countries listed in section 2.2 to achieve measurable improvements in terms of time and money for companies. These in-country projects are designed and implemented under the framework of the Global Alliance for Trade Facilitation with their respective country-level project proposals, workplans, theory of change, logframes, monitoring approach, and steering structures. While projects in Output 2 and 3 have been ongoing since the previous project phase, Output 4 covers mostly new projects through the EU-cofinancing focusing on LDCs. The project scoping phase is currently being concluded, with 6 of the 8 in-country projects expected to start implementation in Q2 and Q3 of 2026. PST project managers oversee and manage the in-country projects mainly from Germany, with support of GIZ national staff based at a regional/bilateral GIZ project in the respective country and services, as described in section 2.2, delivered by short-term experts subject to this tender. The scoping for the two remaining in-country projects under Output 4 is still ongoing, with the final country selection outstanding. Furthermore, the project will also start scoping for new in-country projects under Output 2 in Brazil, Cote d'Ivoire, India, Indonesia, Kenya, South Africa.

Below is a list of all project countries, the respective project topics and project descriptions where they already do exist:

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

Country	Project topics	Short project description
Africa		
Cameroon	Optimizing Airport Clearance for Faster, More Predictable Trade	The initiative focuses on simplifying customs clearance procedures, promoting the digital submission of air cargo data through Customs system, strengthening the capacity of customs officials and private sector stakeholders, and enhancing public-private dialogue to improve coordination, reduce delays, and sustain reforms.
Madagascar	Establish and maintain systems of fees, charges and penalties for services related to the import and export of goods, in accordance with the TFA.	The project contributes to the implementation of the TFA in accordance with the notifications submitted by Madagascar. It will contribute to strengthening Madagascar's capacity to implement Articles 6.1, 6.2 and 6.3 to establish systems of fees, charges and penalties for services related to the import and export of goods, in accordance with the TFA.
Mauritania	Change management, process re-engineering, sanitary certification process	The project aims to strengthen the whole ecosystem of fishery exports through improved capacities for the digital traceability and critical control functions and workflows.
Sierra Leone	Reinforcing Customs IT system (ASYCUDA) capacities	Currently being designed.
Kenya	Supporting Kenya with the implementation of pre-arrival processing (PAP): Transforming the PAP model to a whole of government approach.	The project will focus on implementing the PAP as per Art. 7.1 of the WTO Trade Facilitation Agreement and international best practice. It enables the Kenyan authorities to improve the efficiency and effectiveness of its PAP procedure, which is a key political priority to improve the competitiveness of its economy and the performance of the Port of Mombasa.
Asia		
Bangladesh	Strengthening Maritime Trade Facilitation at Chattogram Port	The project aims to improve Bangladesh's maritime trade competitiveness at Chattogram Port by reducing the time and cost of clearing compliant consignments, strengthening

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

		Customs' risk-based controls and post-clearance audit systems, and enhancing the AEO programme.
Cambodia	Digitising Permit Processes	Currently being designed
Nepal	Optimising Airport Clearance for Express Consignments	The project will strengthen risk-based processing by improving the use of pre-arrival data and developing tailored risk profiles within the ASYCUDA World system, enabling faster clearance for low-risk shipments while improving the targeting of high-risk goods. It will also operationalise simplified procedures for low-value consignments through clearer eligibility criteria, streamlined documentation requirements and more consistent application of priority processing.
Europe		
Bosnia Herzegovina	Digitalizing Express and Postal Clearance Processes	This initiative supports the upgrade of BiH's national ASYCUDA World customs system and introduces ASYHUB Post, which will allow postal and express shipment data to be shared electronically in advance.

It is expected that experts will work both home-based and in-country. Places of assignment will be agreed upon among GIZ and the consulting firm on a case-by-case basis, with approx. half of the work likely taking place in-country. The assignments, as specified in section 2.2 of the ToR, are expected to take place in the above listed project countries. Most experts in the different expert pools are required to demonstrate international expertise in specific technical areas, but national expertise will also be required according to the requirements specified in section 4 of the ToR.

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. The contract is foreseen to run 18 months from the date of signature, with the options of extension according to section 7 of the terms of reference.

2.2 Services to be provided and requirements to be met by the contractor

The PST program seeks the services of a consulting firm to provide technical experts under different short-term expert (STE) pools, which can be deployed according to the project proposals and operational plans of each project country.

