

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

**Terms of Reference (TORs) Risk
Management Office**

Project number: S100020

Emergency Response Support

1. Context

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is an international organisation for sustainable development with worldwide operations. Its corporate objective is to shape a future worth living around the world. Sustainability is at the core of the organisation's values.

GIZ is a German public-benefit company operating on behalf of the German Government. In Uganda, GIZ has been implementing bilateral cooperation programmes for more than 60 years on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ), in collaboration with the Government of Uganda and international development partners.

The safety and protection of GIZ personnel remains paramount to GIZ operations. To support this objective, GIZ Uganda has established a Security Risk Management (SRM) system to identify, manage and respond to safety and security risks affecting personnel, assets and operations. A critical component of the SRM function is the organisation's ability to provide timely and effective responses to emergency incidents and events that may threaten the safety of GIZ personnel.

GIZ Uganda currently has over 350 national and international staff members located across the following duty stations:

- Kampala
- Jinja
- Mbale
- Soroti
- Moroto
- Gulu
- Arua

2. Tasks to be Performed by the Contractor

The GIZ Country Office intends to contract a reliable and experienced security service provider to support the provision of Risk Management - Emergency Quick Response Services throughout our areas of operation.

The contractor shall provide support including, but not limited to, the following tasks:

2.1 Provision of 24/7 Emergency Communication Support

Provide a dedicated 24/7 emergency telephone number and communication structure to ensure timely support for GIZ personnel during safety and security threatening situations.

Form 41-14-1-en

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2.2 First Responder Services

Act as the designated focal point and first responder at all GIZ duty stations listed above, as well as other locations within Uganda when notified by the GIZ Country Office or GIZ personnel through the emergency communication channel.

The first responder shall work with authorities and their specialized units to manage all security-related incidents and accidents affecting GIZ personnel in accordance with GIZ security guidelines, procedures and standards.

2.3 Immediate Assistance and Follow-up Support

Provide immediate assistance to affected GIZ personnel and coordinate or follow-up with relevant local authorities and law enforcement agencies where required by GIZ procedures or upon request by GIZ Uganda.

2.4 Mediation and Negotiation Support

Provide appropriate mediation and negotiation support to GIZ personnel at the scene of safety and security incidents where necessary.

2.5 Incident Reporting and Security Information Sharing

Provide comprehensive, accurate and concise incident reports within agreed timelines.

The contractor shall promptly inform the GIZ Risk Management Office of significant developments.

2.6 Weekly Security Updates

Provide weekly security updates to the GIZ Country Director and GIZ RMO team, highlighting relevant incidents to enable risk mitigation.

2.7 Incident Response and Investigation Support

Work closely with GIZ Uganda RMO to respond to, manage and appropriately investigate safety and security incidents in accordance with GIZ protocols and standards when requested.

2.8 Residential Security Assessments

Conduct residential security assessments for GIZ personnel residences within the listed duty stations in accordance with GIZ-approved assessment frameworks and guidelines when specifically requested by GIZ RMO.

2.9 Security Liaison and Networking

Establish, maintain and strengthen professional networks with relevant authorities and other stakeholders, to be able to influence immediate support and guidance:

3. Period of Assignment

The initial contract period shall be 2 years, with the possibility of renewal subject to satisfactory performance and mutual agreement between the parties.

1 October 2026 – 30 September 2028

Either party may terminate the contract by providing one month's written notice.

4. Contractor's Minimum Requirements

The service provider shall fulfil the following minimum requirements:

- 4.1 The service provider must comply with Chapter 303 of the Police Act of 1994.
- 4.2 The service provider must maintain operational offices, sufficient manpower and vehicles within the designated duty station locations.
- 4.3 The service provider must possess functional and appropriate communication equipment capable of supporting emergency response operations.
- 4.4 The service provider must demonstrate a minimum of five years' experience in security quick response services.
- 4.5 The service provider should ideally demonstrate previous security-related experience and familiarity with GIZ Uganda operations.
- 4.6 The service provider must comply with all relevant Ugandan legislation, GIZ Terms and Conditions, and GIZ Minimum Security Standards.
- 4.7 The service provider shall comply with all applicable Safety, Health and Environment (SHE) requirements throughout the contract period and whenever conducting activities on GIZ premises.

5. Inputs Provided by GIZ

GIZ Uganda shall provide the following:

5.1 Relevant GIZ security protocols and guidelines.

5.2 A list of authorised GIZ contact persons and relevant communication channels.

5.3 Quantitative requirements

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

Overnight accommodation allowances are reimbursed as set out in the specification of inputs below.

Reasonable accommodation costs above the specified amounts can also be reimbursed against evidence where specifically justified.

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

Sustainability aspects for travel

GIZ is required 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 a 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 are 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.

Fee days	Number of experts	Number of months	Comments
Expert 1:	1	24	Monthly cost for expert fees for two years
Travel expenses	Number of experts	Number of days/nights per experts	Comments
Per-diem allowance in country of assignment		48	Only applicable when there is an emergency that requires travel outside Kampala
Overnight allowance in country of assignment		48	Only applicable when there is an emergency that requires travel outside Kampala
Travel costs Bus, Car, Fuel, Car Hire for travel during field engagements		km/mileage refund	Travel costs -kilometers/mileage for refund.

			Bus, Car, Fuel, Car Hire for travel during field engagements during emergencies Note Refund to be computed as per the GIZ regulations of 0.3Euors per km covered. Reimbursable against evidence
Other costs	Number of experts	Amount per experts	Comments
Other costs Please explain here in more detail which costs are to be reimbursed, assuming they do not fall under the budget item described above.			The budget covers the following costs: Airtime used during emergency situations Note: Reimbursement against evidence

SRM - Uganda – Country Office