

Terms of Reference (ToR) for the procurement of IT services

CONFIDENTIAL

Project title: Adaptive Social Protection of Vulnerable Communities for Enhanced Rural Resilience	Processing number/cost centre: G-012417-001
Country: India	Transaction number: 10039594

Works/services to be put out to tender:

Hiring of an Agency for Development of Digital Knowledge Portal for VB-G RAM G, Ministry of Rural Development, Government of India

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Works/services to be put out to tender:

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0. Abbreviations

API	Application programming interface
BMF	Federal Ministry of Finance
CV	Curriculum vitae
ERD	Entity relationship diagram
EVB-IT	Supplementary Terms and Conditions for the Procurement of IT Services
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
GWB	German Competition Act
OSS	Open source software
SaaS	Software-as-a-service
ToR	Terms of Reference
VgV	German Ordinance on the Award of Public Contracts
AVCERR	Adaptive Social Protection of Vulnerable Communities for Enhanced Rural Resilience
VB-G RAM G	Viksit Bharat Guarantee for Rojgar and Aajeevika Mission Gramin
MoRD	Ministry of Rural Development
MGNREGS	Mahatma Gandhi National Rural Employment Guarantee Act
ERADA	Enhancing Rural Resilience through Appropriate Development Actions
GIS	Geographical Information Systems
NIC	National Informatics Centre

Context

1.1 The company

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH supports the German Federal Government in achieving its objectives in the field of international cooperation for sustainable development and international education. The company is active in several fields: economic development and employment; governance and democracy; peacebuilding, security, reconstruction and civil conflict transformation; food and nutrition security, health, basic education, environmental protection, resource conservation and climate change mitigation.

GIZ operates in some 120 countries worldwide and sends experts and managers to projects and programmes. A high percentage of these partner countries are marked by fragile statehood, violence and risks for individual safety and security. GIZ is responsible not only for its own staff members but also for the safety and security of partners, consultants and other involved parties.

1.2 Project background

Indo-German bilateral technical cooperation project, “Adaptive Social Protection for Vulnerable Communities for Enhanced Rural Resilience (AVCERR- [Microsoft Word - 2025 April AVCERR Factsheet](#))” is being implemented in partnership with recently enacted VB-G RAM G programme division of Ministry of Rural Development (MoRD). Project AVCERR aims to strengthen the institutional capacities for the implementation of adaptive social protection through the VB-G RAM G Act in rural India. The Project has emerged at a critical time when rural India is facing increasing risks from climate variability, extreme weather events, fragile livelihoods, and uneven local infrastructure preparedness. The project is designed to strengthen anticipatory, climate-resilient, and community-centred planning and implementation systems so that rural development programmes can respond not only to chronic poverty, but also to evolving risks such as floods, droughts, heat stress, land degradation, and disaster-related livelihood losses. In this context, AVCERR seeks to demonstrate practical models, institutional systems, and digital solutions that improve resilience of vulnerable communities, while also strengthening government capacity for planning, asset creation, and response.

This objective closely aligns with the transition from MGNREGA to the VB-G RAM G Act, 2025, which provides a wider and more future-oriented framework for rural employment and rural asset creation. While retaining the employment guarantee character, VB-G RAM G expands the scope of public works to include not only natural resource management and basic infrastructure, but also livelihood-supporting infrastructure and special works for mitigation of extreme weather events and disaster preparedness. The Act promotes integrated village planning through Viksit Gram Panchayat Plans, convergence with other schemes, stronger repair and maintenance systems for rural assets, and use of geospatial and digital tools for planning, monitoring, and transparency. This makes VB-G RAM G an important policy platform through which resilience-building can be embedded into regular rural development systems rather than treated as a separate activity.

Within this larger framework, the proposed Digital Knowledge Portal is intended to serve as a practical bridge between policy, planning, field implementation, and capacity building. The portal would function as a structured knowledge and decision-support platform to organize the provisions of VB-G RAM G, the learning and demonstration experience of AVCERR, and the technical content required by frontline functionaries, planners, and local institutions. It can host work categories, technical guidance, model designs, convergence pathways, repair and

maintenance protocols, good practices, training modules, digital tools, and state-specific contextual resources in an accessible format. AVCERR project with Digital Knowledge Portal for VB-G RAM G creates a strong ecosystem in which policy reform, resilience-oriented public investment, and digital knowledge management reinforce each other to support climate-resilient, livelihood-sensitive, and future-ready rural development.

1.3 Objective of the commission/subject of the procurement

GIZ is required to hire a specialised agency to support the development, pilot hosting, stabilisation and migration-readiness of a multi-lingual, easy-to-use Digital Knowledge Portal for VB-G RAM G. Phase 0 activities such as broad concept development, initial framework thinking, sitemap/prototype discussions and preliminary scoping have already been undertaken. Therefore, this assignment shall focus on validation of Phase 0 outputs, detailed design consolidation, development/configuration of the core portal modules, light portal-usage analytics, AI-enabled knowledge search, limited WhatsApp-based access workflow, training, documentation, interim hosting and handholding for eventual migration to NIC/MoRD hosting.

The assignment is treated as phase 1 and phase 2 implementation under the broader development process of Digital Knowledge Portal. The portal shall be co-developed with MoRD, GIZ, NIC and nominated state/user representatives. The solution shall initially be hosted in a secure interim hosting environment and shall be designed to be portable, open-standard based, well-documented and migration-ready for future deployment within NIC/MoRD infrastructure.

2. Requirements for the IT solution

2.1 Framework concept for the IT solution

2.1.1 Description of the existing IT solution

The proposed solution shall build on the Ministry of Rural Development's established digital governance approach, under which multiple NIC-supported and linked systems already operate within the MGNREGA/VB-G RAM G ecosystem, including NREGASoft/ VB-G RAM GSoft-related modules, dashboards, reports, public grievance links, Social Audit, Janmanrega, Jaldoot, Area Officer, Integrated Monitoring, state data-entry environments, and links to GeoMGNREGA.

However, there are major gaps that justify a separate digital knowledge solution like information fragmentation, static documentation, difficulty of field-level access to technical materials, limited support for evidence-based decision-making, and insufficient tracking of how knowledge resources are accessed and used. Manuals such as Samarthya are noted as static and not easily searchable, while relevant material is spread across modules and portals.