The services will be delivered mainly by short-term experts in form of technical and administrative services for the development and implementation of specific trade facilitation measures in partner countries. The services also cover cross-cutting areas such as stakeholder engagement, workshop and training facilitation, and process management. Specifically, in the context of the respective in-country project workplans, the experts are foreseen to provide expertise in the technical fields described below in 2.2.1 aimed at change management and capacity building of the respective identified border agencies. The services to be delivered in the project countries named in section 1.1 include:

- Conducting analyses and gap assessments on specific IT solutions or processes for customs and other border agencies
- Business process engineering of customs and logistics procedures
- Technically oversee the implementation of IT solutions by IT solution providers
- Support Customs and other partner agencies in developing and implementing change management plans
- Developing and facilitating public-private dialogue formats
- Developing training materials and conducting trainings (specifically train the trainer approaches)
- Potentially, support for the scoping of Global Alliance for Trade Facilitation projects through fact finding missions and concept/proposal development. Several new projects will be designed in the coming months. Potential countries for these new projects include Brazil, Cote d'Ivoire, Kenya, India, Indonesia, South Africa.

2.2.1 Technical areas of support

In the context of this tender, the program seeks specialized technical expertise in the area of trade facilitation and customs modernisation for the implementation of the above-mentioned country-projects. The in-country projects are currently in different stages of preparation. While the focus of the tender lies on the provision of technical expertise for the implementation of the projects under the EU LDC co-financing, it also covers implementation support for the country-projects with funding from BMZ, WTO, and the EU Delegation to Madagascar.

Specifically, the following technical areas within respective work packages are covered through services provided by the STE pools and with the scope as laid out in section 5.1:

Work package 1. Customs modernisation and digitisation, including change management and process optimisation

- Stabilizing and upgrading (ASYCUDA) and other customs management systems;
- Reviewing customs management processes and drafting standard operating procedures (SOPs);

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

- Supporting customs in piloting and rolling-out newly developed IT solutions or re-engineered processes; including specifically for airfreight and express clearance procedures.

Work package 2. Support for specific Customs procedures

- Improving customs workflows for tariff valuation and classification, fall-back and continuity procedures;
- Development and roll-out of advance ruling systems.

Work package 3. Risk management, including Authorised Economic Operator Schemes

- Review existing risk management approaches;
- Revision of selectivity rules;
- Gap analysis of the policy and regulatory framework and on-the-ground implementation;
- Development and proposal of improved risk management systems, approaches, or specific rules, adaptation or extension of existing approaches and systems to cover additional specialised cases, such as perishable goods, express shipments, or low value shipments;
- Development and implementation of preferential schemes for trusted economic operators (Authorised economic operator schemes);
- Pre-arrival processing of manifest information to trigger risk analysis;
- Post Clearance Audits.

Work package 4. Import and export permits/ certificates

- Implementation of the IPPC ePhyto certification solution;
- Development and implementation of processes / digital solutions for issuing (electronic) certificates for fish exports (eFish) as well as for animal products (eVet);
- Digitisation of line Ministry agencies' import/export permit or certification processes (e.g. by Ministry of Agriculture, Bureau of Standards, Animal health board, etc.);
- Process re-engineering, improvement of phytosanitary risk management systems;
- Integration of the approvals/permits into the respective customs management systems and any other relevant platform (e.g. trade single windows);
- Revision of workflows and processes.

2.2.2 Specific requirements for STEs

The contractor must ensure that the deployed experts have the senior and specialist expertise required for the successful implementation of trade facilitation and customs modernisation projects in the partner countries, with a strong focus on change management processes. While strong technical and analytical capabilities are essential, the specific context of the partner countries is usually characterised by limited administrative capacities, organisational cultures resistant to reforms, entrenched and highly politicised interests, and underlying factors that have constraint reform implementation in the past. At the same time, project interventions are inherently limited in time and scope (average project duration is between 18-24 months) yet strongly oriented towards achieving measurable impact for the private sector. Therefore, the project specifically seeks international experts with

demonstrated ability to navigate complex environments and delivering measurable change efficiently within the short project duration.

2.2.3 Assignment duration and average working days

GIZ estimates that expert assignments will have a duration between one month and 1.5 years, with the number of working days ranging from 10 to over 100 days, depending on the scope and duration of the specific assignment. It is expected that the total number of assignments will be around 20. Section 5.1 provides an indication of the allocation of experts.

