

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

CONFIDENTIAL

Project title:	Processing number/ cost centre:
Adaptive Social Protection of Vulnerable Communities for Enhanced Rural Resilience (AVCERR)	AVCERR G-012417-001
Country:	Transaction number:
India	
Subject of the tender procedure:	
Hiring an agency for “Development of Digital Decision Support Tool for Climate Resilience and Disaster Preparedness”	

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0. List of abbreviations

EVb-IT Supplementary Terms and Conditions for the Procurement of IT Services

AG	Commissioning party
AI	Artificial Intelligence
AN	Contractor
ASP	Adaptive Social Protection
AVB	General Terms and Conditions of Contract for supplying services and work
AVCERR	Adaptive Social Protection of Vulnerable Communities for Enhanced Rural Resilience
BMZ	German Federal Ministry for Economic Cooperation and Development
DPC	District Project Coordinator
DDMA	District Disaster Management Authority
DDC	Deputy Development Commissioner
DRDA	District Rural Development Agency
ERADA	Enhancing Rural Resilience through Appropriate Development Actions
FK	Expert
FKT	Expert days
KZFK	Short-term expert
GIS	Geographical Information System
GP	Gram Panchayat
GPDP	Gram Panchayat Development Plan
NDMA	National Disaster Management Authority
NRM	Natural Resource Management
MoEFCC	Ministry of Environment Forest and Climate Change
MoRD	Ministry of Rural Development
MGNREGA	Mahatma Gandhi National Rural Employment Guarantee Act
VB-G RAM G	Viksit Bharat Guarantee for Rozgar and Aajeevika Mission Gramin

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NAPCC	National Action/Adaptation Plan on Climate Change
NRLM	National Rural Livelihood Mission
NRSC	National Remote Sensing Centre
ISRO	Indian Space Research Organization
SRLM	State Rural Livelihood Missions
SDMA	State Disaster Management Authority
SAPCC	State Action Plan on Climate Change
SFDRR	Sendai Framework for Disaster Risk Reduction
ToRs	Terms of reference
VPRP	Village Prosperity and Resilience Plan
WASCA	Water Security and Climate Adaptation
SuWaVi	Sustainable Water Vision for India

1. Context

1.1 The company

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH has been operating in India for over 60 years. It is a pivotal branch of the German development agency, has been actively contributing to green and sustainable development in India since 1971.

India is an emerging country with a rapidly growing economy and industry. At the same time, India is facing the challenge of adapting to the increasingly visible impacts of climate change and disasters. Almost one third of its land mass is already affected by desertification and degradation, and groundwater scarcity is a growing problem.

In 2022, India and Germany signed the Green and Sustainable Development Partnership and made a commitment to achieving the goals of the 2030 Agenda and the Paris Agreement.

As the world's most populous country, India must also cope with the demands of a rapidly growing population. More than 30 per cent of the population already lives in urban areas, and the constant influx is creating challenges for India's cities. Environmental pollution poses health risks to residents and requires the urban infrastructure to be adapted. In addition, there is a lack of vocational education and steady income opportunities. Many Indians therefore still live below the poverty line and in rural areas. Roughly, around 55% of the country's population is dependent on agriculture and allied activities with low productivity. Seasonal and short-term internal migration is indicative of the prevalent distress levels in rural areas. GIZ works on behalf of the German Government, the European Union (EU), other public and private clients as well as civil society in the following thematic areas/clusters:

- a. Environment, biodiversity and natural resource management
- b. Sustainable urban and industrial development
- c. Energy, as well as
- d. Social and private sector development

In India, GIZ supports communities as well as public and private institutions in conserving natural resources and biodiversity, minimising climate-related risks and restructuring agrifood systems to make them sustainable. This is important to secure livelihoods in rural areas without losing sight of environmental aspects.

1.2 Project background

Under the Environment, biodiversity and natural resource management cluster, "Adaptive social protection of Vulnerable Communities for Enhanced Rural Resilience (AVCERR)" is an Indo-German development cooperation project implemented by GIZ in India. It is commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) in partnership with the Ministry of Rural Development (MoRD) in India for three years, September 2024 – August 2027. The Implementation Agreement with MoRD, Government of India is in the process of signing.

The key objective of the project is that the institutional capacities for the implementation of category IV works, "special works for mitigation of extreme weather events and disaster preparedness" through "**Viksit Bharat – Guarantee for Rojgar Guarantee and Aajeevika Mission Gramin (VB-G RAM G), Act, 2025**" for vulnerable households in rural India have improved.

It is worth noting that VB-G RAM G Act has replaced the erstwhile Mhatma Gandhi NREGA. The broader structure of the public works based employment guarantee programme remains the same with diversification of permissible list of works, greater focus on systemic convergence, saturation based planning approach, application of digital and spatial technologies as part of the statutes, etc. The core pillar of the programme is economically developed and climate resilient villages @2047. Growth, convergence, empowerment and saturation based approach are the key pillars of the new Act.

The project implements targeted measures to enhance adaptive social protection in rural India:

- It trains rural development staff of Ministry of Rural Development (MoRD) to implement adaptive social protection measures and introduces a digital decision-support tool to guide implementation.
- The project develops recommendations to expand permissible works under VB-G RAM G and conducts pilot demonstrations of adaptive social protection innovations.
- It facilitates multi-stakeholder dialogues and international exchanges between the Ministry of Rural Development, Government of India and actors in social protection, disaster risk management, and climate change adaptation.

