Terms of reference (ToRs) for the procurement of services

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

DEVELOPMENT OF ASEAN DIGITAL KNOWLEDGE PLATFORM ON WASTE MANAGEMENT AND SUSTAINABLE TOURISM	Project number/ cost centre: 20.2022.0-001.00

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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
ToRs	Terms of reference

1. Context

Project background:

ASEAN Municipal Solid Waste Enhancement (AMUSE) Project supported by the Federal Government of Germany through the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH in close cooperation with the ASEAN Secretariat (ASEC) aims to contribute to improve environmental quality in medium-sized cities in the ASEAN region through strengthening the competences for optimizing waste disposal and recycling in small and medium-sized tourist cities. The project will apply a holistic, multi-level, and multi-stakeholder approach. The beneficiaries also include national and local tourism associations and local tourism operators. The project intends to cooperate with tourism stakeholders concerning prevention, disposal and recycling of waste in their environment of action.

The project duration is three years (July 2022 - June 2025) and has three (3) outputs, including:

1) Developing a new ASEAN-wide digital knowledge platform provides sustainable knowledge, training, dialogue formats, and standards for optimizing municipal waste management and recycling for public and private stakeholders at national and local levels in ASEAN countries;
2) Supporting medium-sized tourist cities in the implementation of sustainable waste management by the respective responsible ministries in cooperation with tourism associations and other national actors active in the waste and tourism sector; and
3) Providing field-tested options for optimizing municipal waste management and recycling in terms of sustainability and gender sensitivity in medium-sized tourist cities which are documented for further dissemination.

While Output 2 and 3 is being implemented at national and local level in four partner countries (Cambodia, Lao PDR, Viet Nam, and Thailand), Output 1 operates at regional level to enhance regional cooperation and knowledge management through a digital knowledge platform addressing and involving the relevant ASEAN working groups in solid waste management (SWM) and tourism, i.e. the ASEAN Working Group on Environmentally Sustainable Cities (AWGESC), ASEAN Working Group on Environmental Education (AWGEE), ASEAN Sustainable and Inclusive Tourism Development Committee (ASITDC), and ASEAN Smart City Network (ASCN).

AMUSE aims to develop a regional digital platform which will collate and showcase data, publications and examples of good practices in waste management in relation to sustainable tourism that built-in based on the existing ASEAN Environment Knowledge Hub. The digital platform will serve as repository of knowledge, discussion forum and networking. The platform shall enable target group (i.e. relevant stakeholders, including government agencies, local communities, tourism operators, and NGOs) to easily access valuable information and insights to support their job; to connect experts to generate and incubate ideas to drive improvement; and to help target group to stay up-to-date on policies and procedures pertaining to Waste Management and Sustainable Tourism.

In this regard, AMUSE will explore opportunities to build on the ASEAN Environment Knowledge Hub to synergize effort in the region, particularly improvement of this hub. Therefore, GIZ is looking for an expert to support the development of ASEAN Wide Digital Knowledge Platform on Waste Management and Sustainable Tourism.

Objective of the assignment:

In line with the objective in Output 1 and the methodology described above the objective of the herewith tendered service is to develop a concept for a regional knowledge platform based on the ASEAN Environment Knowledge Hub to enhance and complement existing initiatives for fulfilling its objectives, covering the stages as follow:

1. Review of the ASEAN Environment Knowledge Hub, including assessment in terms of the needs for further improvement (e.g. operational and maintenance, required information, etc)
2. Development of the concept for the future ASEAN digital knowledge platform on waste management and sustainable tourism, including the proposed features, target audience category, data access mechanism, related topics and type of knowledge product and information which shall make the existing ASEAN Environment Knowledge Hub more interactive and engaging for the users.
3. Development of the knowledge platform improvement, i.e. the implementation of the concept (Optional)

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

A. Preparing Inception Report to outline the proposed approach, methodology, work plan/tasks & timeline, and resource allocation.

B. Assessment or review of the ASEAN Environment Knowledge Hub. The assessment or review tasks will include, but are not limited to, the following aspects:

a) Review the ASEAN Environment Knowledge Hub platform. The review shall build on recommendations to further improve the Hub made by its developer CARI!, but extended to following aspects: user/ usability experience , content evaluation, technical infrastructure, possibilities to integrate interactive elements, for networking/ knowledge sharing and for social media integration/ connection,
b) Provide Competitor Analysis: Compare the ASEAN platform with similar knowledge and information platforms in the market to identify features or functionalities that competitors offer and assess if they should/could be incorporated into the ASEAN Environment Knowledge Hub. The assessment shall consider both the technical feasibility as well as ASEAN due diligence and policy requirements.
c) Identify gaps and needs of the ASEAN Environment Knowledge Hub and good practises/ solutions of existing platforms to facilitate the understanding for improvement.