2.2.4 Expected contribution to workshops, training, and PPD

While it is not expected that the contractor will organize logistically or administratively any events, workshops, PPDs, or trainings by themselves (and correspondingly there is no budget allocated for workshops), the contractor must provide training, technically facilitate workshops or PPDs, and work closely with the respective in-country GIZ officers to support the organization of the respective events technically.

Indicative activities include:

- Preparation of technical briefs, presentations or other inputs for meetings
- Providing technical input during the meetings, reacting to questions
- Facilitate training sessions on specific technical issues
- Development of training programs and materials
- Participate in meetings with the partners for the technical preparation and facilitation of the respective workshops, PPDs, or trainings
- Contribute to the preparation of speaking notes for opening remarks
- Moderation of public private dialogues

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.

For the delivery of the services described in section 2.2, the tenderer is expected to coordinate closely with the respective GIZ project manager responsible for the respective in-country project. Nominated experts from the pool must show the required experience specific to the country-context and thematic focus of the respective project. The tenderer is requested to describe the process for the selection and assignment of the experts in the project management section of the technical proposal. The assignment and replacement of experts require the approval in text form according to section 2.1.4 of the General Terms and Conditions of the contract.

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

Requirements on materials and equipment and operating costs

The contractor makes the required materials, equipment and consumables available and covers their operating and administrative costs.

The experts are required to provide their own IT equipment adequate for implementing the demanded tasks (computer/laptop, camera, microphone, software, stable internet connection with sufficient data volume for video transmission as far as local infrastructure allows, etc.), as well as the necessary knowledge and skills in dealing with digital media and methods.

For virtual consultations, GIZ sends the contractor a link for a Microsoft Teams meeting. It is possible to accept the meeting invitation without a Microsoft Teams account using the respective browser or app. It is the responsibility of the contractor to ensure that Microsoft Teams can be used without restrictions.

Requirements on expenditure management and cost control

The contractor manages costs and expenditures, accounting processes and invoicing in line with GIZ requirements.

Monitoring and reporting requirements

The contractor is required to ensure adequate monitoring of all planned and ongoing expert assignments with a focus on the deliverables agreed in the respective ToR. The monitoring approach is expected to cover at minimum: contract duration, planned working days, used working days, remaining working days, deliverable days, and the number of working days allocated and used for specific deliverables. The contractor is also expected to link individual assignment to the project's Outputs (as specified by the GIZ project managers in the ToR and included in the timesheets).

The contractor reports to GIZ as follows:

Instead of the reporting language stipulated in GIZ's General Terms and Conditions of Contract (German), the contractor provides the following reports in English.

- Inception report no later than 1 month after contract start
- Brief Interim report(s) accompanying all invoices
- Final report, no later than two weeks before the end of the contract

The inception report shall summarize the approach for the management of the STE pools, including timelines for process steps and measures to ensure business continuity in case of absence of the pool manager. The interim report(s) and the final report should provide information about the use of available days in all pools and provide brief summaries of the concluded and ongoing assignments.

Additionally, the contractor is required to produce:

- Brief mission reports following each mission of mobilised experts (within maximum 10 days after end of the official mission date)

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 and who would alone define the nature of such data and how such processing would be carried out. 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 regarding 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.

When the GIZ hires a contractor to develop or upgrade a data processing system on behalf of a local partner, who determines the purposes and means of the data processing activity, the GIZ does not bear ANY responsibility for such processing.

As a data controller, the partner must ALONE comply with all local and regional laws applicable to such processing (including the GDPR, where applicable). Consequently, 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 should be paid due attention.

Data protection by design and by default

The data protection and information security provisions set out in the most recent GIZ AVB (sections 1.7. Confidentiality and 1.11 Data Protection) apply. Wherever personal data is concerned, the digital tool developed or upgraded on behalf of a local partner of GIZ must meet the highest data protection standards, especially those relating to data protection by design and by default, as stated in Annex 1. *“Data protection standards for developing digital tools meant for GIZ's partners”*. The contractor is therefore required to inform GIZ if any applicable national requirement is incompatible with the provisions of this annex.

We equally recommend the partner to conclude data protection agreements with the hosting service provider(s) and the maintenance service provider(s), where applicable. The GIZ would be available to support the partner whenever need arises.

If the contractor is not subject to the General Data Protection Regulation (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.

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 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 objective for which it is responsible. Simple repetition of the objectives formulated in section 2 of the ToRs is not desired. Rather, the tenderer is to describe and interpret the foreseen changes in the partner system supported through the mobilisation of specialised trade facilitation expertise in a generalized manner. The resulting positive impact on the partner systems in the respective mentioned project countries (section 1.1.1 of the assessment grid) should also be presented in a general manner.