The project will be operational at national level and six pilot districts across the states of Bihar and Rajasthan, covering different agro-climatic zones and hazard conditions.

VB-G RAM G is already the largest public works-based safety net programme available in India during shocks including extreme weather events such as droughts, floods etc. It is universally applicable in all rural areas and covers almost 269,000 local self-governments. Almost 155 million households registered under the previous programme will continue to get benefits under VB-G RAM G as well. With a total budget of 8.5 to 9.0 billion euro at the national level in India, it guarantees for 125 days of unskilled wage employment in rural areas along with protecting farmers by providing 60 days switch-off period for public employment. It has also made provisions for relaxations in rules and documentation norms for the crisis situations resulting out of natural disasters.

The list of permissible works is divided into four broad categories, 29 sub-categories and a total of 318 permissible works.

- a. Water related works for water security
- b. Core rural infrastructure
- c. Livelihood related infrastructure
- d. Special works related to mitigation of extreme weather events and disaster preparedness

1.3 Objective of the commission/subject of the procurement

The Ministry of Rural Development (MoRD), Government of India, through the Adaptive Social Protection of Vulnerable Communities for Enhanced Rural Resilience (AVCERR) project, seeks to develop and pilot an Artificial Intelligence (AI)-enabled Digital Decision Support Tool (DDST) for strengthening climate resilience and disaster preparedness (CRDP) under the Viksit Bharat – Guarantee for Rozgar and Aajeevika Mission (Gramin) (VB-G RAM G).

Over the last several years, substantial investments have been made in developing digital planning ecosystems such as Yuktdhara, Bhuvan, NREGASoft, PM Gati Shakti, disaster management information systems, climate databases, and rural infrastructure registries. While these systems provide valuable datasets and planning capabilities, they currently operate largely as information repositories, planning tools, or monitoring systems. They do not provide a unified analytical framework that enables district administrations to identify priority geographies, assess resilience deficits, and determine the specific interventions required to address those deficits.

The proposed DDST shall adopt an integrated two-layer analytical approach.

The first layer shall comprise a Composite Impact Score Framework, which combines climate risks, disaster vulnerabilities, socio-economic vulnerabilities, adaptive capacity indicators, and infrastructure deficits to identify and rank vulnerable Gram Panchayats, Blocks, and Districts. This layer answers the question: "Where should public investments be prioritised?"

The second layer shall comprise an AI-enabled Gap Analysis and Recommendation Engine, which analyses hazard exposure, existing resilience infrastructure, natural resource conditions, and programme investments to estimate the quantity and type of permissible VB-G RAM G works required to address identified vulnerabilities. This layer answers the question: "What interventions are required, where, and in what quantity?"

The DDST shall not replace existing planning systems such as Yuktdhara or statutory decision-making processes under VB-G RAM G. Rather, it shall function as an intelligent analytical layer that complements existing systems by generating evidence-based recommendations which can subsequently be reviewed, modified, approved, or rejected through existing planning and governance mechanisms.

The objective of this assignment is therefore to develop, integrate, pilot, validate, and institutionalize an AI-enabled Digital Decision Support Tool that combines vulnerability prioritization with actionable planning recommendations, thereby supporting adaptive social protection, climate adaptation, disaster risk reduction, and resilient rural infrastructure planning under VB-G RAM G.

2. Requirements for the IT solution

This section describes the functional, technical, institutional, and operational requirements for the proposed DDST. The tool shall build upon existing investments made under the Government of India's digital planning ecosystem and shall leverage existing datasets and systems rather than creating parallel structures. The focus shall be on developing an interoperable, scalable, and sustainable decision-support platform capable of supporting district-level planning and national-level monitoring.

2.1 Description of the existing IT solution

The AVCERR project has already completed a comprehensive scoping exercise for the proposed DDST. The exercise assessed existing planning systems, reviewed interoperability opportunities, developed conceptual architecture options, established a Composite Impact Score framework, conducted stakeholder consultations, and prepared preliminary wireframes and user journeys.

The proposed assignment shall therefore build upon these existing outputs. Activities such as baseline scoping, broad stakeholder assessments, conceptual framework development, and initial wireframing shall not be repeated except where refinements are required in consultation with MoRD, NIC, NRSC, and GIZ.

The existing digital ecosystem includes:

- Yuktdhara (NRSC/Bhuvan)
- NREGASoft
- PM Gati Shakti National Master Plan
- VB-NRIS (Unified Rural Infrastructure Registry)
- Mission Antyodaya
- IDS-DRR
- CRISP-M
- Disaster Management Information Systems
- Climate and weather databases
- Geospatial datasets maintained by NRSC and partner institutions

These systems collectively provide planning, monitoring, geospatial, and vulnerability-related information but currently lack a unified AI-enabled decision-support capability.

2.2 Description of the application/use of the IT solution

The DDST shall function as an integrated analytical and recommendation platform that supports evidence-based planning under VB-G RAM G.