C. Development of the concept for the further development of the ASEAN Environment Knowledge Hub. The task will include the following activities:

a) Prepare draft concept note based on the review report which define the scope and objectives of the ASEAN knowledge platform. The draft concept shall include the recommendation for:
   i. **Proposed features** to improve skills (e.g. networking and exchange), productivity, user experience and engagement of target group. For example, to integrate mobile friendly version, social media integration, link

to interactive forum group discussion, and/or gamification elements (for specific audience such as youth and local community).

ii. **Identified target audience's category** and their specific information needs. This may include determining content categories, including sustainable waste management strategies, sustainable tourism practices, case studies, research reports, and policy guidelines.

iii. **Data access mechanism** for multi-tier stakeholder group which shall complies with data privacy policy and regulation in ASEAN.

iv. **Related topics and type of knowledge product** which shall make the existing Knowledge Hub more interactive and engaging for the users.

v. **Proposed plan on how to streamline data and information** for the development of knowledge products on solid waste management. The contractor will be responsible for building framework and mechanism (i.e. information/data process management system) that allows users/operators to put the knowledge products in the right categories.

vi. **Develop a communication strategy** to promote the knowledge platform and to support the effective dissemination of information and knowledge products to the tourist cities and public, as well as other relevant users.

vii. **Aspect of capacity development (training)** of responsible ASEAN staff to qualify them in maintenance and operation of the platform.

viii. **Alternative solutions** (e.g. complementation with other platforms) in case the ASEAN Hub cannot accommodate all proposed features (e.g. for policy reasons).

b) Present findings of the assessment report as well as the draft concept to ASEAN Secretariat and relevant ASEAN Working Group to gather their inputs and feedback.

c) Facilitate discussion with ASEAN Secretariat and relevant ASEAN working groups (AWGESC and AWGEE) as well as revise the draft accordingly to finalize the concept note through workshop/dialogue/meetings format.

D. **OPTIONAL: Implementation of the concept, i.e. development of the future ASEAN digital knowledge platform on waste management and sustainable tourism.**
This shall include updating the existing layout of the platform and further development of the ASEAN Environment Knowledge Hub. Activities under this task may include:

a) Upgrading existing layout of the platform, incorporating a user-friendly interface and navigation structure. The platform should be designed to strengthen the performance of the existing ASEAN Environment Knowledge Hub and accommodate future knowledge material and elements as proposed.

b) The platform shall include two separate access areas for two main target groups: A closed area with technical documents to support the focal points of ASEAN working groups in their work, and an open area for the general public with more general information. The approved concept shall outline the mechanisms for managing these specific access areas.

c) Outline mechanisms for data organization, searchability, and update management on numbers of traffic and engagement.

d) Conduct the necessary testing for the upgraded knowledge platform.

e) Carry out training to relevant staff for operation and maintenance.

f) Support the launch or socialization event of the ASEAN Environment Hub to the key stakeholders and potential users.

The execution of activities outlined in item D is subject to the approval of the proposed concept by both GIZ and ASEAN, its technical feasibility, and the budget availability. GIZ and the contractor may agree on partial implementation in accordance with these specified conditions.

The Contractor shall undertake all activities in close consultation with ASEC and the involved Working Groups and sectoral bodies through the GIZ-AMUSE team to incorporate feedback from the consultation in the concept development.

In addition to the reports required by GIZ, the contractor submits the following reports:

- Inception Report
- Assessment/Review Report
- Contributions to reports to GIZ's commissioning party.
- Brief monthly reports on the implementation status of the project (max 1-2 pages).
- Summary reports of consultation meetings with relevant ASEAN working groups, ASEC and GIZ, including Inception Workshop with AWGESC and AWGEE.

