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

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

Design, Development, and Deployment of a Digital Platform for Aggregated Conflict Monitoring and Knowledge Management in Anbar Governorate	**Project number/ cost centre: 24.1803.6-001.00 / G-012498-001** **Tender number 10039583**

0. List of abbreviations

API	Application Programming Interface
BMZ	German Federal Ministry for Economic Cooperation and Development
CE-WARN	Conflict Early Warning and Early Response
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
ICCA	Improving Climate Resilience and Social Cohesion in Anbar
KMS	Knowledge Management System
SRS	System Requirements Specification
ToR	Terms of Reference
UAT	User Acceptance Testing
UX/UI	User Experience / User Interface

1. Context

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH has been active in Iraq since 2014, implementing projects on behalf of the German Federal Government and other donors. The project "Improving Climate Resilience and Social Cohesion in Anbar" (ICCA) is commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) and implemented by GIZ in close cooperation with the authorities of Anbar Governorate.

ICCA builds on previous GIZ-supported interventions in Anbar and aims to consolidate results, strengthen partner ownership, and anchor relevant approaches within Iraqi partner structures. The project's overall objective is to improve the resilience of Anbar's population in the face of conflict-related risks and the impacts of climate change. Its activities focus on the three districts of Fallujah, Ramadi, and Heet.

The project addresses these challenges through an integrated approach combining climate adaptation, agricultural advisory services, citizen participation, and social cohesion. It supports local government and public sector actors to identify and address climate-related risks, strengthens agricultural advisory services to promote climate-smart practices, improves mechanisms for citizen participation, and builds capacities for conflict early warning and systemic conflict management at district level.

ICCA is structured around four main outputs:

1. **Knowledge Management for Climate Adaptation**: Strengthening decision-making on climate change adaptation through improved systems for collecting, managing, and using relevant knowledge and data.
2. **Agricultural Innovation System**: Improving farmers' access to climate-smart agricultural advisory services through the development and strengthening of an AIS framework.
3. **Conflict Early Warning and Early Response System**: Supporting local peace actors to systematically identify, analyse, monitor, and address local conflict dynamics.
4. **Capacity Development for Local Government**: Strengthening the capacities of local officials to address climate-related challenges and promote effective citizen participation mechanisms.

The envisaged assignment is particularly relevant to ICCA's work under Output 3, which focuses on strengthening local conflict early warning and response capacities in Anbar Governorate.

Within the ICCA intervention areas in Anbar Governorate, the following conflicts are addressed through the Conflict Early Warning and Response (CE-WARN) mechanism:social and community-level tensions (e.g, around return and reintegration), , tribal and conflicts, grievances arising from gaps in public service provision, where communities raise concerns regarding the availability, quality, or accessibility of essential services delivered by government institutions. In addition, the CE-WARN mechanism also aims at identifying conflicts related to climate change such as disputes regarding water access etc,

The mechanisms for addressing these conflicts vary according to their nature, complexity, and institutional mandate. Certain issues can be resolved directly at the community level through dialogue facilitated by community leaders, Mukhtars, or local committees. Other cases require the active involvement of relevant technical directorates and service providers to address underlying service delivery challenges. More complex or systemic issues that cannot be resolved at the district level are referred to the Governorate level for further

coordination, decision-making, and resource mobilization. This multi-level approach enables different stakeholders to contribute to conflict mitigation and response according to their respective responsibilities and capacities.

Prior to the introduction of the current KoboToolbox-based data collection system, conflict information was documented through paper-based reporting mechanisms. While these methods supported local case management and follow-up, they provided limited opportunities for consolidating information across districts, analysing trends, generating evidence, or supporting strategic decision-making. The introduction of digital data collection tools has significantly improved the efficiency, consistency, and timeliness of conflict reporting; however, the collected information is not yet systematically visualized or analysed through a centralized platform.