The system shall assist district administrations, blocks and planning authorities like Gram Sabha and Gram Panchayat, by:

- Identifying highly vulnerable geographies.
- Prioritizing Gram Panchayats based on Composite Impact Scores.
- Assessing existing resilience capacities and infrastructure.
- Identifying infrastructure and resilience deficits.
- Recommending permissible VB-G RAM G works.
- Supporting convergence with other government schemes.
- Providing climate and disaster risk-informed planning recommendations.
- Generating district, block, and Gram Panchayat level planning intelligence.

The DDST shall complement existing planning systems and provide recommendations that can be transferred into Yuktdhara for further planning, technical scrutiny, and approval.

2.3 General conditions at the partner end

The Ministry of Rural Development, GIZ, NIC, NRSC, State Governments, and designated implementing agencies shall facilitate access to approved datasets, technical consultations, validation processes, and pilot implementation arrangements.

District administrations already possess significant digital capacities through their use of NREGASoft, GIS-enabled planning tools, mobile monitoring applications, and digital reporting systems. The district headquarters generally possess adequate internet connectivity, hardware infrastructure, and trained personnel capable of utilizing advanced decision-support systems.

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The contractor shall be responsible for developing the DDST, integrating approved datasets, ensuring interoperability with existing systems, and supporting pilot implementation.

2.4 Functional requirements

The DDST shall consist of six integrated functional layers.

Layer 1: Data Integration and Interoperability Layer: The system shall integrate datasets from:

- PM Gati Shakti
- Yuktdhara
- VB-NRIS
- NREGASoft
- Mission Antyodaya
- IMD
- IndiaWRIS
- CGWB
- NDMA
- State Disaster Management Authorities
- NRSC
- Soil Health Card databases
- Land Use and Land Cover databases
- Wasteland Atlas
- State-specific datasets

Layer 2: Composite Impact Score Engine: The system shall generate Composite Impact Scores using indicators related to:

- Climate vulnerability
- Disaster risk
- Socio-economic vulnerability
- Infrastructure vulnerability
- Adaptive capacity
- Natural resource stress

Outputs shall support prioritization of districts, blocks, and Gram Panchayats.

Layer 3: AI Gap Analysis Engine: The system shall analyse:

- Hazard exposure
- Existing infrastructure capacity
- Asset condition
- Resource adequacy
- Service deficits

The engine shall estimate resilience gaps based on defined benchmarks.

Layer 4: AI Recommendation Engine: The system shall generate:

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- GP-wise recommendations
- Hazard-specific interventions
- Indicative quantities of works
- Convergence recommendations
- Asset maintenance recommendations
- Climate adaptation recommendations

All recommendations shall be accompanied by evidence layers and explanatory logic.

Layer 5: Dashboard and Visualization Layer: Role-based dashboards shall be provided for:

- National users
- State users
- District users
- Block users
- Gram Panchayat users

Layer 6: Planning and Yuktdhara Integration Layer

The system shall enable transfer of AI-generated recommendations into Yuktdhara as tagged "AI-Suggested" works for review through existing planning processes.

The DDST shall preserve all existing statutory approval mechanisms including Gram Sabha approval, administrative sanction, technical sanction, social audit, and programme monitoring.

2.5 Non-functional requirements

In addition to delivering the required analytical and decision-support functionalities, the DDST shall meet a set of non-functional requirements to ensure usability, reliability, scalability, sustainability, and long-term adoption by government institutions. The solution shall be designed for nationwide scalability and seamless integration into the existing digital ecosystem of VB-G RAM G.

The system shall:

- Be scalable to support national deployment across all States and Union Territories.
- Support a minimum of 5,000 concurrent users without performance degradation.
- Operate effectively under varying internet bandwidth conditions.
- Be mobile-responsive and accessible through standard web browsers.
- Support English and Hindi during the pilot phase and be expandable to additional languages.
- Ensure high availability, reliability, and disaster recovery mechanisms.
- Follow Government of India cybersecurity, data privacy, and data governance standards.
- Maintain complete auditability and traceability of recommendations, datasets, and user actions.
- Support modular enhancements for future hazards, datasets, and analytical modules.

2.5.1 Interfaces

The DDST shall operate within a federated digital ecosystem and therefore requires robust interoperability mechanisms.

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The system shall support:

- REST-based APIs.
- JSON and XML data exchange formats.
- OGC-compliant geospatial services.
- API-based integration with Yuktdhara.
- API-based integration with NREGASoft.
- Integration with VB-NRIS and PM Gati Shakti.
- Integration with disaster management and climate information systems.
- Import and export of geospatial datasets and planning outputs.

2.5.2 System requirements/technical framework

The DDST shall be developed using a modular, service-oriented architecture capable of supporting future expansion and integration requirements.

The technical framework shall:

- Follow microservices architecture principles.
- Support GIS-enabled spatial databases.
- Support AI/ML model deployment and lifecycle management.
- Enable cloud and on-premises deployment options.
- Include role-based access control mechanisms.
- Support real-time and batch data processing.
- Enable automated updates of integrated datasets.
- Be designed for future integration with emerging government digital platforms.

2.6 Use of open-source software (OSS)

The Government of India promotes the adoption of open-source technologies to ensure transparency, flexibility, sustainability, and cost efficiency. Accordingly, the DDST shall be developed using open-source technologies to the maximum extent possible.