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/process steps/partial services	**Deadline**
Inception Report	1 week after conclusion of the contract (1 working day)
Assessment/Review Report	2 weeks month after conclusion of the contract (5 working days)
Draft Concept for the knowledge platform	1 months after conclusion of the contracts (10 working days)
Organize Inception Meeting between GIZ, ASEC and AMS to present Assessment Report and draft Concept	2 months after conclusion of the contracts (1-3 days)
Facilitate discussions with ASEAN working groups on the draft Concept (through dialogue and / or consultation meetings) which may include revision of draft Concept	3 months (3 working days)
Finalization of approved concept	3 months after conclusion of the contracts (2 working days)
Optional: Development of the knowledge platform / implementation of the approved concept.	3-5 months (up to 45 working days, subject to approval by GIZ upon proposed concept)

Period of assignment: from 1 January 2024 until 30 August 2024 with total up to 70 working days (including the optional work).

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter 2 (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter 2 Tasks to be performed) (1.1.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter 2 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1) and GIZ and to promote scaling-up effects (1.5.2) under **learning and innovation**.

4. Personnel concept

The tenderer is required to provide a Team leader who is suited to filling the position described, on the basis of his/her CV (see Chapter 6), the range of tasks involved and the required qualifications. The designated Team leader is the lead advisor to consult and advise ASEC and relevant ASEAN working groups during the development of the concept/ knowledge platform. The selection of further team members is left to the tenderer. The team as a whole must have the skills required to perform the above-mentioned tasks.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Team leader

<u>Tasks of the team leader</u>
- Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- Coordinating and ensuring communication with GIZ, partners and others involved in the project
- Personnel management, in particular planning and steering assignments
- Lead advisor for the further development of the ASEAN Environment Knowledge Platform
- Regular reporting in accordance with deadlines

<u>Qualifications of the team leader</u>
- Education/training (2.1.1): university degree (German ‘Diplom’/Master) in sustainable development, social sciences, IT, media, environmental management, or other fields related to the scope of the assignment.
- Language (2.1.2): C2-level language proficiency in English
- General professional experience (2.1.3): 10 years of professional experience in the Environmental, circular economy, waste management and/or (IT) consulting sector
- Specific professional experience (2.1.4): 5 years in development of digital knowledge platforms/ environmental information system
- Leadership/management experience (2.1.5): 5 years of management/leadership experience as project team leader or manager in a company
- Regional experience (2.1.6): 2 years of experience in projects in ASEAN (region),
- Development cooperation (DC) experience (2.1.7): 2 years of experience in DC projects

5. Costing requirements

Assignment of personnel and travel expenses

GIZ Travel Regulation shall be applied for travel expenses.

All business travel must be agreed in advance by the officer responsible for the project.

Specification of inputs:

Fee days	**Number of experts**	**Number of days**	**Total**	**Comments**
Team Leader	1	25	25	Up to 25 working days for the development of the concept and optional up to 45 days for the implementation, i.e. further development of the ASEAN Hub (see below section 8)
Travel expenses	**Quantity**	**Price**	**Total**	**Comments**
Fixed travel budget	1	IDR 16.600.000	IDR 16.600.000	Maximum cost for travel. Reimbursement against evidence. All business travel must be agreed in advance by the officer responsible for the project.

6. Inputs of GIZ or other actors

GIZ and/or other actors are expected to make the following available:

- GIZ will facilitate the logistics for workshops and meetings and cover associated costs.

7. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English.

The complete tender must not exceed 10 pages (excluding CV). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CV of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the standard format for application. The CV shall not exceed 4 pages. It

must clearly show the position and job the proposed person held in the reference project and for how long. The CV must also be submitted in English.

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, travels, or budgets in full. The number of days, travels and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

8. Option

After the services put out to tender have been completed (development of the concept), important elements of these tasks can be continued or extended. Specifically:

Type and scope

The contractor is responsible for providing the following optional services:

- Implementation of the concept/ further development of the ASEAN Knowledge Platform

Requirements

Exercising the option will depend on approval of the proposed concept by both GIZ and ASEAN, its technical feasibility, and the budget availability. GIZ and the contractor may agree on partial implementation in accordance with these specified conditions. The decision on continuation is expected to be made in the period 4 weeks after finalization of the concept.

The option will be exercised by means of a contract extension on the basis of the individual approaches already offered.

Quantitative requirements for the optional services

Fee days	**Number of experts**	**Number of days**	**Total**	**Comments**
Team Leader	1	45	45	Up to 45 working days
Travel expenses	**Quantity**	**Price**	**Total**	**Comments**
Fixed travel budget	2	IDR 16.600.000	IDR 33.200.000	Maximum cost for travel. Reimbursement against evidence. All business travel must be agreed in advance by the officer responsible for the project.

Requirements on the format of the tender for the option

The specifications for pricing are defined in the price schedule.