

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

[CONFIDENTIALITY]

Provision of German language and intercultural competence training in Surabaya	Project number/ cost centre: G-012342-175 Tender number 10045631
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0. List of abbreviations

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

1. Context

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 programme supports safe, orderly, and regular migration while strengthening socio-economic reintegration services in partner countries. In Indonesia, ZME works closely with the Ministry of Indonesian Migrant Workers Protection (KP2MI) and other national and local stakeholders through the Centres for Migration Opportunities, Vocation and Development Indonesia (MOVE-ID) initiative to improve migration governance and provide advisory and career preparation services for prospective migrants.

As part of the programme, GIZ is facilitating a partnership between the Trier Chamber of Commerce and Industry (IHK Trier), the Dortmund Chamber of Craftsmen (HWK Dortmund), and the Kadin Institute in Surabaya to support the labour mobility of Indonesian candidates to Germany for dual vocational programmes (Ausbildung). The pilot project aims to prepare 30 graduates from SMKN 6 Surabaya and Universitas Negeri Surabaya (UNESA) for Ausbildung opportunities in the sectors of cook, restaurant and event catering specialist, and baker.

To support the implementation of the pilot project, GIZ intends to procure the services of a qualified German language and intercultural competence training provider to deliver intensive German language training from beginner level to B2 level. The training programme is expected to prepare participants for internationally recognized German language certification examinations and equip them with the language and communication skills required for vocational training and integration into working and living environments in Germany.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

- Development of German language curriculum and training plan
 - Develop a structured German language curriculum aligned with the CEFR standard:
 - The training starts in September 2026
 - Achieve B1 level in March 2027
 - Achieve B2 level in August 2027
 - Provide a detailed training roadmap and weekly lesson schedule
 - Incorporate vocational and *Ausbildung* terminology, specifically related to the professions of cook, baker, and event and catering specialist, where applicable
- Delivery of German language training
 - Prepare a team of German language teachers suitable to teach the participants to reach B2 level
 - Deliver intensive German language instruction for a duration sufficient to achieve B2 level
 - Conduct the training in-person at the assigned location in Surabaya
 - Ensure minimum instructional hours adequate for B2 preparation
 - Maintain a structured timetable and attendance system
 - Provide interactive and immersive learning methodologies
- Provision of training materials and learning resources
 - Provide participants of relevant training materials, such as textbooks and workbooks, digital learning materials, audio and video learning resources, mock examination papers, vocabulary and grammar modules, or other relevant materials
- Monitoring and evaluation of the progress of participants
 - Provide regular evaluation to the participants regarding their progress with the German language, such as which part they need to improve on
 - Provide a monthly report regarding the progress of the participants to the relevant stakeholders
 - Conduct regular module assessments for the participants
 - Provide remedial coaching for participants that needs it

- Guidance on job application preparation for the candidates
 - Provide feedback on the CV and cover letter written by participants
 - Provide interview simulations to the participants to prepare them for an interview with German employers
- Preparation on examination and certification
 - Conduct mock examinations under exam conditions
 - Prepare participants for internationally recognized German language certification examinations
 - Provide B1 examination registration guidance and support
 - Register the candidates for internationally recognized German language certification examinations for B1 level
 - Provide B2 examination registration guidance and support
 - Register the candidates for internationally recognized German language certification examinations for B2 level

The contractor is responsible for providing the mentioned services to the 30 selected participants, divided into 2 classes (15 students in each class).

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

Milestones/partial works	Deliverables	Deadline/place/pers on responsible	Criteria for acceptance
Milestone 1 Project inception and delivery of A1 and A2 level German language training	Inception meeting with relevant stakeholders	September 2026	
	Development of German language curriculum and roadmap from 0 to B2 level		A document detailing German language curriculum and training plan from 0 to B2 level Detailed implementation plan and training schedule
	Commencement of German language training		Provision of learning materials and resources to the students
	Completion of A1 German language level	October 2026	A1 German language modules completed A1 German language assessments conducted Feedback for individual participants provided A brief report to relevant stakeholders provided
	Completion of A2 German language level	January 2027	A2 German language modules completed A2 German language assessments conducted

