

# Terms of reference (ToR) for the Implementation of data collections for ZME\_ IPA 25 Activities Phase 2 A

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## 1. 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
ZME	Project Centres for Migration and Development
ToRs	Terms of reference
GEC	Ghanaian-European Centre for Jobs, Migration and Development
EU	European Union
MLJE	Ministry of Labour, Jobs and Employment.

## **2. General information**

### **2.1 Brief information on the project**

The Global Centers for Migration and Development (ZME) have the objective of building the capacity of partner structures to be able to provide target-group- and gender-specific advisory services, strengthening partner structures for management of safe, orderly, and regular migration to Germany, the EU and within the region, and supporting the socio-economic reintegration of returning migrants and disadvantaged persons of the local population. The program is commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ).

There are several indicators within the ZME program for which the collection of standardized data through surveys should be conducted systematically throughout ZME. Such surveys are foreseen to create a robust basis for evidencing for the results achieved by ZME, including the compilation of specific monitoring indicators.

### **2.2 Context**

GIZ seeks external support for conducting data collections contributing to the standardised evaluation of persons interested in migration advised and referred to supporting organisations, returnees and disadvantaged people supported with (re)integration support measures and the standardised evaluation of capacity building measures. Other surveys evaluate the project on a more structural level looking at capacity-development. Outsourced surveying reduces potential bias encountered in scenarios where GIZ case workers would be directly surveying conducted measures.

The purpose of the assignment is to administer surveys, conduct data collections, provide technical assistance, analyses, and narrative reports to the GIZ advisor responsible for the monitoring and evaluation (M&E) of ZME at the Ghanaian - European Centre within a prespecified period. Due to the large volume of parallel monitoring processes requiring attention, additional support is sought for assisting with the operationalization and implementation of surveys as well as delivery of collected data in a predetermined format. Such a service will become of crucial importance to results-based monitoring for the ZME run by the Ghanaian - European Center.

## **3. Duration of Consultancy**

GIZ shall hire the contractor for the anticipated contract term, from 17th July 2026 to 30<sup>th</sup> March 2027.

## **4. Task to be performed.**

The contractor shall provide the following service:

- Implementation of two to four sets of data collections.
- Provide the raw data collected, analyzing the data, and preparing a report.
- The contractor may deliver other tasks assigned to him/her by the Monitoring and Evaluation focal person at the Centre during the contract duration.

The survey for which data must be collected by the contractor are the following:

<b>Surveys</b>	<b>Interval of support Activity</b>		<b>Delivery date</b>
<b>Survey 1</b> <i>Assessment of regular and regional migration counselling activities and effect: (data collection and feedback analysis) (min:400 respondents)</i>	<b>2026</b> 17 July 2026 – 09 Oct 2026	Conducting survey (Administering of questionnaires)	17 Jul – 1 Oct 2026
		Processing and delivery of validated, anonymized raw data (Data to be processed upon request)	9 Oct 2026
	<b>2026-2027</b> 12 Oct 2026 – 19 Mar 2027	Conducting survey (Administering of questionnaires)	12 Oct 2026 – 12 Mar 2027
		Processing and delivery of validated, anonymized raw data (Data to be processed upon request)	16 Mar 2027
<b>Survey 2</b> <i>Tracer Study on: Improvement of opportunities for socio-economic participation- Analysis of output 2 activities implemented with partners. (Socio-economic participation measures for disadvantaged persons and return migrants)  -Projects implemented under Output 2 Measures: reintegration measures. (min: 400 respondents)</i> .	<b>2026</b> 1 Jul – 6 Nov 2026	Conducting survey (Administering questionnaires)	23 Jul – 26 Oct 2026
		Processing and delivery of validated, anonymized raw data	30 Oct 2026
		Delivery of analysis and narrative report	6 Oct 2026
	<b>2026-2027</b> 16 Nov 2026 – 26 Mar 2027	Conducting survey (Administering questionnaires)	16 Nov 2026 – 22 Mar 2027
		Processing and delivery of validated, anonymized raw data	22 Mar 2027
		Delivery of analysis and narrative report	25 Mar 2027

Detailed description of tasks:

- After initial onboarding to ZME, the support of the contractor is sought to assist GIZ in carrying out an already designed and standardized survey related to the above-mentioned indicators. The objective will be to approach interviewees who have received support from ZME, as specified in the table.
- The contractor will implement a standardized questionnaire from the ZME HQ. A focus should be comparing the participants' situations before and after receiving support from ZME measures. The participants of the trainings/the clients will be contacted with a set

of questions matching the types of support they have received. Interviews are to take place by telephone or in person depending on the availability of the people. The survey will be conducted with Kobo Toolbox.