Accordingly, the assignment is not to replace the official VB-G RAM G website, NREGASoft or other linked MoRD/NIC operational systems. The portal shall complement these systems by creating a structured knowledge, technical guidance and learning layer. It shall link to existing operational systems where relevant, but shall not duplicate MIS reports, payment dashboards, daily attendance, state reports, data-entry/login modules, GeoMGNREGA, SECURE Soft, Social Audit, Amrit Sarovar or other programme-management functions already provided through the official ecosystem.

2.1.2 Description of the application/use of the IT solution

The proposed IT solution shall be used for the following purposes:

- providing structured and searchable access to the Act, Rules, Schedules, Guidelines, circulars, advisories and related legal-policy material.
- providing a dynamic technical manual for permissible works, technical designs, specifications and model estimates.
- creating an organised library of reference materials, convergence guidance, quality norms, videos, research and FAQs.
- curating, publishing and cross-linking success stories and best practices from states and districts.
- supporting role-based capacity building and learning pathways, including possible integration with iGOT-related workflows.
- presenting portal usage analytics only, including content access, downloads, search terms, failed searches, frequently accessed modules and user-engagement patterns.
- enabling natural-language query over the approved knowledge base through AI-supported search and cited response features, without live programme-data interpretation.
- supporting field-level retrieval of selected knowledge resources through limited WhatsApp-based pull access mechanisms, without duplicating operational applications or grievance/workflow systems.

The target group includes Gram Panchayat-level functionaries, block and district officials, state officials, policymakers, and potentially trainers and technical resource persons. The portal should therefore be designed for users with varying levels of digital literacy, device access, language ability, and bandwidth conditions. It is worth noting that the program implementation functionaries are comfortable in using such IT solutions in their day-to-day work.

The problem the solution is intended to address is the absence of a unified and searchable knowledge access layer in a context where MoRD already operates multiple digital programme systems. The objective is therefore not merely digitisation of documents, but creation of a field-usable and policy-relevant knowledge platform that supports implementation quality, capacity building, standardisation, learning, and decision support under VB-G RAM G.

2.1.3 General conditions at the partner end (where relevant)

The solution is to be developed within the broader digital governance environment of the Ministry of Rural Development, where NIC-supported programme systems already exist and where future interoperability with programme platforms is expected. Therefore, the portal infrastructure is to be hosted at MoRD via NIC, with role-based access and mobile responsiveness, and that implementation should be guided through a working group comprising MoRD programme and technical teams, GIZ, NIC, state nodal officers, and the technology partner.

This means that the contractor must work within government processes for approvals, deployment, system compatibility, data security, and sustainability. The contractor will also

need to recognise that certain integrations, especially around language support, AI and learning systems, may depend on coordination with public digital infrastructure or other line departments.

Given the likely long-term ownership of the portal by government, the assignment should also include strong documentation, administrator controls, training, and knowledge transfer so that the system can be sustained after the completion of the contract.

2.1.4 Use of open-source software (OSS)

The IT solution should, as far as feasible and compatible with MoRD/NIC standards, use open standards and appropriately selected open-source components. This is justified on objective grounds of sustainability, cost-effectiveness, interoperability, avoidance of vendor lock-in, easier long-term maintenance, and compatibility with public digital infrastructure requirements.

At the same time, it should remain product neutral. The contractor may therefore propose open-source or proprietary components, but any proprietary dependency should be clearly justified. For all software components, especially content management, search, workflow and analytics layers, the contractor must specify licensing conditions, support implications, security implications, and long-term maintainability.

2.2 Infrastructure requirements

The Digital Knowledge Portal shall be designed as a web-based, modular, mobile-responsive solution suitable for deployment in a government-managed hosting environment. The architecture shall support phased rollout, role-based access, structured content management, search, analytics, and future extensions such as multilingual and AI-enabled functions. The assignment already identifies MoRD/NIC hosting, role-based access control, mobile responsiveness, API-based integration, and usage analytics as part of the proposed technology architecture.

2.2.1 Deployment environments

The contractor shall define and support appropriate deployment environments, at minimum including:

- development environment,
- testing / QA environment,
- UAT / staging environment,
- production environment.

All environments must be logically separated. Productive data shall not be used in non-production environments except where specifically authorised and appropriately anonymised or controlled. The contractor shall provide deployment notes, version control practices, rollback mechanisms, and release management procedures suitable for NIC-supported deployment.

2.2.2 Hosting

The contractor shall provide the following hosting services:

The hosting arrangement shall follow a phased approach. During the assignment period, the contractor shall provide or arrange secure interim hosting for development, testing, UAT/staging and pilot production use, including basic server infrastructure, storage, SSL/domain support, backup, monitoring and security hardening. In parallel, the contractor shall prepare the solution for migration to MoRD/NIC infrastructure by documenting server-side, application-side, database, storage, backup, security and deployment requirements.

The contractor shall not lock the solution into any proprietary or non-portable hosting environment. The portal shall be designed to be deployable in a secure government-managed environment, including NIC-supported infrastructure when approved. The contractor shall provide migration scripts, deployment notes, environment configuration, dependency documentation and handholding support for eventual NIC/MoRD migration.

The contractor shall provide the hosting services in line with the information security requirements set out in Section 7.

2.2.3 Technical security requirements

The contractor shall comply with applicable government and NIC security requirements and shall design the solution in accordance with secure development principles. At minimum, the solution shall include:

- role-based access control for administrative and protected functions
- secure authentication and session management for privileged access
- audit logs for critical administrative and publishing actions
- secure handling of document uploads, story submissions and user-generated content
- secure API integration practices
- controls against common web vulnerabilities
- backup and recovery support requirements in coordination with NIC
- approval and moderation workflows for user-submitted content
- safeguards for AI-generated responses, including citation, traceability and controlled knowledge sources.

The contractor shall also support security testing, vulnerability fixing, and production hardening prior to go-live.

2.3 Functional requirements

The IT solution must meet the following functional requirements.

A. Policy Documents Module

The solution shall provide a structured, searchable and user-friendly module for access to the Act, Schedule, Rules, Guidelines, circulars and advisories. Where the official VB-G RAM G website already hosts static Act, notification or FAQ links, the portal shall add value through section-wise navigation, contextual summaries, cross-linking, tagging, role-based guidance and AI/search readiness rather than merely duplicating PDF links.