The development of a CE-WARN Digital Platform for Aggregated Conflict Monitoring and Knowledge Management will address this gap by transforming collected information into actionable insights for stakeholders at district and governorate levels. The platform will enable authorized users to monitor aggregated conflict patterns, identify recurring themes and geographical trends, generate analytical reports, and support evidence-based interventions. By providing a centralized dashboard and knowledge repository, the system will strengthen institutional learning, improve coordination among stakeholders, facilitate knowledge sharing, and contribute to more timely, informed, and effective conflict prevention and response mechanisms across Anbar Governorate.

To support conflict monitoring activities, CE-WARN members currently collect conflict-related data through structured Kobo Toolbox forms, including conflict registration and follow-up forms. These tools enable the systematic collection of data on conflict incidents, conflict drivers, affected locations, response actions, and follow-up measures across the three target districts.

While the current data collection approach provides a valuable source of information, the data remain fragmented across different tools and datasets. Existing reporting mechanisms are largely manual and provide limited capacity for aggregated analysis, visualization of trends, identification of emerging patterns, or generation of evidence for decision-making. In addition, there is currently no centralized digital repository for storing and sharing conflict-related knowledge products, guidance materials, standard operating procedures, training resources, lessons learned, or other resources relevant to conflict prevention and response.

The CE-WARN Working Groups have expressed the need for a dedicated digital repository that can consolidate aggregated conflict monitoring information, facilitate data-driven analysis, support knowledge management, and strengthen coordination among relevant actors. The platform is expected to operate exclusively on aggregated and anonymised information and shall not function as a case management system.

Against this background, ICCA intends to commission a service provider to design, develop, deploy, and hand over a web-based CE-WARN Digital Platform for Aggregated Conflict Monitoring and Knowledge Management in Anbar Governorate. The platform shall support the visualization and analysis of aggregated conflict monitoring data collected through Kobo Toolbox, facilitate access to conflict-related knowledge resources, strengthen institutional

learning, and improve the ability of CE-WARN stakeholders to identify trends and inform conflict prevention and response efforts.

The establishment of a centralized digital platform for aggregated conflict monitoring and knowledge management is expected to significantly strengthen conflict prevention and response mechanisms across Ramadi, Fallujah, and Heet districts. By consolidating information from different locations into a single system, stakeholders will be able to identify recurring issues, emerging trends, geographical hotspots, and common drivers of conflict that may not be visible through isolated case handling at the local level. The platform will support more timely and evidence-based decision-making, facilitate coordination between community structures, district authorities, technical directorates, and governorate-level institutions, and enable the prioritization of interventions based on verified needs and patterns. In addition, the knowledge management component will preserve lessons learned, successful mediation approaches, guidance materials, and institutional knowledge, reducing reliance on individual experience and strengthening the long-term capacity of CE-WARN actors to manage and prevent conflicts across the three districts.

2. Tasks to be performed by the contractor

The contractor shall be responsible for the design, development, testing, deployment, and handover of a web-based CE-WARN Digital Platform for Aggregated Conflict Monitoring and Knowledge Management for the ICCA Project in Anbar Governorate.

The contractor shall produce a complete and fully functional software solution that supports aggregated conflict monitoring, knowledge management, reporting, and evidence-based decision-making for authorised stakeholders. The contractor shall determine the most appropriate technical implementation approach to achieve the required outputs while complying with the functional and technical requirements described in these Terms of Reference.

The works shall include, but not be limited to, the following:

- Conduct inception activities, stakeholder consultations, and validate business and technical requirements.
- Prepare and obtain approval of the Inception Report, implementation workplan, and System Requirements Specification (SRS).
- Design the system architecture, database structure, user interface, and technical specifications for the platform.
- Develop the web-based CE-WARN Digital Platform, including the aggregated conflict monitoring dashboard, knowledge repository, user management, and reporting functionalities.
- Integrate the platform with the approved KoboToolbox data collection forms and configure the required data synchronization mechanisms.
- Conduct system testing, User Acceptance Testing (UAT), and implement the required improvements prior to deployment.
- Deploy the platform on the designated hosting environment and provide the complete technical documentation, source code, and user manuals.
- Deliver training for designated administrators and users and provide technical support during the post-deployment support period until 31 January 2027.

The contractor shall provide all resources, technical expertise, tools, and documentation necessary to successfully complete the works in accordance with these Terms of Reference.