The contractor shall utilise open-source software for:

- Spatial databases (PostgreSQL/PostGIS)
- GIS services (GeoServer)
- Mapping frameworks (OpenLayers/Leaflet)
- Backend development frameworks
- AI and machine learning frameworks (Python-based ecosystems)
- Containerization and deployment tools

The contractor shall ensure that no proprietary software dependencies are introduced without prior approval from MoRD and GIZ. All source code, configuration files, and deployment scripts developed under this assignment shall be transferred to MoRD and its designated technical partners upon completion.

2.7 Hosting

The Contractor shall provision, configure, operate and maintain a secure hosting environment for the Digital Decision Support Tool throughout the development, testing, integration and pilot phases. The hosting solution shall include cloud infrastructure, server provisioning, storage,

hosting of application components, AI models, GIS services, APIs and dashboards, together with cybersecurity measures, automated backup, disaster recovery, system monitoring and technical support. The Contractor shall ensure compliance with Government of India data security standards and support migration of the complete application, databases, source code and documentation to the National Informatics Centre (NIC) or another government-designated hosting environment upon completion of the assignment. The final production deployment architecture shall be agreed jointly by MoRD, NIC, NRSC, GIZ, and the contractor.

3. Responsibilities of the contractor

The contractor shall be responsible for the end-to-end development, integration, piloting, validation, documentation, capacity building, and institutional handover of the DDST. The contractor shall work closely with MoRD, NIC, NRSC, State Governments, district administrations, and other relevant stakeholders throughout the assignment:

3.1 Work package 1: *Kick-off*

This work package establishes the governance, technical, and operational foundation for the assignment. It will ensure alignment among all stakeholders and confirm the scope, timelines, responsibilities, and integration requirements.

Activities

- Conduct inception workshop.
- Review existing DDST scoping outputs.
- Review available datasets and interoperability arrangements.
- Finalize implementation strategy.
- Confirm pilot districts.
- Establish governance and reporting arrangements.

Deliverables

- Inception Report.
- Detailed Work Plan.
- Stakeholder Engagement Plan.
- Risk Management Framework.

3.2 Work package 2: *Drafting of implementation concept*

This work package translates the conceptual DDST framework into a detailed technical blueprint for implementation.

Activities

- i. Develop detailed system architecture.
- ii. Develop data architecture.
- iii. Define AI and analytics architecture.
- iv. Define interoperability architecture.
- v. Define hosting architecture.
- vi. Define security architecture.
- vii. Refine user journeys and workflows.

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Deliverables

- i. System Requirement Specification (SRS).
- ii. Technical Architecture Document.
- iii. Data Governance Framework.
- iv. Security and Privacy Framework.
- v. Integration and Interoperability Framework.

3.3 Work package 3: *Technical implementation*

This work package represents the core development phase of the assignment and includes development of both the Composite Impact Score Engine and the AI Gap Analysis and Recommendation Engine.

Activities

- Development of integrated data layer.
- Development of Composite Impact Score Engine.
- Development of AI Gap Analysis Engine.
- Development of Recommendation Engine.
- Development of dashboards and visualizations.
- Development of reporting modules.
- API development and integration.
- Mobile optimization.
- User management and access control systems.

Deliverables

- Alpha Version.
- Beta Version.
- Integrated DDST Platform.
- Technical Development Documentation.

3.4 Work package 4: *Testing and quality assurance*

This work package ensures that the DDST performs reliably, securely, and accurately under real-world operating conditions.

Activities

- Unit testing.
- Integration testing.
- Performance testing.
- Security testing.
- User Acceptance Testing (UAT).
- Validation of AI models and recommendations.

Deliverables

- Test Reports.
- Security Audit Report.
- UAT Sign-Off Report.

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- Model Validation Report.

3.5 Work package 5: *Documentation*

Comprehensive documentation shall be prepared to support deployment, maintenance, training, and future scaling.

Activities

- i. Preparation of user manuals.
- ii. Preparation of administrator manuals.
- iii. Preparation of technical documentation.
- iv. Preparation of API documentation.
- v. Preparation of deployment documentation.

Deliverables

- i. User Manual.
- ii. Administrator Manual.
- iii. Technical Documentation Package.
- iv. API Documentation.
- v. Deployment Guide.

3.6 Work package 6: *Workshop and Capacity Building*

The long-term success of the DDST depends on user adoption and institutional ownership. This work package focuses on building capacities of national, state, district, and technical stakeholders.

Activities

- National orientation workshop.
- State-level training workshops.
- District-level training sessions.
- Training of trainers.
- Development of training materials.
- Pilot Coverage
- Three districts in Bihar.
- Three districts in Rajasthan.

Deliverables

- Training Manual.
- Training Presentations.
- Training Completion Report.
- Capacity Building Assessment Report.

3.7 Work package 7: *Support (and operation)*

Following deployment, the contractor shall provide operational support to ensure smooth functioning and timely resolution of technical issues.

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Activities

- Helpdesk services.
- Bug fixing.
- System monitoring.
- Performance optimization.
- Hosting support.
- User support.

Duration

Minimum 12 months after pilot deployment.

Deliverables

- Monthly Support Reports.
- Incident Logs.
- Performance Monitoring Reports.