B. Technical Manual for Permissible Works and Model Estimates

The solution shall provide a dynamic repository for permissible works, technical specifications, designs, drawings, model estimates and related implementation guidance. It should support search, filters, cross-linkages, multilingual display readiness and continuous updating, replacing the limitations of static documents.

C. Library of Reference Materials and FAQs

The solution shall include a curated library of reference material, norms, research, videos, enhanced FAQs, convergence guidance and quality standards, organised for quick access and supported by tagging, search and category-wise browsing. Basic FAQs already available on the official website shall be linked or referenced; the portal shall prioritise technical, role-based, implementation and troubleshooting FAQs.

D. Success Stories and Best Practices Module

The solution shall include a curated, geo-tagged and filterable repository of success stories and best practices. Where success stories already exist on official MoRD/VB-G RAM G pages, the portal shall avoid duplicate hosting unless approved; it shall instead provide thematic curation, cross-linking with relevant works/guidelines/training materials, IEC-ready formats and structured submission/review workflows for new knowledge assets.

E. Capacity Building / Learning Module

The solution shall support role-based learning and training resources covering technical works, planning, convergence and quality control. It should be designed for integration with iGOT Karmayogi and related HR or learning systems where feasible and approved. It should also support assessment and certification logic at an appropriate level of complexity.

F. Analytics Dashboard

The analytics component under this assignment shall be limited to portal usage analytics and content-use monitoring. It shall not include programme implementation analytics, payment/expenditure views, attendance analytics, person-day/wage analytics, geospatial MIS visualisation, convergence analytics, state performance dashboards, predictive analytics or live data visualisation from VB-G RAM G Soft/NREGASoft. These shall remain with the official VB-G RAM G website and linked MoRD/NIC systems or be treated as future integration possibilities.

G. AI Query Assistant

The AI component under this assignment shall be limited to an AI-enabled knowledge query and semantic search assistant over approved portal content. It shall support retrieval of cited answers from policy documents, guidelines, technical manuals, FAQs, training material and approved knowledge resources, with safeguards for traceability and controlled knowledge sources.

H. WhatsApp-Based Access

The WhatsApp component shall be limited to designing and demonstrating a pull-based access workflow for selected knowledge resources, including menu-based

access, document/link retrieval, basic authentication logic where required, and basic usage tracking.

I. Interoperability with Existing MoRD Digital Systems

The solution shall be designed to complement, not duplicate, the official VB-G RAM G website and existing MoRD/NIC systems. The portal shall provide knowledge-layer interoperability through links, metadata, references, user guidance and future API-readiness, while operational systems shall continue to manage MIS reports, payment dashboards, daily attendance, data-entry/login functions, geospatial operational modules and programme workflows.

2.4 Non-functional requirements

The IT solution must meet the following non-functional requirements:

- high usability for diverse user categories
- mobile responsiveness
- support for low-bandwidth conditions as far as reasonably feasible
- multilingual readiness
- modularity and extensibility
- interoperability with government systems
- security and auditability
- maintainability and documentation
- accessibility and intuitive navigation
- scalability for nationwide content and user access
- performance suitable for a public-facing government platform.

These requirements derive both from the user and from the reality that the portal is intended to operate within a large, national-scale, government digital environment.

2.4.1 Interfaces

The contractor shall identify and specify all interfaces required for the portal. These may include:

- API-based integration readiness with VB-G RAM G Soft and other approved scheme MIS platforms, including interface specifications and future integration design. Live programme MIS integration shall not be mandatory in this phase unless explicitly approved by MoRD/NIC.
- interfaces with language-support services such as Bhashini or equivalent, for multilingual enablement
- interfaces with learning or certification systems such as iGOT Karmayogi, subject to approvals and partner dependencies
- interfaces with government-approved messaging or WhatsApp delivery systems for field access
- possible future interfaces or curated linkages with existing MoRD programme dashboards and modules where knowledge-layer interoperability is useful. Existing operational dashboards shall not be rebuilt under this assignment.

For each interface, the contractor shall describe source/target system, data format, frequency of exchange, security controls, error handling, and dependency assumptions.

2.4.2 System requirements/technical framework

The solution shall be implemented within a robust but lightweight technical framework suitable for NIC-hosted government deployment. It should support:

- web-based operation through standard modern browsers
- responsive design for mobile and desktop
- modular architecture
- structured content management
- full-text search and filtering
- secure role-based administration
- API-based interoperability
- portal usage analytics and basic reporting only
- phased addition of multilingual readiness, AI-enabled components search and whatsapp access features, within the approved limited scope.

The contractor shall also provide maintainable code, technical documentation, deployment documentation, configuration documentation, architecture diagrams, and administrative manuals sufficient for long-term sustainability. The phased implementation from framework design and prototype through core modules and advanced features, the technical framework must support incremental development without major rework.

2.4.3 Sustainability

The IT solution shall be designed as a lightweight, modular, and resource-efficient system that uses infrastructure, storage, bandwidth, and processing capacity in a prudent manner, while remaining scalable, maintainable, and easy to administer over time. The contractor shall ensure efficient software architecture, optimised performance, proportionate hardware and hosting requirements, and avoidance of unnecessary technical complexity so that the portal can function reliably across varying deployment environments and user conditions. Sustainability shall also include use of reusable and well-documented components, ease of future expansion, and lifecycle efficiency, so that the system remains cost-effective, transferable, and suitable for long-term operation.

2.5 Further specifications/general conditions

1. The contractor shall work in close coordination with MoRD, NIC, GIZ and other designated stakeholders, in line with the working-group approach proposed above.
2. The contractor shall validate and consolidate the already completed Phase 0 outputs, including user journeys, wireframes, information architecture, module definitions and technical specifications, and shall avoid repeating Phase 0 activities except where refinement is necessary for development readiness.
3. The contractor shall ensure that the proposed solution complements the official VB-G RAM G website and existing MoRD/NIC systems and does not duplicate operational functionalities already served by existing portals and modules. The official VB-G RAM G website demonstrates the presence of an operational digital ecosystem; the Digital Knowledge Portal shall concentrate on knowledge depth, technical guidance, training, AI-enabled knowledge discovery, WhatsApp-based access to approved materials and portal usage analytics.