The contractor shall manage project implementation, quality assurance, reporting, communication, and financial administration in accordance with the applicable GIZ General Terms and Conditions of Contract (AVB).

The contractor shall submit the following reports during implementation:

- Inception Report
- System Requirements Specification (SRS)
- Progress Reports
- User Acceptance Testing Report
- Deployment Report
- Final Technical Documentation
- Final Completion Report

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

Milestones/process steps/partial services	**Deadline/place/person responsible**	**Criteria for acceptance**
Inception phase, including stakeholder consultations, technical assessment, validation of business requirements, review of CE-WARN workflows and KoboToolbox forms, and submission of the Inception Report and detailed implementation workplan.	1 September 2026	formally approved by GIZ.
Submission and approval of the System Requirements Specification (SRS), including system architecture, database structure, user roles and permissions, dashboard specifications, knowledge management workflows, security and hosting requirements, and approved UX/UI designs.	15 September 2026	formally approved by GIZ.
Development and delivery of a functional beta version of the CE-WARN Digital Platform, including the aggregated conflict monitoring dashboard, KoboToolbox integration, knowledge management module, user management functionalities,	15 November 2026_ formally approved by GIZ.	formally approved by GIZ.

administrative interface, reporting capabilities, and completion of User Acceptance Testing (UAT).		
Deployment and handover of the final platform, including training of designated administrators, CE-WARN Working Group members, and relevant stakeholders; delivery of Arabic-language training materials, user manuals, technical documentation, source code, deployment on the agreed hosting environment, and formal system handover.	15 January 2027	formally approved by GIZ.
Post-implementation technical support, including troubleshooting, bug fixing, and resolution of defects identified during the support period.	31 January 2027	formally approved by GIZ.

Period of assignment: from 1 September 2026 until 31 January 2027.

3. Concept

In its technical offer, the tenderer is required to demonstrate how the objectives and tasks defined in Chapter 2 (Tasks to be performed by the contractor) will be achieved.

The tenderer shall submit a technical and methodological concept describing its proposed approach for the design, development, testing, deployment, training, and handover of the CE-WARN Digital Platform for Aggregated Conflict Monitoring and Knowledge Management.

The concept shall demonstrate the tenderer's understanding of the assignment and describe the methodology, technical approach, implementation strategy, quality assurance mechanisms, and project management arrangements that will be applied to successfully deliver the platform within the required timeframe.

The concept shall explain how the tenderer will ensure that the platform is secure, scalable, user-friendly, and aligned with the operational needs of CE-WARN stakeholders in Anbar Governorate. Particular attention shall be given to Kobo Toolbox integration, data visualization, knowledge management, user management, system sustainability, and long-term maintainability.

The tenderer shall describe how stakeholder engagement, requirements validation, user testing, training, and knowledge transfer will be integrated throughout the assignment to ensure ownership and usability of the final solution.

Technical-methodological concept

Strategy (1.1): The tenderer shall describe and justify the overall technical and methodological approach for implementing the assignment. This shall include the proposed methodology for requirements validation, system analysis, software development, integration, testing, deployment, training, and handover.

The tenderer shall explain how the proposed solution will address the requirements of aggregated conflict monitoring, dashboard visualization, knowledge management, user administration, reporting, and system sustainability. The proposed approach shall demonstrate how usability, scalability, security, maintainability, and performance will be considered throughout the development lifecycle.

Cooperation with relevant actors (1.2)

The tenderer shall identify the stakeholders relevant to the successful implementation of the assignment and describe how cooperation and communication with them will be organized throughout the project.

This shall include, as relevant, the ICCA project team, CE-WARN Working Groups in Ramadi, Fallujah, and Heet, designated government stakeholders in Anbar, future system administrators, and other actors identified during implementation. The tenderer shall explain how stakeholder feedback will be collected, validated, and incorporated into the platform design and development process.

Steering and results-based monitoring (1.3)

The tenderer shall describe the proposed approach for project steering, progress monitoring, quality assurance, and reporting. The concept shall explain how progress against milestones will be tracked and how risks, issues, and change requests will be managed throughout the assignment.