			Feedback for individual participants provided A brief report to relevant stakeholders provided
	Monthly report – September, October, November, December		A brief report containing the progress of each project participants, including the attendance list
Milestone 2 Delivery of B1 level German language training and certification, and German intercultural competence training	Achievement of B1 German language level	March 2027	B1 German language modules completed B1 German language assessments conducted Feedback for individual participants provided A brief report to relevant stakeholders provided
	Mock Examination and Certification Preparation of B1 German language level		A report containing the mock examination of B1 German language level of the project participants Feedback sessions for individual participants on the result of their mock examination, including parts that they need to improve
	Registration for Certification Examination for B1 German language level for project participants		
	Job Application Preparation Support	April 2027	Detailed individual feedback on the CV and Cover Letter of project participants for their job application to Germany A job interview simulation using German for each project participants, including individual feedback sessions A brief report detailing the result of the job

			application preparation support
	Provision of Additional Support of Students who Needs to Reach B1 German language level		A brief report containing each project participants who did not pass the previous B1 German language certification, as well as the result of the additional support for B1 German language certification
	Registration for Certification Examination for B1 German language level for project participants who required retake exams		
	Monthly report – January, February, March, April		A brief report containing the progress of each project participants, including the attendance list
Milestone 3 Delivery of B2 level German language training and project closure	Achievement of B2 German language level	July 2027	B2 German language modules completed B2 German language assessments conducted Feedback for individual participants provided A brief report to relevant stakeholders provided
	Mock Examination and Certification Preparation of B2 German language level		A report containing the mock examination of B2 German language level of the project participants Feedback sessions for individual participants on the result of their mock examination, including parts that they need to improve
	Registration for Certification Examination for B2 German language level for project participants	August 2027	

	Monthly report – May, June, July, August		A brief report containing the progress of each project participants, including the attendance list
	Workshop on knowledge transfer for partner	September 2027	Documentation of the workshop
	Final Report		A final report containing the curriculum, lesson plans, teaching manuals, assessment tools, and learning materials used during the project, as well as the lessons learned during the project

Period of assignment: from September 2026 until September 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.

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

Technical-methodological concept

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

The tenderer is required to 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.

The tenderer is required to describe its backstopping concept. The following services are part of the standard backstopping package, which (like ancillary personnel costs) must be factored into the fee schedules of the staff listed in the tender in accordance with Section 3.1 of the GIZ AVB:

- Service-delivery control
- Managing adaptations to changing conditions
- Ensuring the flow of information between the tenderer and GIZ
- Assuming personnel responsibility for the contractor's experts
- Process-oriented steering for implementation of the commission
- Securing the administrative conclusion of the project

4. Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 7), the range of tasks involved and the required qualifications.

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

Team leader

Tasks of the team leader

- Overall coordination and supervision of implementation programme (quality and deadlines)
- Coordinating and ensuring communication with GIZ, partners and others involved in the project
- Development and monitoring of training schedules and implementation plans
- Coordination of trainers, support staff, and administrative arrangements
- Quality assurance of training delivery and participant support
- Monitoring participant progress and overall programme performance
- Regular reporting in accordance with deadlines to relevant stakeholders
- Coordination with examination bodies and relevant stakeholders if required
- Ensuring compliance with contractual obligations and agreed timelines
- Managing risks, operational challenges, and corrective actions during implementation

Qualifications of the team leader

- Education/training (2.1.1): Bachelor's degree or higher in education, linguistics, German studies, or related field
- Language (2.1.2): C1-level language proficiency in German
- General professional experience (2.1.3): 5 years of professional experience in the German language or intercultural competence training sector
- Specific professional experience (2.1.4): 5 years of professional experience in managing German language training program up to B2 level
- Leadership/management experience (2.1.5): 2 years of management/leadership experience as project team leader