The contractor must undertake a critical examination of the ToRs (section 1.1.2 of the assessment grid), by:

- describing their understanding of the project's outputs 2-4 and the project's approach for implementing in-country projects in the framework of the Global Alliance for Trade Facilitation
- briefly summarizing the general approach and success factors for implementing projects in the context of the Global Alliance for Trade Facilitation (www.tradefacilitation.org)
- highlighting the tenderer's understanding of the critical success factors for the effective management of the STE pools to support timely project implementation.

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

n/a

3.3 Strategy
(section 1.3 of the assessment grid)

n/a

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 the project partners and explains its monitoring procedure.

3.4.1 Operational plan
(section 1.4.1 of the assessment grid)

n/a

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 the commissioning project. Specifically, the tenderer describes the procedural steps for the identification, recruitment, mobilisation, and implementation of experts under the pools, defining the role of the pool manager, the interface with the commissioning project, and maximum timeframes for each step. The interface with the commissioning project shall cover the coordination with the contract manager on general project-level as well as the coordination with the respective programme managers on country-project-level. The tenderer is encouraged to prioritize efficiency in the proposed approach.

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

n/a

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 implementation of the contract. Project-level contributions to monitoring will be covered in the detailed description of tasks and workplan of specific expert assignments and are not to be described, instead the tenderer is to describe their approach towards designing

and implementing a contractual and process-oriented monitoring system for the efficient management of the pools. The system is expected to cover the following aspects:

- Number of available and remaining expert days for each pool
- Status of planned and ongoing assignments, covering contract durations, expenditure of working days, and individual deliverables
- Linking the overall progress of the assignments to invoices and payments

In doing so, the tenderer is required to describe how the information that is relevant for monitoring is collected and in what form and at what intervals monitoring data are updated.

3.5 Further requirements

(section 1.5 of the assessment grid)

The tenderer is required to define procedural risks on the side of the tenderer (not project-side risks) that might impede timely implementation of the country-projects with corresponding mitigating measures to ensure timely delivery of services.

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.

Key Expert 1: Pool Manager (section 2.1 of the assessment grid)

This position is a key expert.

Tasks of expert 1: Pool Manager

- Overall responsibility for the advisory packages of the contractor
- Overall quality assurance for the advisory packages of the contractor
- Ensuring the coherence and complementarity of the contractor's services with other services delivered by the project at local and national level
- Staff management, in particular planning and managing the STE assignments and supporting experts
- Responsibility for checking the use of funds and financial planning in consultation with the officer responsible for the commission at GIZ
- Identify and propose at least 2 suitable and available expert profiles for each short-term expert assignment
- Support the short-term experts in their work and ensure quality of the results of their work

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

- Promote cooperation between the short-term experts, the GIZ projects, and the partners
- Administrative processing of the short-term assignments
- Ensuring that monitoring procedures are carried out
- Ensure submission of all required reports specified in this contract within the specified time frame and in line with GIZ requirements (AVB)

Qualifications of expert 1: Pool Manager

Education/training (section 2.1.1 of the assessment grid):	University degree (Bachelor level) on economic or social sciences or project management or similar
Language (section 2.1.2 of the assessment grid):	English language skills, C1-level in the Common European Framework of Reference for Languages (6 out of a possible 10 points), and French language skills, B2-level in the Common European Framework of Reference for Languages (4 out of a possible 10 points)
General professional experience (section 2.1.3 of the assessment grid):	3 years of professional experience in the private sector development consulting sector acquired within the last 5 years since the publication of the tender
Specific professional experience (section 2.1.4 of the assessment grid):	2 years of professional experience working on projects covering trade facilitation and/or Customs modernisation within the last 5 years since the publication of the tender
Leadership/management experience (section 2.1.5 of the assessment grid):	2 years of experience as pool manager or as a backstopper of projects with STE pools for STE pools with at least 500 working days
International professional experience outside the country/region of assignment (section 2.1.6 of the assessment grid):	2 years of experience working as backstopper or pool manager or expert (advisor, project manager, consultant, etc.) on projects in developing countries in Africa and/or Asia (5 out of a possible 10 points), with 1 year on projects in LDCs (5 out of a possible 10 points)
Professional experience in the country/region of assignment (2.1.7 of the assessment grid):	n/a
Experience in the field of development cooperation (section 2.1.8 of the assessment grid):	5 years of experience in the field of development cooperation including internships, trainee, and young professional programmes
Other (section 2.1.9 of the assessment grid):	n/a

Expert 2: Pool 1 ‘Specialized Customs modernisation / trade facilitation experts with international experience’ with 12 experts (section 2.2 of the assessment grid)

In derogation from the number of experts mentioned above, 4 CVs 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 these exemplary CVs.