3.8 Work package 8: *Project management*

This work package covers overall coordination, governance, reporting, stakeholder engagement, and quality assurance.

Activities

- Project governance.
- Stakeholder coordination.
- Progress monitoring.
- Risk management.
- Financial and administrative management.
- Quality assurance oversight.

Deliverables

- Monthly Progress Reports.
- Quarterly Progress Reports.
- Steering Committee Presentations.
- Project Closure Report.

***Gender responsiveness to be considered as a mandatory and crosscutting theme in the design of the decision support tool.*

3.9 Work package 9: Pilot Deployment, Validation and Institutional Handover

The pilot phase will validate both analytical approaches—the Composite Impact Score Framework and the AI Gap Analysis & Recommendation Engine—and assess their usability, accuracy, and operational value.

Activities

- Deployment in three districts of Bihar.

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- Deployment in three districts of Rajasthan.
- Validation of Composite Impact Scores.
- Validation of AI-generated recommendations.
- User feedback collection.
- Refinement of analytical models.
- Sustainability planning.
- Source code handover.
- Knowledge transfer to NIC and MoRD.
- Migration support.

Deliverables

- Pilot Assessment Report.
- Validation Report.
- Lessons Learned Report.
- Sustainability and Scale-up Roadmap.
- Source Code Repository.
- Knowledge Transfer Package.
- Final Project Completion Report.

3.10. Information and reporting obligations

3.10.1. Reporting obligation

The contractor shall punctually submit to GIZ the reports specified in the contract according to type and frequency, in the agreed form and language and in the stipulated format. Unless otherwise agreed in the contract, the contractor shall prepare the reports in German and forward them in electronic form (both in a format that is MS Word-compatible and as a PDF document) to GIZ.

If the contractor's primary task is to produce one or more studies or appraisals, the reporting requirements set out at 2.3 above do not apply (with the exception of 2.3.5).

3.10.2. Required content

All reports and the associated documents must clearly indicate the ultimate commissioning party/client, any other financing parties and GIZ as the contracting authority. The reports must be concise and limited to information directly relevant to the contract. The reports should state the degree to which objectives are achieved. They must be dated and hard copies need to be signed. Any sources and references must be stated.

3.10.3. Interim reports and final report

The final report is due at the latest when the contract period ends. Where a contract has a term of at least 12 months, interim reports are due every twelve months. The partner institution must be involved in writing the reports.

Upon request by GIZ, the key sections of reports must be forwarded to the partner institution in the country's official language or an agreed common language.

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4. Schedule and milestones

Certain milestones, as laid out in the table below, are to be achieved during the contract term. In case of delays arising from approvals, data-sharing arrangements, pilot implementation, stakeholder consultations, political or administrative considerations, or additional validation and training requirements, the contract duration may be extended upon mutual agreement between the parties.

Milestones/process steps/partial services	Deadline/place/person responsible
Inception report submission	Month 1 – Sep 2026
SRS and Architecture Approval	Month 2- Sep 2026
Development of Core Data Layer	Month 3-4 – Nov-Dec 2026
Development of Composite Impact Score Engine	Month 4 – Dec 2026
Development of AI Gap Analysis Engine	Month 5- Jan 2027
Development of Recommendation Engine and Dashboards	Month 6 – Feb 2027
Alpha Release	Month 6 – Feb 2027
Integration and Testing	Month 7 – March 2027
Beta Release	Month 8 - April 2027
Pilot Deployment in Bihar and Rajasthan	Month 9- May 2027
Capacity Building and User Training	Month 9-10, May – June 2027
Validation and Refinement	Month 10 – June 2027
Handover, Scale-up Roadmap and Project Closure	Month 11 – July 2027

5. Granting of rights of use (e.g. to partners)

The rights of use for the IT solution, to be granted as per section 3.2 of the *Supplementary Terms of Contract for IT Services – EVB-IT Standard Business Terms for IT Services (EVB-IT-Service-AGB)* (this may need to be amended according to the type of EVB-IT contract concluded), are granted both to GIZ and to partner institution i.e. Ministry of Rural Development, Government of India.

6. Data protection and information security

Data Protection

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.

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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 following key performance indicators relevant to information security are agreed for the provision of the service and the reports:

- Milestones to be achieved.
- Resolution time for security-relevant events

In the event of non-compliance with the key performance indicators described, the client may claim damages or reduce the remuneration in accordance with the statutory provisions.

It is mandatory to provide your own virtual server for the project.

When configuring the web server, you must pay attention to the following:

- Disable Trace HTTP Request
- Run as a separate User & Group
- Disable signature.
- Disable banner.
- Restrict access to a specific network or IP.
- Use only TLS 1.2
- Disable Directory Listing
- Remove unnecessary DSO modules.
- Disable Null and Weak Ciphers
- periodically updates of the system -> stay current!
- periodically checks of the system log files.

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 (Http Only) 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.

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

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.

Subject of the tender procedure:

Transaction number:

8. Technical-methodological concept

In the conceptual design of the tender (technical-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-methodological concept (section 1 of the assessment grid) In the tender, the tenderer is required to show *how* the services specified in section 3, where relevant taking account of other specific methodological requirements (section 2), are to be provided (technical-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 about the objective (section 1.1 of the assessment grid).