4. The contractor shall provide all source code, documentation, manuals, deployment notes, training material and knowledge-transfer outputs necessary for long-term use by the government.
5. All deliverables, code, documentation, designs and related outputs developed under this contract shall vest with the Ministry of Rural Development, subject to applicable licensing of third-party or open-source components.
6. AI, multilingual and messaging-related functions shall be implemented in a limited and phased manner within the approved budget and timeline. The minimum requirement shall be AI-enabled knowledge search/query, Hindi-English readiness, WhatsApp access workflow/proof-of-concept and integration-readiness documentation. Full-scale AI report generation, regional-language rollout, WhatsApp chatbot deployment and live programme-data analytics shall be deferred.
7. The contractor shall support testing, UAT, deployment handholding, and post-deployment stabilisation during the agreed assignment period.

3. Responsibilities of the contractor

The assignment shall be completed within 09-11 months from contract signing. The contractor shall organise the work in agile or iterative releases, with regular review by GIZ, MoRD, NIC and nominated user representatives.

The contractor will deliver the following services and work packages (along with the corresponding milestones). The work packages have no chronological order and can also be implemented on an integrated basis, depending on the development methodology:

3.1 Work package 1: Inception Validation, Scope Finalisation, Design Consolidation and Implementation Plan

At the start of the assignment, the contractor shall validate the already completed Phase 0 outputs and finalise the implementation scope, technical assumptions, co-development arrangement, hosting/migration approach, work plan, risk register and deliverable schedule. This work package shall not duplicate the full Phase 0 concept, sitemap or prototype development already undertaken. It shall focus on refining these outputs for implementation readiness.

This work package shall also include finalisation of the information architecture, sitemap, navigation structure, taxonomy, user journeys, wireframes, user interface design and development-ready prototype screens. The emphasis shall be on design consolidation and development readiness rather than restarting the full design process.

Services to be rendered by the contractor

- Organise a kick-off meeting with GIZ, MoRD, NIC and other relevant stakeholders and document the agreements reached during the inception phase.
- Establish a shared online work environment for communication, version control, feedback tracking and documentation exchange.
- Review and validate completed Phase 0 outputs, including concept, sitemap, wireframes, user journeys and prototype materials.
- Conduct focused validation consultations with MoRD, GIZ, NIC and nominated state/user representatives to confirm priority use cases, implementation boundaries and scope exclusions.

- Define and prioritise functional and non-functional requirements for the implementation phase.
- Finalise information architecture, content taxonomy, navigation structure, metadata approach, user roles and module logic.
- Prepare an inception note covering methodology, consolidated team deployment, 9-11 month work plan, hosting assumptions, migration-readiness approach, dependencies and budget-control measures.
- Prepare a refined implementation plan including module roadmap, release schedule, interim hosting plan, NIC migration-readiness plan, risk register and deliverable schedule.
- Prepare the project management, monitoring and reporting framework for the full duration of the assignment.

Deliverables

- Inception validation report with refined scope boundaries and implementation approach.
- Final functional and non-functional requirement note.
- Final information architecture, sitemap, taxonomy and metadata structure.
- Updated wireframes/clickable prototype, only where required for development readiness.
- Hosting and NIC/MoRD migration-readiness strategy.
- Detailed 9-11 month work plan, deliverable schedule, risk register and project management framework.

3.2 Work package 2: Core Portal Development and Configuration of Knowledge Modules

Based on the approved implementation plan and design, the contractor shall develop and configure the core Digital Knowledge Portal framework. This shall include the administrative backend, content management system, search and tagging functions, user roles, content upload/review/publishing workflows and initial configuration of the six core knowledge modules.

The portal shall complement, not duplicate, the official VB-G RAM G website and existing MoRD/NIC systems. Operational programme functions already available on the official VB-G RAM G website, such as MIS reports, payment dashboards, attendance systems, state reports, operational logins, GeoMGNREGA, SECURE Soft, Social Audit and other linked applications, shall be linked or referenced rather than recreated.

Core modules to be developed/configured

- Policy Documents Module
- Technical Manual for Permissible Works and Model Estimates / Samarthya 2.0 Module
- Library of Reference Materials and FAQs
- Success Stories and Best Practices Module
- Capacity Building and iGOT-readiness Module
- Portal Usage Analytics Dashboard

Services to be rendered by the contractor

- Set up the application framework, administrative backend and content management system.
- Develop role-based access, content upload, review, approval, publishing and version-control workflows.
- Configure search, tagging, metadata, filters and cross-linking across knowledge resources.
- Develop the six core knowledge modules, with analytics restricted to portal usage analytics and content-use monitoring.
- Structure the technical manual/Samarthya 2.0 content framework, including work categories, permissible works, model estimate templates, design references and related technical guidance.
- Set up repository structures for policy documents, guidelines, circulars, technical resources, FAQs, training material, success stories and multimedia resources.
- Curate and link existing official resources where appropriate, instead of duplicating operational modules already available on official MoRD/NIC platforms.
- Prepare development progress documentation, technical notes and annotated source-code references.

Deliverables

- Core portal framework with CMS/admin backend.
- Role-based access, search, tagging, metadata and content workflow functionality.
- First working version of six core knowledge modules.
- Structured repository framework for policy, technical, training, reference and success-story content.
- First version of portal usage analytics dashboard covering page views, downloads, searches, failed searches and content-use patterns.
- Configured development/staging environment.
- Development progress report, annotated source code and technical notes.

3.3 Work package 3: Advanced Knowledge-Access Features, Usage Analytics, Testing and UAT

The contractor shall implement or prepare advanced functionality in a proportionate and phased manner. This includes AI-enabled knowledge query/semantic search over approved portal content, Hindi-English readiness, API-readiness documentation and limited WhatsApp-based access workflow/proof-of-concept. Advanced programme analytics, AI report generation, live MIS dashboards, full regional-language rollout and full-scale WhatsApp chatbot deployment shall remain outside the mandatory scope of this assignment.

This work package shall also include testing, quality assurance, user feedback rounds and preparation of the UAT version of the portal.