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

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

must confirm before the assignment that their qualifications are equivalent to those of the short-term experts proposed in the tender.

Tasks of expert pool 1

Exemplary activities include:

- Conducting analyses and gap assessments on specific IT solutions or processes for Customs and other border agencies
- Business process engineering
- Technically oversee the implementation of IT solutions by IT solution providers
- Support Customs and other partner agencies in developing and implementing change management plans
- Developing and facilitating public-private dialogue formats
- Developing training materials and conducting trainings (specifically train the trainer approaches)
- Potentially, support for the scoping of Global Alliance for Trade Facilitation projects through fact finding missions and concept/proposal development

Qualifications of the expert pool 1

Education/training (section 2.2.1 of the assessment grid):	All experts with Masters in Economics or Trade Policy or International Trade or IT or other relevant fields, or technical and vocational training (at least 2 years) in Customs with 6 years of work experience.
Language (section 2.2.2 of the assessment grid):	All experts with English skills, C1-level in the Common European Framework of Reference for Languages (5 out of a possible 10 points), 2 experts with French skills, C1-level in the Common European Framework of Reference for Languages (5 out of a possible 10 points)
General professional experience (section 2.2.3 of the assessment grid):	All experts with 10 years of professional experience in trade facilitation or customs modernisation
Specific professional experience (section 2.2.4 of the assessment grid):	1 expert with 10 years of experience in developing and implementing Customs management systems and related digital solutions (such as ASYCUDA and others) (3 out of 10 points) 1 expert with 10 years of experience in working on risk management systems in Customs (3 out of 10) 1 expert with 10 years of experience in border processes reengineering (2 out of 10) 1 expert with 10 years of technical experience in pre-arrival processing (2 out of 10)
Leadership/management experience (section 2.2.5 of the assessment grid):	n/a
International professional experience outside the	n/a

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

country/region of assignment (section 2.2.6 of the assessment grid):	
Professional experience in the country / region of assignment (2.2.7 of the assessment grid):	Within the last 5 years since the publication of the tender: • 2 experts with 4 assignments of 20 working days or more in 2 different countries in Asia (4 out of a possible 10 points) • 2 experts with 4 assignments of 20 working days or more in 2 different countries in Africa (4 out of a possible 10 points) • 2 experts with 4 assignments of 20 working days or more in 2 different LDCs (2 out of a possible 10 points)
Experience in the field of development cooperation (section 2.2.8 of the assessment grid):	All experts with 5 years of experience in the field of development cooperation
Other (section 2.2.9 of the assessment grid):	All expert with 1 assignment for the Global Alliance for Trade Facilitation within the last 4 years since the publication of the tender.

Expert 3: Pool 2 ‘Specialized Customs modernisation / trade facilitation experts with national experience in Cameroon, or Madagascar’ with 4 experts (section 2.3 of the assessment grid)

In derogation from the number of experts mentioned above, 2 CVs 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 these exemplary CVs.

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 expert pool 2

- Conducting analyses and gap assessments on specific IT solutions or processes for Customs and other border agencies
- Business process engineering
- Technically oversee the implementation of IT solutions by IT solution providers
- Support Customs and other partner agencies in developing and implementing change management plans
- Developing and facilitating public-private dialogue formats
- Developing training materials and conducting trainings (specifically train the trainer approaches)

Qualifications of expert pool 2

Education/training (section 2.3.1 of the assessment grid)	All experts with Masters in Economics or Trade Policy or International Trade and similar fields
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Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