The tenderer shall also describe the mechanisms that will be used to ensure quality control, timely delivery of outputs, stakeholder validation, and successful completion of all milestones.

Operational plan and schedule (1.4)

The tenderer shall submit an operational plan demonstrating how the activities described in Chapter 2 will be implemented within the proposed timeframe. The plan shall include key activities, deliverables, milestones, dependencies, quality assurance measures, stakeholder engagement activities, and expected outputs.

The operational plan shall clearly demonstrate the sequencing of activities from inception through system development, testing, deployment, training, and handover.

Knowledge management, learning, innovation and scaling (1.5)

The tenderer shall describe how knowledge generated during the assignment will be documented and transferred to designated system owners and administrators. The concept shall explain how documentation, training, and knowledge transfer activities will contribute to the long-term sustainability of the platform.

The tenderer shall also describe how the proposed system architecture supports future enhancements, additional functionalities, integration with other systems, and potential expansion to additional geographical areas or operational requirements.

Project management of the contractor (1.6)

The tenderer shall explain its project management and coordination approach, including team organization, communication arrangements, quality assurance procedures, reporting mechanisms, issue management, and stakeholder coordination.

The tenderer shall describe how the proposed project management approach will ensure effective coordination with the ICCA project team and relevant stakeholders throughout the assignment and how risks affecting schedule, quality, security, or delivery will be managed.

Further requirements (1.7)

The tenderer shall consider relevant cross-cutting aspects, including accessibility, user-centred design, sustainability, information security, and data protection.

Particular attention shall be given to ensuring that the platform can be effectively used by stakeholders with varying levels of digital literacy and that the system can be sustainably operated, maintained, and administered following handover.

4. Personnel concept

The tenderer is required to propose a team of qualified experts with relevant experience to successfully deliver the services described in these Terms of Reference.

The proposed team shall collectively demonstrate expertise in web application development, dashboard development, information management systems, API integration, user experience design, training, deployment, and technical support. The tenderer is expected to ensure that the proposed team has sufficient technical and managerial capacity to undertake the design, development, testing, deployment, training, and handover of the CE-WARN Digital Platform for Aggregated Conflict Monitoring and Knowledge Management.

The tenderer should propose a lean and efficient personnel structure composed of qualified experts on the basis of their CVs (see Chapter 7). The proposed team should demonstrate relevant experience in the development of web-based information management systems, dashboards, knowledge management solutions, and related digital platforms.

At a minimum, the team should include the following roles:

- **Team Leader (2.1)**
  The Team Leader shall be responsible for overall coordination of the assignment, communication with GIZ and relevant stakeholders, quality assurance, requirements validation, and successful delivery of all outputs. The Team Leader shall oversee stakeholder consultations, business requirements analysis, project planning, progress monitoring, and coordination of technical and non-technical activities throughout the assignment.

  (2.1.1) Qualifications: Bachelor's degree or higher in Computer Science, Information Technology, Software Engineering, Project Management, or a related field.

  (2.1.2) Language Skills: Fluency in Arabic and good command of English.

(2.1.3) General Professional Experience: Minimum 7 years of experience managing software development or digital transformation projects.

(2.1.4) Specific Professional Experience: Demonstrated experience in project management, stakeholder coordination, requirements analysis, and delivery of digital solutions.

(2.1.5) Leadership/Management Experience: Demonstrated experience in leading multidisciplinary software development teams, managing project implementation, coordinating stakeholders, and ensuring the timely delivery of contractual outputs.

(2.1.6) Regional Experience: Previous experience implementing software development or digitalization projects in Iraq or the Middle East, preferably in collaboration with government institutions or international development organizations.

- **Software Development Expert (Full-Stack) (Expert 1_ 2.2)**
  The Software Development Expert shall be responsible for the technical design, development, integration, testing, deployment, and maintenance of the platform. The expert shall lead the development of the dashboard, knowledge repository, user management functionalities, administrative interfaces, and Kobo Toolbox integration. The expert should demonstrate experience in developing web-based applications, database-driven systems, API integrations, and secure software solutions.

  (2.2.1) Qualifications: Bachelor's degree or higher in Computer Science, Software Engineering, Information Technology, or a related field.