Services to be rendered by the contractor

- Prepare and implement a limited AI-enabled knowledge query and semantic search assistant over approved portal resources, with cited answers, source traceability and controlled knowledge sources.
- Support Hindi-English query/interface readiness and prepare a roadmap for future regional-language integration, including Bhashini or equivalent services where feasible.
- Define API/integration-readiness layer and prepare documentation; implement live interfaces only where formally approved and technically enabled.
- Design and demonstrate a limited WhatsApp-based pull-access workflow for selected documents, links and knowledge resources.
- Configure and refine portal usage analytics only; exclude programme implementation dashboards, MIS data visualisation and advanced reporting from this phase.
- Conduct unit testing, integration testing, functional testing, usability testing and selected performance/security checks.
- Organise user feedback sessions with nominated users and incorporate approved improvements.
- Prepare the UAT version of the portal and document issues, fixes, improvements and pending dependencies.

Deliverables

- Beta version of the portal with six core modules and advanced knowledge-access features.
- Limited AI-enabled knowledge query/search prototype or configured feature with citation/traceability safeguards.
- Hindi-English readiness and multilingual enablement framework, with regional-language rollout treated as a future phase.
- WhatsApp pull-access workflow design and limited proof-of-concept/demonstration.
- API/integration-readiness documentation and implemented interface components only where approved.
- Refined portal usage analytics dashboard.
- Testing concept, test cases, test documentation and bug/issue log.
- UAT version of the portal with user feedback and improvement documentation

3.4 Work package 4: Pilot Go-live, Training, Documentation, Stabilisation, Handover and NIC Migration-readiness

The contractor shall support deployment, pilot go-live, stabilisation, interim hosting operations and post-deployment issue resolution for the agreed support period. This shall include coordination with the hosting authority, bug fixing, troubleshooting,

backup support, basic monitoring and preparation of NIC/MoRD migration documentation and handover package.

This work package shall also include administrator training, user training, final technical documentation, source-code handover and completion reporting.

Services to be rendered by the contractor

- Support deployment in the approved interim hosting environment and prepare the migration package for future NIC/MoRD hosting.
- Conduct final quality checks, security hardening, deployment verification and bug fixing before go-live.
- Provide stabilisation support after pilot go-live and maintain an issue-resolution and maintenance log.
- Conduct administrator training for MoRD, NIC and designated portal administration teams.
- Conduct user training for programme officials, content managers and nominated state/district users.
- Prepare training materials, user manuals, administrator manuals and guidelines for updating content and materials.
- Prepare full technical documentation, including software stack, dependencies, system requirements, architecture, diagrams, interfaces, deployment notes and record of processing activities, where applicable.
- Handover source code, documentation, configuration details, deployment notes, hosting notes and migration-readiness package.
- Submit support reports, final completion report and project closure documentation.

Deliverables

- Pilot go-live version of the portal on approved interim hosting environment.
- Training material and training completion reports.
- User manual, administrator manual and content update guidelines.
- Final technical documentation, including architecture, software stack, dependencies, diagrams, deployment notes and interface documentation.
- Security/QA closure note and final bug-fix report.
- Go-live support note, issue-resolution log and stabilisation report.
- Source-code handover and documentation index.
- NIC/MoRD migration-readiness package.
- Final project completion report.

4. Term, schedule and milestones

The expected term of the contract is **11 (Eleven)** months.

The following dates/deadlines apply for achieving the milestones:

Milestones	Delivery date/period	Payment Instalments
Work Package 1: Inception Validation Report (revised scope boundaries; co-development plan; hosting and NIC migration strategy; updated information architecture; refined sitemap/wireframes/prototype where required; final implementation plan and risk register)	1 st Month	20%, Advance
Work Package 2: Core portal framework (CMS/admin backend; role-based access; search and tagging; first versions of policy document module, technical manual module, library/FAQ module and success-story workflow; interim hosting/staging environment; curated link-out structure to official VB-G RAM G website/MoRD-NIC systems; development progress documentation.)	6 th Month	30%, First Interim
Work Package 3: Beta portal with six core modules (; priority content templates populated; portal usage analytics dashboard; AI-enabled knowledge query/search prototype; Hindi-English readiness; WhatsApp access workflow/proof-of-concept; validation that operational MIS functions are linked rather than duplicated; UAT build; testing report)	9 th Month	30%, 2 nd Interim
Work Package 4: Pilot go-live (administrator and user training; user/admin manuals; source code and technical documentation; security and bug-fix report; stabilisation support; NIC/MoRD migration-readiness package; final completion report)	10 th -11 th Month	20%, Final

5. Granting rights of use

The contractor grants the rights of use for the IT solution, as per Section 3.1 of the General Terms and Conditions for EVB-IT Service Contracts (EVB-IT-Service-AGB) to both GIZ and to Rural Employment Programme division of Ministry of Rural Development.

6. Data protection and Information Security

Data Protection

Particular consideration must be given to aspects of data protection when commissioning IT development work. 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 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.

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.

Information security

The software to be developed or the development process must fulfil the following requirements:

- Network communication between the components of the application should be encrypted.
- The transmission of authentication information (especially passwords) must be encrypted.
- Hard-coded passwords must not be included in the application.
- Hard-coded keys (symmetric/asymmetric) should not be included in the application. If this is unavoidable, the handling of the key must be described. The information security risks associated with the storage of the key must be assessed.
- The application should be designed in such a way that it is testable and easy to maintain (e.g. in order to be able to easily eliminate vulnerabilities).
- In order to minimize operating errors (human errors), the ergonomics of the application should be designed securely in accordance with the protection requirements.
- User input, data streams and secondary data (e.g. session information) must always be validated, i.e. invalid input must not be accepted by the application. Validation must be carried out in such a way that it is not possible to bypass the check (e.g. by manipulating client software).
- The error messages generated by the application (in particular exception handling/exceptions) must not provide any information that allows conclusions to be drawn about the architecture or software/software versions used.
- Passwords must not be stored in plain text. Passwords may only be stored as hash values. The hash algorithm must correspond to the current state of the art.
- The system must be hardened against SQL injection. In detail, this concerns the validation, filtering and cleansing of user input. The inputs may only have expected properties and characters and may not contain any unauthorized metacharacters that are passed to the SQL interpreter. When implementing API interfaces, it is essential to harden them against malicious code injection (SQL injection, etc.) via the URL.
- The system must be protected against Cross Site Scripting (XSS) on the client side. The server(s) must be protected against reflected or persistent cross site scripting by securing the server source code. All data to be processed by the server must be validated before execution. Whitelists of permitted data can be used for this purpose. General conversion of certain script characters is also a popular method. It is to be prevented that executable

metacharacters of the scripts are read by the server. Cookies should only be read by the server (HttpOnly) and not by JavaScript in the browser.