- The contractor will be supplied with a datasheet by GIZ counterparts containing the minimum amount of personal data necessary for contacting beneficiaries. This includes name of partner institution, name, surname, and telephone number.
- The GIZ (M&E Focal Points) will provide an onboarding on the questionnaire and KoboToolbox.

To carry out the data collection, the contractor is expected to complete the following activities:

- i. Building data collection tools:
  - a. Pilot the questionnaire with at least 20 individual interviews.
  - b. Preparation of a list of validation checks for the questionnaire data.
- ii. Designing the data collection process
  - a. Put in place a system of computer assisted telephone interviews (CATI) to manage the phone contacts, including recalls and replacement for non-response, as well as to apply the validation checks.
  - b. Prepare a system to record the non-response cases and their reasons.
  - c. Train the enumerators in the use of the questionnaires and the application of Kobo Toolbox.
- iii. Collecting data:
  - a. During interviews, if attribution to ZME remains unclear, please try using additional follow-up questions to verify whether the case can be reported because of ZME support.
  - b. Data collection will be done using the Kobo Toolbox for online and offline data collection.
- iv. Processing data:
  - a. Validate the individual data.
  - b. Prepare tabulations on aggregated data.
  - c. Deliver a final data set including:
    - i. Tables in Excel format, including labels for titles, rows, and columns in English, with data provided as absolute values and percentages:
      - Service type(s) received
      - Other relevant data from the survey (to be discussed)
- v. Analysing data:
  - a. Prepare statistical charts presenting the most relevant results, with titles and labels in English.
  - b. Prepare a narrative report based on the analysis of aggregate tables, in English.

Pre-conditions for cooperation:

- The database of survey results should be submitted to GIZ, which retains full ownership of the data and instruments used for the assignment.
- The contractor shall *exclusively* make use of the ZME standard questionnaire and datasheet formats provided by GIZ for implementing the survey and for delivery of data, which should be in Excel file format unless stipulated otherwise in writing.
- As an implementer under contract with GIZ processing personal data, the contractor is obligated to comply with all provisions of the General Data Protection Regulations (GDPR) of the European Union: <http://gdpr-info.eu>
- All data shall be transferred using an encrypted file transfer service of GIZ: <https://filetransfer.giz.de/Start?0>
- All data received for conducting the survey shall be destroyed upon conclusion of the assignment with GIZ. Data shall not be repurposed for other activities other than what is explicitly requested within this contractual agreement.
- Surveys with clients and participants of capacity development trainings shall not be conducted without confirming their informed consent at the outset of an interview. No variations to this statement are acceptable.
- All datasets and documentation received from GIZ counterparts for the purposes of this assignment are to be used exclusively for the delivery of outputs and aims described in the terms of reference at hand. The contractor will under no circumstance transfer or utilize any knowledge gained through the assignment for other purposes.
- The contractor shall deliver written narrative reports with results for each survey. The reports should include unique observations or findings with a degree of comparison relative to output of the interventions they measure.