  (2.2.2) Language Skills: Fluency in Arabic and good command of English.

  (2.2.3) General Professional Experience: Minimum 5 years of experience in software development.

  (2.2.4) Specific Professional Experience: Demonstrated experience in full-stack web application development, database design, API integration, and secure software solutions.

  (2.2.7) Development Cooperation Expirience: Previous experience implementing software development or digitalization projects for international development organizations, donor-funded programmes, government institutions, or public sector entities.

- **UX/UI and Training Expert (Expert 2_ 2.3)**
  The UX/UI and Training Expert shall be responsible for user experience design, user interface design, usability considerations, training delivery, and development of user manuals and training materials. The expert shall ensure that the platform is user-friendly, accessible, and suitable for users with varying levels of digital literacy. The expert shall also support capacity-building activities and knowledge transfer to designated system administrators and users.

  (2.3.1) Qualifications: Bachelor's degree or higher in UX/UI Design, Computer Science, Information Technology, Education, or a related field.

(2.3.2) Language Skills: Fluency in Arabic and good command of English.

(2.3.3) General Professional Experience: Minimum 5 years of experience in UX/UI design and user training.

(2.3.4) Specific Professional Experience: Demonstrated experience in user-centered interface design, preparation of training materials, and delivery of end-user training.

(2.3.7) Development Cooperation Expirience: Previous experience implementing software development or digitalization projects for international development organizations, donor-funded programmes, government institutions, or public sector entities.

- **Quality Assurance and Deployment Expert (Expert 3 _ 2.4)**
  The Quality Assurance and Deployment Expert shall be responsible for system testing, quality assurance, deployment support, troubleshooting, performance validation, and post-implementation support. The expert shall ensure that all system components are tested and functioning according to the agreed requirements prior to deployment and handover.

  (2.4.1) Qualifications: Bachelor's degree or higher in Computer Science, Software Engineering, Information Technology, or a related field.

  (2.4.2) Language Skills: Fluency in Arabic and good command of English.

  (2.4.3) General Professional Experience: Minimum 5 years of experience in software quality assurance and deployment.

  (2.4.4) Specific Professional Experience: Demonstrated experience in software testing, User Acceptance Testing (UAT), deployment, troubleshooting, and post-implementation support.

- **Additional Support, as Needed**
  The tenderer may propose additional short-term experts as required to support specific tasks such as cybersecurity, information security, database administration, technical documentation, localization, hosting configuration, or specialized software development activities. The inclusion of such experts shall be justified based on the proposed implementation approach.

5. Costing requirements

The following basic calculations for the contract for works are provided as reference values based on the partial works, milestones, and acceptance criteria defined in Chapter 2 (Tasks to be performed by the contractor).

Since the contract to be concluded is a Contract for Works, tenderers shall submit their financial offer as a lump-sum price covering all costs necessary to successfully complete the works described in these Terms of Reference.

The financial offer shall include all costs related to software development, project management, testing, deployment, documentation, training, technical support, travel, and any other resources required to deliver the agreed work results.

In addition to the lump-sum price, tenderers shall indicate the underlying daily rate used to calculate their financial offer. A detailed breakdown of expert days by individual expert is not required.

The estimated expert days below are provided solely for orientation and do not constitute a contractual commitment.

Milestones/partial works	**Estimated expert days for orientation**	**Deadline/place/person responsible**
Inception phase, stakeholder consultations, technical assessment, validation of business requirements, review of CE-WARN workflows and KoboToolbox forms, and submission of the Inception Report and detailed implementation workplan.	20	**15 August 2026** – Contractor in coordination with GIZ and CE-WARN stakeholders
Submission and approval of the System Requirements Specification (SRS), including system architecture, database structure, user roles and permissions, dashboard requirements, knowledge management workflows, security requirements, hosting requirements, and approved UX/UI designs.	30	**15 September 2026** – Contractor
Development and delivery of a functional beta version of the CE-WARN Digital Platform, including the aggregated conflict monitoring dashboard, KoboToolbox integration, knowledge management module, user management functionalities, administrative	70	**15 November 2026** – Contractor; **subject to formal approval by GIZ**

interfaces, reporting capabilities, and completion of User Acceptance Testing (UAT).		
Deployment of the final platform, delivery of Arabic-language training materials, user manuals, technical documentation, source code, training of designated administrators and CE-WARN Working Group members, and formal system handover.	40	**15 January 2027** – Contractor in coordination with GIZ
Post-implementation technical support, troubleshooting, bug fixing, and resolution of defects identified during the support period.	10	**31 January 2027** – Contractor