8.1.2 Project management and development methodology:

The tenderer should consider the design of the project management process and describe his or her methodology for development/implementation, considering the described work packages (section 3) and compliance with the milestones (section 4) (section 1.2 of the assessment grid).

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 the specialist staff that he or she offers. The operational plan must depict the assignment periods (time and expert days) and 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).

9. Human resources

9.1 Human resources concept

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 (see section 7).

The qualifications specified below meet the requirements for achieving the highest score in the technical assessment.

Team Leader- Product Lead/ Digital Governance Expert (Section 3.1 of the assessment grid)

Responsibilities

Subject of the tender procedure:**Transaction number:**

- Lead the overall planning, implementation and quality assurance of the assignment, ensuring timely delivery of all work packages and deliverables.
- Serve as the primary point of contact with MoRD, GIZ, NIC, NRSC and other stakeholders, and facilitate effective coordination throughout the project.
- Provide strategic and technical oversight for the design, development, integration, piloting and institutionalization of the Digital Decision Support Tool (DDST).
- Guide the multidisciplinary team in incorporating climate resilience, disaster risk reduction, adaptive social protection, geospatial technologies and AI-based decision support into the DDST.
- Lead stakeholder consultations, validation workshops, pilot implementation and capacity-building activities in collaboration with national, state and district stakeholders.
- Ensure interoperability of the DDST with existing Government digital platforms, including Yuktdhara, NREGASoft and other relevant systems.
- Review and approve all technical outputs, documentation, training materials and knowledge products before submission.
- Provide overall project management, including work planning, risk management, resource coordination, quality control and reporting to ensure successful completion of the assignment.

Qualifications:

- Education/training (3.1.1):
 - Qualification or certificates in the area of Computer Science, information technology, Data Science (e.g. master's degree in computer sciences)
- Language (3.1.2):
 - Knowledge of English C1 level, in the Common European Framework of Reference for Languages
- General professional experience (3.1.3):
 - 6 years of professional experience in the area of managing digital, Artificial Intelligence, GIS-based development projects, preferably in the government or rural development sector
- Specific professional experience (3.1.4):
 - 3 years of professional experience in development of digital tool
 - 2 years of professional experience in digital decision support tool in climate and disaster fields
- Leadership experience/management (3.1.5):
 - 5 years of leadership experience as a project team leader or manager in a company
- Development cooperation (DC) experience (3.1.6):
 - 2 years of experience working on DC projects
- Other (3.1.7):
 - 3 years of experience in Public financed programs/schemes

Expert 1: AI/ML Architect and Lead Developer (Section 3.2 of the assessment grid)**Responsibilities**

- Lead the design, development and deployment of the AI-enabled Gap Analysis and Recommendation Engine, including the Composite Impact Score framework for the Digital Decision Support Tool (DDST).

Subject of the tender procedure:**Transaction number:**

- Develop AI/ML models, algorithms and decision-support logic to analyse climate, disaster, geospatial, infrastructure and socio-economic datasets, and generate evidence-based recommendations for VB-G RAM G planning.
- Design and implement the overall technical architecture, ensuring seamless integration of AI components with GIS platforms, databases, APIs and existing Government systems such as Yuktdhara, NREGASoft and other relevant digital platforms.
- Guide the development team in building scalable, secure and interoperable application components using appropriate open-source technologies and coding standards.
- Lead model training, validation, testing and performance optimization to ensure accuracy, reliability and explainability of AI-generated outputs.
- Develop and implement data integration frameworks, including data pipelines, APIs and interoperability mechanisms for multiple internal and external data sources.
- Ensure compliance with Government of India standards on cybersecurity, data privacy, system performance and software quality throughout the development lifecycle.
- Prepare technical documentation, support system deployment, capacity building, troubleshooting and migration of the DDST to the Government-designated hosting environment.

Qualifications:

- Education/training (3.2.1):
 - Qualification or certificates in the area of computer science (10), Artificial Intelligence (10), Data Science (10), Information Technology (10) or related discipline (5) (e.g. master's degree in Environment Sciences)
- Language (3.2.2):
 - Knowledge of English and Hindi C1 level, in the Common European Framework of Reference for Languages
- General professional experience (3.2.3):
 - 6 years of Demonstrated experience developing enterprise-scale AI applications.
- Specific professional experience (3.2.4):
 - 2 years of experience in AI/ML systems development
 - One year of experience in recommendation engines, predictive analytics, geospatial AI, or decision-support systems.
- Leadership experience/management (3.2.5):
 - 2 years of leadership experience as a project team leader or manager in a company
- Development cooperation (DC) experience (3.2.6): Not Applicable
- Other (3.2.7): Not Applicable

Expert 2: GIS and Spatial System's Expert (Section 3.3 of the assessment grid)**Responsibilities**

- Lead the design and implementation of the geospatial architecture of the Digital Decision Support Tool (DDST), including development of spatial databases and GIS services.
- Integrate geospatial datasets from platforms such as Yuktdhara, NRSC/Bhuvan, PM Gati Shakti, IndiaWRIS, IMD and other relevant sources to support spatial analysis and decision-making.

