

Terms of reference (ToR) for the procurement of services below the EU threshold

CONFIDENTIAL

Entrepreneurship and Hospitality Training for Former Migrant Workers: Community-Based Tourism Focus in Riau Islands	Project number/ cost centre: G-012342-175
	Tender number 10040082

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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
BMZ	German Federal Ministry for Economic Cooperation and Development
CBT	Community-Based Tourism
FK	Expert
FKT	Expert days
KP2MI	Indonesian Ministry of Indonesian Migrant Workers Protection
KZFK	Short-term expert
Pokdarwis	Kelompok Sadar Wisata - Tourism Community Group
ToRs	Terms of reference
ZME	Centres for Migration and Development

1. Context

The *Deutsche Gesellschaft für Internationale Zusammenarbeit* (GIZ) GmbH implements the global programme "Centres for Migration and Development" (ZME) on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). The centres are intended to help shape safe and regular migration from which all sides benefit: embedded in the structures of the cooperating countries they advise people on regular labour or training migration and at the same time support returnees from Germany and other countries in reintegrating socio-economically in their country of origin. In this way, the centres are intended to enable partner structures to support people in all phases of the migration cycle.

The ZME project, implemented by GIZ in collaboration with Indonesian Ministry of Indonesian Migrant Workers Protection (KP2MI), aims at enabling partner structures to support people engaging in regular migration for work and training purposes and sustainable reintegration, as well as regional migration in a target group-specific and sustainable manner. In the context of sustainable reintegration process, numerous former Indonesian migrant workers (Purna PMI) encounter challenges in the reconstruction of economic autonomy, particularly due to lack of possession of entrepreneurship skills as well as the absence of access to training opportunities and the provision of assistance to businesses in a sustainable manner. Indeed, Purna PMI have the capacity to be productive and competitive entrepreneurs/business actors, if they are properly trained.

The target group are former migrant workers who returned to Indonesia and would like to have better sustainable reintegration process. The needs of women are addressed to a particular extent.

The project includes four outputs:

- **Output 1:** Partner structure has the necessary capacity to provide target group- and gender-specific services for regular and safe labour and education migration and reintegration.
- **Output 2:** The partner structure's support services for socio-economic reintegration are gender- and target group-specific and designed to meet the particular needs of returning migrants.
- **Output 3:** Partner structures are strengthened for the management of safe, orderly and regular regional migration.
- **Output 4:** Advisory service content and procedures for safe, orderly and regular labour and educational migration are geared to the needs of the country of origin and destination country.

The Riau Islands serve as one of Indonesia's most critical "migration hubs" due to their maritime borders with Singapore and Malaysia. The region frequently records high numbers of returning migrant workers, including deportees, who face significant challenges in achieving economic autonomy upon their return. While Bintan Regency is a premier international tourism destination, many former migrant workers remain excluded from this economic engine, often leading to cycles of "circular migration" due to a lack of local sustainability.

This assignment seeks to bridge this gap by focusing on Community-Based Tourism (CBT). By utilizing the local natural assets of Bintan—specifically its mangrove ecosystems—the project aims to transform Purna PMI and its local village communities into local entrepreneurs. This aligns with Output 2 of the ZME project, ensuring that support services for socio-economic reintegration are gender-sensitive and designed to meet the needs of returning migrants in a tourism-heavy province.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

- **Identification of Active Tourism Community Group (Pokdarwis):** Conduct a phased identification and baseline assessment of active Pokdarwis in the region. This process must begin prior to the training phase to map key stakeholders and existing community structures.
- **Assistance in Creative Product and Craft Development:** Provide technical assistance through intensive meetings/workshops focused on developing creative products and crafts. These sessions will specifically support the Pengudang Village Mangrove Ecotourism initiative as part of the effort to strengthen local learning centres. The goal is to diversify income streams for former migrant workers and local village communities by creating added-value souvenirs and products that complement the mangrove tourism experience.
- **Support and Strengthening the Pengudang Village Mangrove Learning Center:** Transform the existing mangrove area into a professional "Mangrove Learning Centre" through digital and educational support. The contractor shall strengthen the technical operation and management of the learning centre to ensure its institutional sustainability as a future training hub. This includes establishing clear operational workflows and capacity-building frameworks, which will enable former migrant workers and local village communities to manage and benefit from the centre through continuous, self-sustained socio-economic development
- **Digital Awareness Material Production:** To build a robust visual identity, bridge the market gap between the rural village ecosystem and potential eco-tourists, and secure long-term knowledge management, the contractor shall produce digital awareness-raising and educational materials. To fulfill this focus, the contractor shall manage the complete multimedia lifecycle: developing creative concepts and scripts, providing professional equipment, executing the full editing process, and recording training activities to be processed into structured educational content that can be stored and reused for future self-paced learning.