Travel expenses	**Quantity**	**Number per expert**	**Total**	**Comments**
Per-diem allowance in country of assignment *If an on-site assignment takes place over the weekend, per diem allowances for weekends can be reimbursed between the fee days.*	4	15	60	A fixed budget of1,800,000 IQD is ear-marked for per diem allowance in the country of assignment against provision of evidence.
Overnight allowance in country of assignment *If an on-site assignment takes place over the weekend, overnight allowances for weekends can be reimbursed between the fee days.*	4	5	20	A fixed budget of 3,200,000 IQD is ear-marked for overnight allowance against provision of evidence.
Transport	**Quantity**	**Number per expert**	**Total**	**Comments**
Domestic flights	4	3	12	Flights within the country of assignment during service delivery3360000 IQD

Workshops, events and trainings

GIZ is going to provide the services ….

The contractor implements the following workshops and consultations:

- Technical consultations and requirements validation meetings with CE-WARN stakeholders.
- User Acceptance Testing (UAT) and platform validation sessions.
- Training workshops for designated administrators, CE-WARN Working Group members, and relevant stakeholders.
- Final platform presentation and handover workshop.

6. Inputs of GIZ or other actors

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

- Facilitation of coordination with CE-WARN Working Groups and other relevant actors participating in the Conflict Early Warning and Early Response (CE-WARN) mechanism in Anbar Governorate.
- Provision of available project documentation, existing CE-WARN materials, guidance documents, training materials, and other relevant background documentation available to the project.
- Provision of access to existing Kobo Toolbox forms, data structures, and related technical documentation required for the development and integration of the aggregated conflict monitoring dashboard.
- Support to the contractor during the requirements validation and system design phase, including facilitation of access to relevant stakeholders and available information required for the implementation of the assignment.
- Support in identifying and coordinating participants for consultations, validation sessions, User Acceptance Testing (UAT), workshops, training sessions, and handover activities.
- Facilitation of communication with designated stakeholders responsible for future ownership, administration, hosting, and operation of the platform, where applicable.
- Review and validation of key deliverables, including the Inception Report, System Requirements Specification (SRS), testing results, training materials, technical documentation, and final platform.
- Provision of feedback on submitted deliverables within reasonable timeframes to support implementation of the assignment.
- Continuous coordination and technical guidance throughout the implementation period.

The contractor remains responsible for planning, organizing, implementing, documenting, and delivering all services and outputs described in these Terms of Reference. Support provided by GIZ and partner institutions does not relieve the contractor of its responsibility for the quality, completeness, timeliness, and professional delivery of the assignment.

7. Requirements on the format of the tender

The structure of the tender must correspond to the structure of these Terms of Reference. In particular, the detailed structure of the technical and methodological concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid.

The tender must be legible (font size 11 or larger), clearly formulated, and submitted in English.

The tenderer shall ensure that the technical and methodological concept clearly demonstrates its understanding of the assignment and describes the proposed approach for

the design, development, testing, deployment, training, and handover of the CE-WARN Digital Platform for Aggregated Conflict Monitoring and Knowledge Management.

The technical and methodological concept shall describe:

- The proposed implementation methodology and work approach;
- The approach for requirements validation and stakeholder engagement;
- The proposed technical solution and system architecture;
- The approach for dashboard development, Kobo Toolbox integration, and knowledge management functionalities;
- The proposed quality assurance and testing approach;
- The approach for training, documentation, deployment, and handover;
- The proposed project management and coordination arrangements;
- The proposed risk management and mitigation measures.
- The proposed post-implementation technical support, troubleshooting and bug fixing.