- Develop GIS-based analytical models, maps and dashboards for hazard, vulnerability, infrastructure, natural resources and public works planning under VB-G RAM G.
- Support the AI/ML team in developing location-specific gap analysis, spatial modelling and recommendation frameworks by providing geospatial analytics and visualization.
- Prepare technical documentation, spatial data standards, metadata and user guidance, and support testing, pilot implementation and capacity building on GIS functionalities of the DDST.

Qualifications:

- Education/training (3.3.1):
 - Qualification or certificates in the area of GIS (10 marks), Remote Sensing (10 marks), Geoinformatics (10 marks), Geography (10), Geospatial Engineering (10 marks), or a related field (5 marks). (e.g. Master/bachelor's in computer sciences)
- Language (3.3.2):
 - Knowledge of English C1 in the Common European Framework of Reference for Languages
- General professional experience (3.3.3):
 - 4 years of professional experience in the area of application of GIS in rural development planning in multi-data environment involving analytics and data processing.
- Specific professional experience (3.3.4):
 - 3 years of experience in GIS system development and geospatial analytics.
 - 2 years of experience with enterprise GIS platforms, spatial databases and remote sensing applications.
- Leadership experience/management (3.3.5): Not Applicable
- Development cooperation (DC) experience (3.3.6): Not Applicable
- Other (3.1.7): Not Applicable

Expert 3: Full Stack Application Developer and API Integration Specialist (Section 3.4 of the assessment grid)

Responsibilities

- Design, develop and maintain the front-end and back-end components of the Digital Decision Support Tool (DDST), ensuring a secure, scalable and user-friendly application.
- Develop, implement and manage APIs and interoperability frameworks for seamless integration with Government digital platforms such as Yuktdhara, NREGASoft, PM Gati Shakti and other relevant databases and web services.
- Build and optimize application modules, databases, user interfaces, dashboards and workflows using open-source technologies and industry best practices.
- Conduct system integration, testing, debugging, performance optimization and deployment to ensure reliable, secure and efficient operation of the DDST across web and mobile platforms.
- Prepare technical documentation, support cloud deployment and migration, resolve technical issues, and provide technical support during pilot implementation, user acceptance testing and system handover.

Subject of the tender procedure:

Transaction number:

Qualifications:

- Education/training (3.4.1):
 - Qualification or certificates in the area of computer science (10), Software Engineering (10), or related disciplines (6) (e.g. Masters/bachelor's in computer sciences)
- Language (3.4.2):
 - Knowledge of English C1 level, in the Common European Framework of Reference for Languages
- General professional experience (3.4.3):
 - 4 years of professional experience in the area of full-stack software development (frontend and backend).
- Specific professional experience (3.4.4):
 - 2 years of experienced in developing enterprise web applications and API-based systems.
 - 2 year experience with cloud deployment, microservices architecture and open-source technology stacks.
 - 2 year of experience with usability design (UI/UX) principles and responsive interfaces.
- Leadership experience/management (3.4.5): Not Applicable
- Development cooperation (DC) experience (3.4.6): Not Applicable
- Other (3.4.7): Not Applicable

**Expert 4: Climate Risk and Adaptive Social Protection Expert
(Section 3.5 of the assessment grid)**

Responsibilities

- Lead the development of climate risk, disaster vulnerability and adaptive social protection frameworks to inform the design of the Digital Decision Support Tool (DDST) under VB-G RAM G.
- Define climate, disaster, socio-economic and livelihood vulnerability indicators and support the development of the Composite Impact Score and AI-enabled Gap Analysis framework.
- Provide technical guidance to ensure that AI-generated recommendations are aligned with climate-resilient public works, adaptive social protection principles, and the provisions of the VB-G RAM G Act.
- Support stakeholder consultations, validation of analytical frameworks, pilot implementation, and capacity-building activities with national, state and district stakeholders.
- Contribute to technical documentation, user manuals, training materials and knowledge products, and ensure alignment with relevant national policies, climate adaptation frameworks, disaster risk reduction guidelines, and Government of India programmes.

Qualifications:

- Education/training (3.5.1):
 - Qualification or certificates in the area of environment and climate studies (10), disaster management (10), public policy (10), social sciences (10) (e.g. master's degree in Environment Sciences).
- Language (3.5.2):
 - Knowledge of English and Hindi C1 level, in the Common European Framework of Reference for Languages

Subject of the tender procedure:

Transaction number:

- General professional experience (3.5.3):
 - 4 years of professional experience in the area of project leadership, coordination or program management, preferably involving rural development, climate change adaptation, disaster risk reduction, or any other government welfare programs.
- Specific professional experience (3.5.4):
 - 3 years of professional experience in climate risk and adaptation related topics.
 - 2 years of professional experience in coordinating assignments related to digital decision support tool in climate and disaster fields
- Leadership experience/management (3.5.5): Not Applicable
- Development cooperation (DC) experience (3.5.6): Not Applicable
- Other (3.5.7): Not Applicable

Expert Pool 1: Pilot and Capacity Building with up to 2 Experts (Section 3.6 of the assessment grid)

Responsibilities

- Coordinate and facilitate pilot implementation of the Digital Decision Support Tool (DDST) in the selected districts, working closely with MoRD, State Governments, district administrations and other implementing agencies.
- Plan and conduct stakeholder consultations, user acceptance testing, validation workshops and field demonstrations to gather feedback and support refinement of the DDST.
- Design and deliver training programmes, user manuals and capacity-building materials for officials at national, state, district, block and Gram Panchayat levels.
- Document implementation experiences, user feedback, lessons learnt and best practices, and support incorporation of improvements into the DDST before final deployment.
- Provide on-site technical and operational support during the pilot phase and facilitate knowledge transfer and institutional handover to ensure sustainable adoption of the DDST.