- Passwords must be at least 10 characters long, for privileged accounts at least 16 characters long.
- • The password must consist of 3 of the following 4 characters: Upper case letters (A to Z), lower case letters (a to z), digits (0 to 9) and special characters (for example: !, \$, #, %).
- Multi-factor authentication (at least two factors) must be used for accounts with administrative privileges.
- Session cookies used for logins must be deleted after logging out from the client.
- For the upload of files, appropriate file filters are to be provided so that no files with executable content (scripts, programs or SQL codes) can be uploaded and executed.

The contractor shall deliver the services described in these ToR in accordance with the information security requirements set out in the Information Security Annex (Annex #).

7. Language

In deviation from sections 1.2, 6.1 and 8.1 of the *Supplementary Terms of Contract for IT Services – EVB-IT Standard Business Terms for IT Services (EVB-IT-Service-AGB)*, the services are to be provided in English language.

8. Technical and methodological concept

In the conceptual design of the tender (technical and methodological approach, project management, if necessary other requirements), the tenderer is required to take specific objectives and requirements into consideration and describe them as explained below.

8.1 Requirements for the technical and methodological concept (Section 1 of the assessment grid)

In the tender, the tenderer is required to show *how* the services specified in Section 3 are to be provided, where relevant taking account of other specific methodological requirements (Section 2) (technical and methodological concept).

8.1.1 Assessment of the requirements

The tenderer must assess the objective and the requirements of the IT solution (see Sections 1 and 2) in relation to feasibility and to what particular (non-) technical difficulties must be taken into account in the IT solution to be developed by the tenderer in order to achieve the objective (Section 1.1 of the assessment grid). The existing government technical systems and websites may be referred to for this.

8.1.2 Project management and development methodology

The tenderer should consider the design of the project management process and describe their methodology for development/implementation, taking into account the described work packages (Section 3) and compliance with the milestones (Section 4) (Section 1.2 of the assessment grid). The assignment may require day to day engagements with GIZ partner based in New Delhi including pursuing the partner relentlessly.

8.1.3 Operational plan/personnel assignment plan

The tenderer must create and explain an operational plan that also includes a personnel assignment plan for all of the specialist staff that they offer. The operational plan must depict the assignment periods (time period and expert days) and, in particular, describe the necessary work steps and take account of and, where necessary, supplement the milestones as per Section 4 (Section 1.3 of the assessment grid).

8.1.4 Test and documentation concept

The tenderer must describe the process for testing and documenting the IT solution and the IT security and documentation standards used (Section 1.4 of the assessment grid).

8.2 Additional requirements (Section 2 of the assessment grid)

9. Human resources

9.1. Human Resources

The tenderer is required to provide staff for the positions ('experts') referred to and described here in terms of the scope of tasks and qualifications on the basis of corresponding CVs.

The qualifications set out below reflect the requirements for achieving the maximum number of points in the technical assessment.

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

Team Leader: Product Manager (Section 3.1 of the assessment grid)

This position is a key expert. A statement of availability for this expert must be attached to the tender as an annex.

Responsibilities of Team Leader

- Lead overall project delivery, work planning, stakeholder coordination and milestone management.
- Coordinate regularly with GIZ, MoRD, NIC and other designated stakeholders under the co-development approach.
- Ensure that the portal scope remains aligned with the approved ToR, budget, timeline and phased implementation approach.
- Oversee reporting, risk management, review meetings, quality control and final handover.

Qualifications of Team Leader

Education/training (Section 3.1.1 of the assessment grid)	University degree (e.g. master's degree or post-graduate diploma) in information systems, management, public policy, digital transformations, computer science, design, development studies, or certificates in the field of digital product management, agile delivery, or digital transformation.
Language (Section 3.1.2 of the assessment grid)	Knowledge of English C1 level in the Common European Framework of Reference for Languages

General professional experience (Section 3.1.3 of the assessment grid)	5 years of professional experience in the area of digital product management, digital transformation, e-governance, IT-enabled programme delivery, or related areas.
Specific professional experience (Section 3.1.4 of the assessment grid)	3 years of professional experience in managing digital platforms, portals, knowledge systems, or public facing digital services, of which at least 2 years should be in complex multi-stakeholder assignments or environments.
Leadership/management experience (Section 3.1.5 of the assessment grid)	2 years of leadership or management experience in projects, companies or other organisations with disciplinary leadership responsibility for people in the area of multidisciplinary digital projects, including coordination of technical and non-technical teams.
Experience in the field of development cooperation (Section 3.1.6 of the assessment grid)	1 years of experience in development cooperation or projects with bilateral or multilateral organizations.
Other (Section 3.1.7 of the assessment grid)	Not Applicable

Expert 1: Solution Architect/ Technical Lead (Section 3.2 of the assessment grid)

This position is a key expert. A statement of availability for this expert must be attached to the tender as an annex.

Responsibilities of Expert 1

- Design the technical architecture, system components, software stack and deployment approach.
- Ensure that the portal is scalable, secure, modular, mobile-responsive and migration-ready for MoRD/NIC hosting.
- Guide development teams on backend, frontend, CMS, search, hosting, security and integration-readiness.
- Prepare architecture documents, deployment notes, technical specifications and migration package.

Qualifications of Expert 1

Education/training (Section 3.2.1 of the assessment grid)	University degree (e.g. master's or German 'Diploma') in computer science, information technology, software engineering, electronics, data systems, or a related technical discipline.
Language (Section 3.2.2 of the assessment grid)	Knowledge of English, C1 in the Common European Framework of Reference for Languages.
General professional experience (Section 3.2.3 of the assessment grid)	5 years of professional experience in software architecture, enterprise application development, cloud/web architecture, system integration, or digital platform development.

Specific professional experience (Section 3.2.4 of the assessment grid)	3 years of experience in designing web-based platforms, content management systems, knowledge portals, government digital systems, API-ready platforms, or secure public-facing applications.
Leadership/management experience (Section 3.2.5 of the assessment grid)	2 years of experience in leading technical teams, reviewing code and architecture, guiding developers, and managing technical risks.
Experience in the field of development cooperation (Section 3.2.6 of the assessment grid):	Not Applicable
Other (Section 3.2.7 of the assessment grid)	Not Applicable

Expert 2: Full-stack Developer – Backend, CMS and Search (Section 3.3 of the assessment grid)

This position is a key expert. A statement of availability for this expert must be attached to the tender as an annex.