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

Survey	Activity	Deadline
Survey 1: Assessment of Regular and Regional Migration Counselling Activities	Conducting survey (administering questionnaires)	1 Oct 2026
	Processing and delivery of validated, anonymized raw data	9 Oct 2026
	Conducting survey – Round 2 (administering questionnaires)	12 Mar 2027
	Processing and delivery of validated, anonymized raw data – Round 2	16 Mar 2027
Survey 2: Tracer Study on Improvement of Socio-Economic Participation	Conducting survey (administering questionnaires)	26 Oct 2026
	Processing and delivery of validated, anonymized raw data	30 Oct 2026
	Delivery of analysis and narrative report	6 Oct 2026
	Conducting survey – Round 2 (administering questionnaires)	22 Mar 2027
	Processing and delivery of validated, anonymized raw data – Round 2	22 Mar 2027
	Delivery of analysis and narrative report – Round 2	25 Mar 2027

## 5. Place of Assignment

The assignment would be carried out in all regions in Ghana

## 6. 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 present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

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**.

### 6.1. Conceptual

The tender should indicate how the services outlined in Section 4. (Tasks) are to be provided. Reference should be made to the following criteria:

- Survey 1 shall include Assessment of Output 3 and 4 activities: regular and regional migration counselling effect (data collection and client feedback analysis)
- Survey 2 shall be the ZME tracer Tracer Study on Improved opportunities for socio-economic participation- output 2 (Socio-economic participation measures for disadvantaged persons and return migrants)
- Other surveys may be directed by the ZME M and E

### 6.2. Expert 1: Statistician for data processing and tabulations

#### Tasks of Expert 1

The task of the Lead Expert shall include:

- Lead the overall design and management of the data collection process
- Pilot the questionnaire with at least 20 individual interviews
- Prepare validation checks for the questionnaire data

- Set up the Computer Assisted Telephone Interview (CATI) system for managing phone contacts, recalls, and non-response replacement
- Oversee and train enumerators in the use of questionnaires and KoboToolbox
- Validate individual data and prepare tabulations on aggregated data
- Prepare statistical charts presenting the most relevant results (titles and labels in English)
- Prepare narrative reports based on analysis of aggregate tables in English
- Deliver final datasets in Excel format including service types received and other relevant survey data
- Ensure GDPR compliance and secure data transfer via GIZ's encrypted file transfer service.

#### Qualification of the Expert 1 (Consultant)

- Education/training (2.1.1): Bachelor's degree in sociology, mathematics, statistics, or related fields to data collection and analysis.
- Language (2.1.2): C2-level (Business) language proficiency in English, Twi and any other Ghanaian language.
- General professional experience (2.1.3): 10 years of professional experience in the fields related to sociology or local development policy focusing on statistical analysis, data collection methodology, survey implementation, the development of monitoring systems for international donor organizations and/or government ministries/agencies.
- Specific professional experience (2.1.4): 5 years of experience in providing training on monitoring and data collection methods, including data management, analysis and visualization. Previous experience working on assignments with GIZ, especially on the topics of migration and related social issues, is desirable.
- Development cooperation (DC) experience (2.1.7): 3 years of experience in DC projects

### **6.3. Expert 2: Statistician for data processing and tabulations**

#### Tasks of Expert 2

The task of the Expert 2 shall include:

- Support Expert 1 in implementing the standardized questionnaire from ZME HQ.
- Assist in designing and managing the data collection process.
- Conduct pilot interviews and contribute to validation check preparation.
- Manage the non-response recording system and document reasons for non-response.
- Support training of enumerators on questionnaire use and KoboToolbox application.
- Conduct data validation and assist in preparing tabulations on aggregated data.
- Contribute to statistical analysis and preparation of charts and narrative reports.
- Assist in delivering final datasets and reports in required formats.
- Ensure data security and compliance with GDPR and GIZ data protection protocols.

#### Qualification of the Expert 2 (Consultant)

- Education/training (2.1.1): Bachelor's degree in sociology, mathematics, statistics, or related fields to data collection and analysis.
- Language (2.1.2): C2-level (Business) language proficiency in English, Twi and any other Ghanaian language.