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

Milestones/partial works	Deadline/place/person responsible	Criteria for acceptance
Milestone 1: Inception report and Pre-production: Submission of the initial field assessment report mapping Pokdarwis, former migrant workers, and local village community; final selected participant list; and approved video storyboards and visual concepts	31 August 2026	Inception report: The report must be submitted in English (max. 20 pages) and incorporate all baseline mapping data, incl. participants list Pre-production: Drafted video storyboards and visual concepts submitted and formally approved by GIZ
Milestone 2: Core Training Workshops & Media Production: Execution craft and product development workshops and completion of video shooting/field documentation.	30 November 2026	Core Training Workshops: An intermediate progress report in English (max. 20 pages) documenting the completion of the craft and product development workshops Media Production: A completed compilation of raw video shooting and field documentation captured on-site

Milestone 3: Media Finalization, Handover & Final Reporting: • Delivery of finalized, video materials optimized for knowledge sharing platform and online dissemination, • Submission of the participants' product portfolio, and delivery of the final activity report in English.	28 February 2027	Final Report: One final activity report in English (max. 50 pages) that incorporates overall activity, incl. the result of digital awareness material Media Finalization: Delivery of finalized video materials, properly formatted and optimized for knowledge-sharing platforms and online dissemination. Video and Digital Content Deliverables should: • Resolution: Master files should be shot and exported in at least 1080p Full HD (1920x1080) to ensure high quality for institutional presentations. • Aspect Ratios: 16:9 (Widescreen) that suits for institutional presentations, the Mangrove Learning Center's self-paced learning modules, and platforms like YouTube. • Format: MP4 (H.264 codec) • Language: Bahasa Indonesia
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Period of assignment: from 28 August 2026 until 28 March 2027.

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.

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 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 present and explain its approach to **steering** the measures with the project partners (1.3.1) and its contribution to the **results-based monitoring system** (1.3.2).

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**.

Project management of the contractor (1.6)

The tenderer is required to explain its approach for coordination with the GIZ project. In particular, the project management requirements specified in Chapter 2 (Tasks to be performed by the contractor) must be explained in detail.

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates (duration and expert days) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

Further requirements (1.7)

The tenderer is expected to demonstrate technical competence and structural capability by providing evidence of having successfully implemented projects of a similar nature, scope, and complexity to the tasks specified in Chapter 2 (Tasks to be performed by the contractor), particularly focusing on community-based tourism development, micro-enterprise incubation, and multimedia content creation in a community.

4. Personnel concept

Team leader

Tasks of the team leader

- Act as the primary liaison between GIZ, local government stakeholders, and partner structures to ensure the project aligns with regional priorities.
- Direct the phased identification and baseline mapping of active *Pokdarwis* (Tourism Community Groups) and former migrant workers in Bintan prior to the training phase.
- Oversee the strategic transformation of the existing mangrove area into the professional "Mangrove Learning Center" in Pengudang Village, ensuring it functions as a sustainable future training hub.
- Take overall responsibility for delivering key milestones on time, including the Inception Report and participant selection list (Milestone) until the final activity report in English (Milestone).

Qualifications of the team leader

- Education/training (2.1.1): University degree in Development Studies, Public Administration, Environmental Management, Economics, or a related field
- Language (2.1.2): C1-level language proficiency in English and Bahasa Indonesia
- General professional experience (2.1.3): 11 years of professional experience in managing development cooperation projects, including experience with multi-province implementation and activity coordination
- Specific professional experience (2.1.4): 5 years of experience in sustainable development, green economy principles, and capacity development approaches in the Indonesian context. Experience working with provincial governments (especially Bappeda/line agencies) is essential.
- 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): 10 years of experience working in Indonesia, demonstrating familiarity with regional government structures and development contexts.
- Development cooperation (DC) experience (2.1.7): 5 years of experience in DC projects

Key expert 1: Hospitality & SME Development Expert

Tasks of key expert 1: Hospitality & SME Development Expert

- Conduct on-the-ground baseline assessments to identify, map, and profile active *Pokdarwis* and suitable Purna PMI candidates to ensure field interventions are accurately targeted.
- Design and deliver intensive, hands-on training sessions focusing on hospitality service excellence and homestay management standards.
- Facilitate technical assistance workshops specifically for the Pengudang Village Mangrove Ecotourism initiative. This involves guiding the community to create added-value souvenirs, crafts, and creative products that complement the mangrove experience to diversify their income streams.