Responsibilities of Expert 2

- Develop the backend architecture, database, CMS, user roles, workflows and administrative functions.
- Configure search, tagging, metadata, content upload, review and publishing workflows.
- Develop backend support for policy documents, technical manual, library, success stories and capacity-building modules.
- Support testing, bug fixing, technical documentation and deployment-readiness.

Qualifications of Expert 2

Education/training (Section 3.3.1 of the assessment grid)	University degree (e.g. master's or German 'Diplom') in computer science, information technology, software engineering, information systems, computer application or a related field.
Language (Section 3.3.2 of the assessment grid)	Knowledge of English, C1 in the Common European Framework of Reference for Languages
General professional experience (Section 3.3.3 of the assessment grid)	5 years of professional experience in the area of backend development, database design, CMS development, API development, or web application development.
Specific professional experience (Section 3.3.4 of the assessment grid)	3 years of experience in developing content-heavy platforms, document repositories, knowledge portals, workflow-based applications, search-enabled systems, or government-facing digital solutions.

Leadership/management experience (Section 3.3.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.3.6 of the assessment grid):	Not Applicable
Other (Section 3.3.7 of the assessment grid)	Not Applicable

Expert 3: Full-stack Developer – Frontend and UI Integration (Section 3.4 of the assessment grid)

Responsibilities of Expert 3

- Develop responsive frontend screens for desktop, tablet and mobile access.
- Integrate approved UI/UX designs with backend modules and CMS workflows.
- Ensure usability, accessibility, low-bandwidth friendliness and cross-browser compatibility.
- Support user testing, UI refinement, bug fixing and frontend documentation.

Qualifications of Expert 3

Education/training (Section 3.4.1 of the assessment grid)	University degree (e.g. master's or German 'Diplom') in computer science, information technology, software engineering, web development, design technology, or a related discipline.
Language (Section 3.4.2 of the assessment grid)	Knowledge of English, C1 in the Common European Framework of Reference for Languages
General professional experience (Section 3.4.3 of the assessment grid)	5 years of professional experience in frontend development, web application development, responsive design implementation, or user-interface development.
Specific professional experience (Section 3.4.4 of the assessment grid)	3 years of experience in developing mobile-responsive portals, public-facing websites, knowledge platforms, dashboards, learning interfaces, or government/development-sector digital products.
Leadership/management experience (Section 3.4.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.4.6 of the assessment grid):	Not Applicable

Other (Section 3.4.7 of the assessment grid)	Not Applicable
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Expert 4: Knowledge Management, Content and Training Lead (Section 3.5 of the assessment grid)

Responsibilities of the expert 4

- Develop the knowledge architecture, taxonomy, content templates and tagging approach for the portal.
- Structure Samarthya 2.0, technical manual content, reference materials, FAQs, training resources and success story formats.
- Support content curation, quality review, cross-linking and user-friendly presentation of approved materials.
- Prepare training materials, user manuals, administrator manuals and knowledge-transfer documentation.

Qualifications of the expert 4

Education/training (Section 3.5.1 of the assessment grid)	Master's degree or equivalent in knowledge management, development studies, rural development, public policy, social sciences, communication, education, instructional design, information management, or a related field.
Language (Section 3.5.2 of the assessment grid)	Knowledge of English, C1 in the Common European Framework of Reference for Languages (6). C1 Level of Hindi Language (10)
General professional experience (Section 3.5.3 of the assessment grid)	5 years of professional experience in knowledge management, content development, training, documentation, capacity building, instructional design, or development-sector communication.
Specific professional experience (Section 3.5.4 of the assessment grid)	3 years of experience in preparing manuals, technical guidance, training material, knowledge products, learning resources, FAQs, case studies, or digital content structures for government or development programmes.
Leadership/management experience (Section 3.5.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.5.6 of the assessment grid):	Not Applicable
Other (Section 3.5.7 of the assessment grid)	Not Applicable

Expert 5: 'AI, Semantic Search, Usage Analytics and WhatsApp Specialist (Section 3.6 of the assessment grid)

Responsibilities of the expert 5

- Design and configure AI-enabled knowledge query and semantic search over approved portal content.
- Develop light portal usage analytics covering searches, downloads, page views, failed searches and content access patterns.
- Design and demonstrate a limited WhatsApp-based knowledge access workflow for selected documents and portal links.
- Prepare documentation on AI safeguards, source-based responses, multilingual readiness and future integration options.

Qualifications of the expert 5

Education/training (Section 3.6.1 of the assessment grid)	University degree (e.g. master's or German 'Diploma') in computer science, data engineering, data science, artificial intelligence, machine learning, information systems, statistics, analytics, or a related discipline.
Language (Section 3.6.2 of the assessment grid)	Knowledge of English, C1 in the Common European Framework of Reference for Languages (6) C1 Level of Hindi language (10)
General professional experience (Section 3.6.3 of the assessment grid)	5 years of professional experience in AI-enabled applications, search systems, data analytics, chatbot systems, digital platforms, knowledge management systems, or user analytics.
Specific professional experience (Section 3.6.4 of the assessment grid)	3 years of experience in semantic search, natural-language query systems, AI-assisted knowledge retrieval, chatbot/workflow design, usage analytics, or digital engagement analytics.
Leadership/management experience (Section 3.6.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.6.6 of the assessment grid):	Not Applicable
Other (Section 3.6.7 of the assessment grid)	Not Applicable

Expert 6: QA, DevOps, Hosting and Security Specialist (Section 3.7 of the assessment grid)

Responsibilities of Expert 6

- Lead testing, quality assurance, bug tracking, release management and deployment support.

Works/services to be put out to tender:**Transaction number:**

- Support interim hosting, staging, backup, monitoring, SSL/domain configuration and production hardening.
- Conduct security checks, vulnerability fixing support, performance testing and user acceptance testing support.
- Prepare deployment documentation, hosting notes, maintenance logs and NIC migration-readiness package.