Qualifications:

- Education/training (3.6.1):
 - Qualification or certificates in the area of Rural Development (10 marks), Social Work (10 marks), Public Policy (10 marks), Environmental Studies (10 marks), or related fields (5 marks). (e.g. Master's degree in social work/public policy)
- Language (3.6.2):
 - Knowledge of C1 Level of English and Hindi, in the Common European Framework of Reference for Languages
- General professional experience (3.6.3):
 - 3 years of professional experience in the area of training, capacity building, or knowledge management, preferably in government, rural development, or disaster/climate sectors.
- Specific professional experience (3.6.4):
 - 2 years of professional experience in designing and conducting training programs on digital tools, MIS systems, or GIS platforms
 - 1 years of professional experience in MGNREGS processes, disaster risk management practices, and climate change adaptation at the district/block level
- Leadership experience/management (3.6.5): Not Applicable
- Development cooperation (DC) experience (3.6.6): Not Applicable

Subject of the tender procedure:

Transaction number:

- Other (3.6.7): Not Applicable

The tenderer must provide a clear overview of all the proposed experts and their individual qualifications.

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 Terms of Reference (the number of experts and expert days, the budget specified in the price schedule), because this is part of the competitive tender and is used to ensure that the tenders can be compared objectively. There is no entitlement to use the total number of expert days or the specified budget.

The number of expert days corresponds to the working days.

Expert	Expert days
Team Leader- Product Lead/Digital Governance Expert	40
Expert 1: AI/ML Architect and Lead Developer	60
Expert 2: GIS and Spatial Systems Expert	40
Expert 3: Full Stack Application Developer and Integration Specialist	60
Expert pool 4: Climate Risk and Adaptive Social Protection Expert	40
Expert Pool 1: Pilot and Capacity Building Expert (2)	50
Total Days	290

Subject of the tender procedure:

Transaction number:

10.2 Travel expenses

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.

Travel expense requirements

Important note: In cases where national administrative staff (e.g. drivers) are required to travel with the contractor's experts, please include travel expenses for them in this section and in your cost estimate.

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

Travel expenses item	Quantity/budget
Total number of international flights (trips) (4 Flights)	2
Total number of regional/national flights (trips) (24 Flights)	12
CO ₂ offsets for flights Link to <u>working aid</u> and <u>table for setting the budget</u>	1.520,00 EUR An unalterable budget for CO ₂ offsets for settlement against evidence is specified.
Transport costs (rail travel, car travel, public transport)	1.800,00 EUR
Per-diem allowances (Delhi)	10
Accommodation allowances (Delhi)	10
Per-diem allowances (other cities in India)	36
Accommodation allowances (other cities in India)	36
Other travel expenses (visa, project-related travel expenses outside the place of business etc.) for 2 international trips	280,00 EUR

Per-diem allowances are reimbursed as a lump sum up to the maximum amounts permissible under tax law for each country as set out in the country table in the circular from the German Federal Ministry of Finance on travel expense remuneration (download at [Steuerliche Behandlung von Reisekosten und Reisekostenvergütungen bei betrieblich und beruflich veranlassten Auslandsreisen ab 1. Januar 2026](#))

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

- Transport costs

Subject of the tender procedure:

Transaction number:

- Other travel expenses

Notes on the settlement of accommodation allowances outside Germany:

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 Equipment

– Not applicable –

10.4 Workshops, training and Capacity Building

The contractor runs the following workshops/training courses:

10.4.1 Workshops

- Workshop budget (against evidence): **6.000,00 EUR**
- 1 National level workshop/dialogue on the decision support digital tool.
- 2 states level workshops/dialogues on the digital tool.
- National/State/District level workshops/dialogues: Dates, participants etc. to be decided with GIZ. Entire facilitation and organisation to be done by contractor. Minimum of 50 participants must attend each of the workshops.

10.4.1 Capacity Building

- Capacity Building Budget (against evidence): **6.000,00 EUR**
- Minimum of 50 participants/program functionaries each in 2 state level trainings must be trained in the use of Digital tools.

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

Subject of the tender procedure:

Transaction number:

- 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

Hiring of cloud computing software 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 lump sum. Hosting is required for a total period of 10 month.

10.6 Other costs

A budget (against evidence) for printing, design and publication can be given for section 4 i.e. deliverables that include knowledge products and reports. A budget of **Euro 1.500,00** is earmarked for this. This is subject to verification and evidence.

10.7 Flexible remuneration item

Not Applicable- “

10.8 Cofinancing arrangements

– Not applicable –

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

Subject of the tender procedure:

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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

12.1 Follow-on measure/extension of service-delivery period

Not Applicable

12.2 Expansion of the service content

Not Applicable

13. Annexes (optional)

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