Qualifications of key expert 1: Hospitality & SME Development Expert

- Education (2.2.1): University degree in Tourism, Community Development, Entrepreneurship, or a related field.
- Language (2.2.2): Fluent Bahasa Indonesia and working-level English.
- General Professional Experience (2.2.3): 8 years of professional experience in community mobilization, cooperative management, or micro-enterprise incubation.
- Specific Professional Experience (2.2.4): 5 years of experience coaching local community groups and facilitating rural business linkages.
- Regional Experience (2.2.6): 3 years of experience working with community groups or local governments within the Riau Islands province

Key expert 2: Digital Content & Multimedia Production Expert

Tasks of key expert 2: Digital Content & Multimedia Production Expert

- Develop the visual identity, creative concepts, scripts, and video storyboards.
- Execute on-site video shoots and interviews during the training activities.
- Record and process the training activities into structured, self-paced educational content for long-term knowledge management and future reuse by the community.
- Manage the full editing cycle, including subtitling and formatting. Deliver finalized multimedia materials optimized for institutional presentation platforms, and online knowledge-sharing dissemination.

Qualifications of key expert 2: Digital Content & Multimedia Production Expert

- Education (2.3.1): University degree in Communications, Multimedia/Film Production, Digital Marketing, or equivalent.
- Language (2.3.2): B2-level English and fluent Bahasa Indonesia.
- General Professional Experience (2.3.3): 8 years of professional experience in multimedia production, creative agency work, or digital content marketing.
- Specific Professional Experience (2.3.4): 5 years of experience in producing promotional, educational, or documentary-style video materials for public sector, environmental, or community development programs.
- Regional Experience (2.3.6): Proven field experience conducting production shoots, documentation, and interviews in rural or coastal Indonesian settings

Soft skills of team members

In addition to their specialist qualifications, the following qualifications are required of team members:

- Team skills

- Initiative
- Communication skills
- Socio-cultural skills
- Efficient, partner- and client-focused working methods
- Interdisciplinary thinking

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

5. Costing requirements

Assignment of personnel and travel expenses

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 (downloadable from the [German Federal Ministry of Finance – tax treatment of travel expenses and allowances for international business travel as of 1 January 2026 \(GERMAN ONLY\)](#)).

Accommodation allowances are reimbursed as detailed in the specification of inputs below.

With special justification, additional Accommodation costs up to a reasonable amount can be reimbursed against evidence.

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

Sustainability aspects for travel

GIZ has undertaken an obligation to reduce greenhouse gas emissions (CO₂ 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 higher CO₂ efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

CO₂ emissions caused by air travel must be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance \(German only\)](#) has published a [list of standards \(German only\)](#). GIZ recommends using the standards specified there.

Specification of inputs

Fee days	Number of experts	Number of days per expert	Total	Comments
Team Leader	1	50	50	Timesheet and completion of report
Key Expert 1: Hospitality & SME Development Expert	1	40	40	Timesheet and completion of report
Key Expert 2: Digital Content & Multimedia Production Expert	1	40	40	Timesheet and completion of report

Travel expenses	Quantity	Number per expert	Total	Comments
Accommodation	12	-	12	Against evidence
Transport	Quantity	Number per expert	Total	Comments
Domestic flights	4	-	4	Flights within the country of assignment during service delivery to Riau Island. Against evidence
CO ₂ compensation for air travel	4	-	4	A fixed budget of IDR 1.400.000, - is earmarked for settling carbon offsets, against evidence.
Airport transfer (Home-Station/Airport-Venue)	4	-	4	Against evidence

Workshops, events and trainings

The contractor implements the following workshops/study trips/training courses:

- Workshops or events will be later coordinated with GIZ Team.

6. 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.

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.

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.

7. Copyright and Intellectual Property Rights

- **Ownership of Final Outputs:** All intellectual property rights, including copyright, for all deliverables produced under this assignment—including but not limited to raw and edited video footage, digital awareness materials, structured educational content, product portfolios, and written reports—shall be the exclusive property of the *Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH* and its implementing partners.
- **Third-Party Material:** The contractor is strictly responsible for ensuring that any third-party materials used in the production of the digital content (such as background music, stock imagery, graphics, or archival footage) are fully licensed. The contractor must hold GIZ harmless from any claims regarding copyright infringement of third-party intellectual property.
- **Data Protection and Privacy:** By the processing of personal data requirements, any field documentation or interviews capturing the likeness or personal data of the local village community or former migrant workers must comply with relevant data protection laws, ensuring informed consent is obtained prior to filming or photography.