Key Expert 1: German intercultural competence trainer

Tasks of key expert 1

- Delivering training on German intercultural competence and social integration
- Preparing lesson plans, training materials, case studies, and interactive learning activities on German culture and workplace practices
- Teaching German cultural values, communication styles, etiquette, workplace expectations, and everyday social norms.
- Providing practical guidance on living and working in Germany, including intercultural adaptation and integration strategies.
- Conducting workshops on effective intercultural communication, teamwork, conflict resolution, and customer service in multicultural working environments.
- Supporting participants in preparing German-style CVs (Lebenslauf), cover letters (Anschreiben), and other job application documents.
- Conducting interview preparation sessions, including mock interviews and employer communication simulations.
- Providing individual coaching and feedback on participants' intercultural competencies and job application readiness.
- Conducting regular assessments and evaluating participants' intercultural understanding and employability skills.
- Monitoring participant attendance, participation, and engagement during training sessions.
- Maintaining training records and contributing to participant progress reports and project documentation.

Qualifications of key expert 1

- Education/training (2.2.1): Bachelor's degree or higher in education, linguistics, German studies, international relations, psychology, or related field
- Language (2.2.2): B2 -level language proficiency in German
- General professional experience (2.2.3): 3 years of professional experience in delivering intercultural training, workforce preparation, or related training programs
- Specific professional experience (2.2.4): 2 years of professional experience in German intercultural competence or social integration activities

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

Short term expert pool 2 with maximum 2 people: German language trainer

Tasks of expert pool 2

- Delivering classroom-based German language training instruction
- Preparing lesson plans, teaching materials, and classroom activities
- Teaching grammar, vocabulary, reading, writing, listening, and speaking skills

- Integrating vocational and Ausbildung-related terminology into lessons, particularly for cook, baker, and event/catering professions
- Conducting regular assessments, quizzes, and evaluations
- Providing individual feedback and remedial coaching to participants
- Monitoring participant attendance and classroom engagement
- Preparing participants for German language certification examinations
- Conducting mock examinations and interview simulations
- Supporting participants in CV and cover letter preparation for German employers
- Maintaining training records and contributing to progress reporting

Qualifications of expert pool 2

- Education/training (2.6.1): Bachelor's degree or higher in education, linguistics, German studies, or related field
- Language (2.6.2): C1 -level language proficiency in German
- General professional experience (2.6.3): 3 years of professional experience teaching German language courses
- Specific professional experience (2.6.4): 2 years of professional experience in delivering intensive German language courses, which includes B1 and B2-level German language test preparation

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

5. Costing requirements

Specification of inputs

Fee days	Number of experts	Number of days per expert	Total	Comments
Team Leader	1	25	25	Timesheet required and completion of the report
Key Expert 1: German intercultural competence trainer	1	40	40	Timesheet required and completion of the report
Expert Pool 1: German language trainer	2	276	552	Timesheet required and completion of the report
Other costs	Number	Price	Total	Comments
Procurement of German language coursebook and materials for level A1, A2, B1, and B2	30	2,000,000	60,000,000	Against evidence. Budget is foreseen for the procurement of German language coursebook and workbook for level A1, A2, B1, and B2.

Registration to Officially Recognized German language certification (B1 level)	60	3,500,000	210,000,000	Against evidence. Budget is foreseen for registration of project participants (30 participants) to partake official German language certification. Each participant is given a chance to retake the B1 German language exam for one time.
Registration to Officially Recognized German language certification (B2 level)	30	4,000,000	120,000,000	Against evidence. Budget is foreseen for registration of project participants (30 participants) to partake official German language certification.
Flexible remuneration	1		100,000,000	A budget of IDR. 100,000,000 is earmarked for flexible remuneration. Please incorporate this budget into the price schedule. Use of the flexible remuneration item requires prior written approval from GIZ.

6. Inputs of GIZ or other actors

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

- The partner/counterpart in Surabaya will be responsible for coordination of participants and provision of the training venue/classroom.

7. 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.

8. Organisational Matter

Payment modalities: Payment of the assignment will be made in 3 terms. The final payment will be made after the completion of the assignment, considering a satisfactory result, evidence and timesheet provided by the contractor.

Failure to complete work: GIZ reserves the right to cancel the remainder of the contract if the deliverable output does not meet ToR requirements and standards of quality e.g. if Task 1 is completed unsatisfactorily, GIZ is only liable to pay for Task 1 and can cancel the contract for the remaining Tasks.