Qualifications of Expert 6

Education/training (Section 3.7.1 of the assessment grid)	University degree (e.g. master's or German 'Diploma') in computer science, information technology, software engineering, cybersecurity, systems administration, cloud computing, or a related discipline.
Language (Section 3.7.2 of the assessment grid)	Knowledge of English, C1 in the Common European Framework of Reference for Languages.
General professional experience (Section 3.7.3 of the assessment grid)	5 years of professional experience in software testing, quality assurance, DevOps, system administration, hosting support, cybersecurity, or deployment management.
Specific professional experience (Section 3.7.4 of the assessment grid)	3 years of experience in QA, UAT support, cloud/web deployment, staging-production management, backup configuration, monitoring, security hardening, or public-facing web application support.
Leadership/management experience (Section 3.7.5 of the assessment grid)	Not Applicable
Experience in the field of development cooperation (Section 3.7.6 of the assessment grid):	Not Applicable.
Other (Section 3.7.7 of the assessment grid)	Not Applicable

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 indicated in the CVs. Evidence of professional experience must be rendered in the form of meaningful references in the CVs. It is advisable to make specific reference to each instance 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 players
- Initiative
- Communication skills

Works/services to be put out to tender:

Transaction number:

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

Soft skills will not be evaluated.

10. Costing requirements

This is a tender below the EU threshold (up to EUR 216,000.00)

10.1 Assignment of experts

In your tender, please do not deviate from the specification of quantities required in these ToR (number of experts and expert days, 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.

The number of expert days corresponds to full working days.

Expert	Expert days
Teamlead:	
Product Manager	20
Expert 1:	
Solution Architect / Technical Lead	20
Expert 2:	
Full-stack Developer - Backend/CMS/Search	45
Expert 3:	
Full-stack Developer - Frontend/UI Integration	35
Expert 4:	
Knowledge Management, Content and Training Lead	30
Expert 5:	25
AI / Semantic Search / Usage Analytics / WhatsApp Specialist	
Expert 6:	
QA / DevOps / Hosting / Security Specialist	25

Total Expert Days	200
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10.2 Travel Expenses

10.2.1 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 resulting from air travel must be offset. GIZ specifies a budget for this which enables 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](#). GIZ recommends using these standards.

10.2.2 Travel expense requirements

Travel expenses must be costed as follows by the contractor:

Travel expense item	Number/quantity/budget
Total number of international flights (round trips) (4 flights)	2
Total number of regional/domestic flights (round trips) (12 flights)	06
Carbon offsets for flights <i>Link to working aid and table for setting the budget</i>	920,00 EUR An unalterable budget for carbon offsets for settlement against evidence is specified.
Transport costs (rail travel, car travel, local public transport)	720
Per diem allowances	12
Accommodation allowances	12
Other travel expenses (visa, project-related travel expenses outside the place of business, etc.)	280

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 reimbursement (download at <https://www.bundesfinanzministerium.de>).

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

Works/services to be put out to tender:

Transaction number:

- Flight costs
- Transport costs
- Other travel expenses

For the country India (Delhi / other cities), tenderers may offer accommodation allowances up to EUR 211,00 / 80,00. This is the maximum amount (if more than one country, write 'These are the maximum amounts') permissible under tax law as per the BMF circular on travel expense reimbursement.

- If the contractor offers accommodation allowances at up to 75% (EUR 158,25 / 60,00) 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 158,25 / 60,00 and EUR 211,00 / 80,00) 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.

10.3 Materials and equipment

– not applicable –

10.4 Workshops/Training

The contractor will conduct the following workshops/training courses:

- Workshop budget (against evidence): **3.000,00 EUR**
- 1 National level workshop/dialogue on the decision support digital tool.
- Dates, participants etc. to be decided with GIZ. Entire facilitation and organisation to be done by contractor.
- Minimum of 30 participants must attend the workshop.

The budget includes the following costs relating to the planning and running of workshops:

- Room/Venue hire
- Technical systems
- Moderation services
- Translation/interpreting
- Catering
- Workshop materials
- Travel expenses for partner experts (subsistence, accommodation, travel costs)
- Other costs relating to the workshops in consultation with the responsible officer.

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 (sections 5.4 to 5.7 and 5.9 of the financial bid). The documentation includes agenda, bills on actuals, registration of participants, photographs, report on the event.

10.5. Hiring of Services for Cloud Hosting, Server and Backup

The Digital Knowledge Portal shall preferably be hosted within the official technology environment of the Ministry of Rural Development, either through NIC or any other government-approved hosting infrastructure, to ensure long-term ownership, data security, continuity and integration with existing government digital systems. The selected agency will be responsible for providing technical support for deployment, configuration, testing, security compliance, backup protocols, access management and migration readiness. In case immediate hosting on NIC/MoRD infrastructure requires additional time, the agency may provide a secure interim hosting arrangement on a Government of India-compliant cloud or approved hosting environment, with clear provisions for subsequent migration to NIC/MoRD servers without data loss, disruption or additional dependency. The hosting arrangement must ensure uptime, scalability, regular backups, SSL certification, role-based access, cybersecurity safeguards, and full transfer of source code, database, documentation and administrative credentials to MoRD at the end of the assignment. Hiring of services for cloud hosting, server and backup as per section 2.5 is required for the period from October 2026 to July 2027. The price must be listed in the price schedule as an annual lumpsum/monthly rental. Hosting may be required for a period of 10 months.

10.6. Flexible remuneration

Budget for flexible remuneration: **EUR 5.000,00**

The fixed, unalterable budget stated above for flexible remuneration is earmarked in the price schedule. Flexible remuneration is intended to facilitate the flexible management of the contract by the officer responsible for the commission at GIZ. The contractor can make use of the funds in accordance with section 21.5 of the EVB IT Service Contract "Special terms and conditions of the GIZ".

11. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToR. It must be legible (font size 11 or larger) and clearly formulated. The language in which the tender must be written is English.

The technical-methodological concept of the tender (section 7 of the ToR) is not to exceed 15: Lower limit 10 and upper limit 15, pages (not including the cover page, list of abbreviations, table of contents and brief introduction).

The CVs of the staff proposed in accordance with section 9 of the ToR must be in the EU format and not exceed four pages in length. The CVs must clearly show what position the proposed person held, which tasks he or she performed and how many expert days he or she worked during which period in the specified references. The CVs must be submitted in a language, namely English.

We strongly request that you do not exceed the number of pages specified.

12. Options or follow-on contract

- Not applicable -

Works/services to be put out to tender:

Transaction number:



13. Annexes

- a. Data-protection-standards-for-developing-digital-tools-meant-for-GIZ-s-partners.