- General professional experience (2.1.3): 5 years of professional experience in the fields related to sociology or local development policy focusing on statistical analysis, data collection methodology, survey implementation, the development of monitoring systems for international donor organizations and/or government ministries/agencies.
- Specific professional experience (2.1.4): 5 years of experience in providing training on monitoring and data collection methods, including data management, analysis and visualization. Previous experience working on assignments with GIZ, especially on the topics of migration and related social issues, is desirable.
- Development cooperation (DC) experience (2.1.7): 3 years of experience in DC projects

## **6.4. Expert Pool: Enumerators**

### Tasks of Enumerators

The task of enumerators shall include:

- Administer standardized questionnaires to beneficiaries via telephone or in-person interviews
- Use Kobo Toolbox for online and offline data collection during field work
- Apply validation checks during data collection to ensure data quality
- Record non-response cases and document reasons for non-response
- Use follow-up questions during interviews to verify attribution to ZME support where unclear
- Obtain informed consent from all survey participants before commencing interviews
- Cover all regions in Ghana as required by the assignment scope
- Report data collected to Expert 1 and Expert 2 for processing and analysis

### Qualification of the Enumerators

- Education/training (2.1.1): Bachelor's degree in political or social science or similar
- Language (2.1.2): C2-level (Business) language proficiency in English, Twi and any other Ghanaian language.
- General professional experience (2.1.3): One year professional work experience in Ghana.

## **7. Costing Requirements**

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

All travel activities must be agreed in advance with the staff member responsible for the project.

### **Sustainability aspects for travel**

GIZ would like to reduce greenhouse gas emissions (CO<sub>2</sub> emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, such as selecting

the lowest-emission booking class (economy) and using means of transport, airlines and flight routes with a higher CO<sub>2</sub> efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

If they cannot be avoided, CO<sub>2</sub> emissions caused by air travel should be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

The market for carbon credits is made up of a large number of providers, each with different claims as to their climate impact. The Development and Climate Alliance has published a list of standards. GIZ recommends using the standards specified there.

<b>Surveys</b>	<b>Year of Survey</b>		<b>No. of experts and enumerators</b>	<b>Number of days per expert and enumerator</b>	<b>Comments</b>
Survey 1	2026	Experts	2	13 days per expert	Debriefing and intro to datasets, clarifications of data fields. Assessing of interview structure. Implementing of surveys. Analysing of survey and presenting of survey data
		Enumerators	8	16 days for per enumerator	
	2026-2027	Experts	2	13 days per expert	
		Enumerators	8	16 days for per enumerator	
Survey 2	2026	Experts	2	15 days per expert	
		Enumerators	8	16 days for per enumerator	
	2026 - 2027	Experts	2	15 days per expert	
		Enumerators	8	16 days for per enumerator	

### Specification of inputs

<b>Fee days</b>	<b>Number of experts</b>	<b>Number of days per expert</b>	<b>Total</b>	<b>Comments</b>
Expert 1	1	56	56	
Expert 2	1	56	56	
Other Cost				
Enumerators	8	64	512	

**Calculate your financial bid exactly in line with the quantitative requirements of the specification of inputs above.** There is no contractual right to use up the full days/travel or workshops or budgets. The number of days/travel/workshops and the budgets will be contractually agreed as **maximum amounts**. The regulations on pricing are contained in the price schedule.

**Note:**

GIZ and the contractor are obliged to adjust their contractual services to reflect the changed circumstances based on good faith; this may involve changes to the survey and service to be delivered within the budget.

## **8. Requirements on the format of the tender**

The structure of the tender must correspond to the structure of the ToR. 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 (language).

The complete tender must not exceed 10 pages (excluding CVs). 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 CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English (language).

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, trips, workshops or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

## **9. Outsourced processing of personal data**

The data collection for the surveys must be conducted in an anonymous and aggregated manner. This means that any information relating to an identified or identifiable natural person ("data subject") must be excluded in the analysis. Particularly, data such as gender, age, health, or ethnicity must be analysed in aggregated form.

Regarding any other processing of personal data that may be associated with the performance of the contract, the contractor 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 regional and local laws. The contractor must 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.

Where 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) could be helpful. GIZ is available to support the contractor whenever need arises.

Unless explicitly required by GIZ, assessments, reports, surveys, or any other data and information shared with GIZ must be provided strictly anonymously, meaning that any information relating to an identified or identifiable natural person ('data subject') must be excluded. Specifically, data relating to e.g., gender, age, health, religion, or ethnicity must be provided in an aggregated manner.