Language (section 2.3.2 of the assessment grid)	All experts with English language skills, B2-level in the Common European Framework of Reference for Languages (3 out of a possible 10 points) and French language skills, C1-level in the Common European Framework of Reference for Languages (7 out of a possible 10 points)
General professional experience (section 2.3.3 of the assessment grid)	All experts with 8 years of professional experience in the area of trade facilitation and trade reform in the context of the WTO Trade Facilitation Agreement
Specific professional experience (section 2.3.4 of the assessment grid)	1 expert with 4 years of professional experience in implementing border management processes focussed on Airport Clearance processes, such as pre-arrival processing, clearance process management/re-engineering, risk management, and similar (5 out of a possible 10 points) 1 expert with 4 years of professional experience in Customs penalties topics and/or Customs trainings and fiscal policy (5 out of a possible 10 points)
Leadership/management experience (section 2.3.5 of the assessment grid)	n/a
International professional experience outside the country/region of assignment (section 2.3.6 of the assessment grid)	n/a
Professional experience in the country/ region of assignment (section 2.3.7 of the assessment grid)	1 expert with 5 years of experience working with border agencies or other airport clearance management-related public sector organisations in Cameroon (5 out of a possible 10 points) 1 expert with 5 years of experience working with border agencies or other trade-related public sector organisations in Madagascar (5 out of a possible 10 points)
Experience in the field of development cooperation (section 2.3.8 of the assessment grid)	All experts with 2 years of experience working with an international organisation or in development cooperation projects
Other (section 2.3.9 of the assessment grid)	n/a

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.

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

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.

5. Costing requirements

In your tender, please do not deviate from the specification of inputs required in these ToRs. 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)
Key Expert 1: Pool Manager	126	0	126	No
Expert 2: Pool 1 - Specialized Customs modernisation / trade facilitation experts with international experience	450	450	900	No
Expert 3: Pool 2 - Specialized Customs modernisation / trade facilitation	0	100	100	No

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

experts with national experience in listed African countries (Cameroon, Madagascar)				
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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

Travel expense budget: EUR 200,000.00

Budget for CO₂ offsets for flights: EUR 4,800.00

An unalterable budget for CO₂ offsets for settlement against evidence is specified.

As the number and duration of the business trips is not yet clear, the above-mentioned unalterable travel expense budget for all trips abroad for all experts is specified in the price schedule. The budget contains the following travel expenses:

- Per-diem allowances and accommodation allowances
- Flights and other transport costs
- Ancillary travel expenses (visa, etc.)

The costs are reimbursed as a lump sum (per-diem allowances 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 the reimbursement of travel expenses (see

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe

Transaction number: 10016015

<https://www.bundesfinanzministerium.de>), or on presentation of evidence (airfares and other main transport costs).

All travel activities must be agreed in advance with the project manager. Travel expenses must be kept as low as possible.

Notes on the settlement of accommodation allowances outside Germany:

- Accommodation allowances up to 75% of the maximum amounts permissible under tax law as per the BMF circular on travel expense reimbursement will be reimbursed **on a lump-sum basis**.
- Accommodation allowances up to the maximum amounts will be reimbursed in the **amount evidenced**.
- Accommodation allowances outside Germany that unavoidably exceed the maximum amount permissible under tax law as stipulated in the BMF circular on travel expense reimbursement **can only be settled against evidence on presentation of a written individual justification**.

All travel activities must be agreed in advance with the project manager. Travel expenses must be kept as low as possible.

Please note: These travel expense items do not cover costs related to the contract in the country of assignment (see section 3.6.2 of the General Terms and Conditions). Please cost these items if applicable in the price schedule under '2.2 Costs related to the contract in the country of assignment'.

5.4 Materials and equipment

– Not applicable –

5.5 Operating costs in the country of assignment

– Not applicable –

5.6 Workshops, education and training

– Not applicable –

5.7 Local contributions

– Not applicable –

5.8 Other costs

– Not applicable –

5.9 Flexible remuneration item

Budget for flexible remuneration: EUR 100,000.00

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). 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 be submitted in English or French.

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)
- 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)

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 options 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 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. Within this framework, the option can be exercised in up to three parts.

The scope includes services of the same kind for projects where the country selection has not yet been finalised and the project focus and scope of work is not yet completed, including Bangladesh, Botswana, Brazil, Cameroon, Central African Republic, Chad, Cote d'Ivoire, Democratic Republic of Congo, India, Indonesia, Iraq, Kenya, Madagascar, Mali, Myanmar, Nepal, Nigeria, Somalia, South Africa, Sri Lanka, Syria and Ukraine.

Precondition:

The additional country selection and scope of work is finalised and/or 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:

Subject of the tender procedure: Support to implementation of trade facilitation projects in Asia, Africa and Eastern Europe



Transaction number: 10016015

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. Annex

Annex 1: "Data protection standards for developing digital tools meant for GIZ's partners"