The tenderer shall submit an operational workplan demonstrating how the activities described in Chapter 2 will be implemented within the proposed assignment period. The workplan shall clearly indicate key activities, deliverables, milestones, dependencies, stakeholder engagement activities, and expected outputs.

The CVs of the personnel proposed in accordance with Chapter 4 of the Terms of Reference must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed four (4) pages each and shall clearly demonstrate the qualifications and relevant experience of the proposed experts.

The proposed team composition shall reflect the scope of the assignment and demonstrate the capacity required to successfully implement all tasks described in these Terms of Reference.

The complete technical offer must not exceed fifteen (15) pages, excluding CVs and annexes. If the maximum page length is exceeded, the content appearing after the cut-off point will not be considered during the evaluation. External content, including links to websites or online resources, will not be considered as part of the assessment.

The financial offer shall be prepared in accordance with the financial offer template and shall include all costs required for the successful implementation of the assignment, including expert inputs, travel, workshops, training activities, documentation, deployment, and post-implementation support where applicable.

8. Outsourced processing of personal data

The contractor shall comply with the data protection and information security provisions set out in the currently applicable version of the GIZ General Terms and Conditions of Contract (AVB), as well as any additional data protection and information security requirements specified in these Terms of Reference and the annexes to the contract.

If personal data are processed during the implementation of the contract, the contractor shall ensure that all data processing activities comply with GIZ data protection and information security requirements and, where applicable, relevant Iraqi legal and regulatory requirements concerning data protection, cybersecurity, and the management of government information systems.

The contractor shall apply data protection by design and by default, privacy-by-design, and security-by-design principles throughout the assignment. Personal data shall only be collected and processed where necessary for the agreed purposes of the assignment. The contractor shall implement appropriate technical and organisational measures to protect the confidentiality, integrity, and availability of any personal data or other sensitive information processed in connection with the assignment.

Such measures shall include, as applicable, secure data storage, access control, user authentication, role-based permissions, secure transmission, backup and recovery procedures, audit logging, and protection against unauthorised access, loss, alteration, disclosure, or misuse of data. The contractor shall ensure a level of security appropriate to the risks associated with the processing activities and the intended use of the digital platform.

Where the platform processes user information, contact details, usage data, institutional information, or other potentially sensitive information, the contractor shall ensure that such data are handled strictly in accordance with the agreed data protection and information security requirements. The contractor shall not process personal data for purposes other than those agreed under the contract or subsequently approved in writing by the authorised parties.

Where deployment or operation on government infrastructure is approved, the contractor shall ensure that the platform complies with the relevant governmental IT security, hosting, access control, and operational requirements identified during the technical assessment phase.

The digital tool developed or upgraded under this assignment shall comply with the data protection standards set out in Annex 1 (“Data protection standards for developing digital tools intended for GIZ partners”), including requirements relating to data protection by design and by default. The contractor shall inform GIZ without delay if any applicable national requirement, partner requirement, infrastructure requirement, or technical constraint appears to be incompatible with the provisions of this annex or with the agreed data protection and information security requirements.

The contractor shall implement appropriate technical and organisational measures to ensure a level of security appropriate to the risk. These measures shall include, but are not limited to, the security measures set out in Annex 2.

The services to be provided under this assignment are primarily intended to benefit the CEWARN working group as the intended service recipients and future users or owners of the digital tool.

Where the execution of the contract involves the processing of personal data by the contractor, such processing shall take place only within the scope of these Terms of Reference, the contract, and any documented instructions or agreements issued by the authorised parties. The allocation of data protection roles and responsibilities between the contractor, GIZ, CEWARN working group and any hosting or maintenance providers shall be clarified before any personal data are processed within the platform.

Unless otherwise expressly agreed in writing, GIZ shall not be responsible for the operation of the digital tool or for personal data processing activities carried out by the contractor or partner institutions outside the scope of GIZ’s documented instructions, contractual requirements, or approved project-related purposes.

The contractor shall promptly inform GIZ of any actual or suspected data protection or information security incident related to the assignment and shall cooperate with GIZ and relevant counterparts in addressing such incidents in accordance with applicable contractual and legal requirements.