

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

CONFIDENTIAL

Starlink Portable Rental and Monthly Subscription	Project number/ cost centre: G-012533-001 G-010998-007 G-012102-001 G-010998-307 G-011982-004 G-011707-001 Tender number 10051299
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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

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH works worldwide on behalf of commissioning parties to implement development and international cooperation projects, including in fragile and crisis-affected contexts. Evaluations of GIZ operations highlight that effective management structures and clear processes are essential to deliver results while protecting staff and reputation. In practice, this includes defining responsibilities between Head Office and country structures, aligning with international benchmarks, and ensuring that costs and requirements linked to operational safeguards are transparent to commissioning parties.

Security Risk Management (SRM) is a core element of this operational backbone. An evaluation found GIZ's SRM system generally appropriate but unevenly implemented, recommending stronger binding rules, enforceable compliance, clearer communication of the company's duty of care and staff's own safety responsibilities, and systematic training to heighten risk awareness. In response, GIZ resolved to integrate SRM duties into corporate policy and processes, improve professional SRM structures and quality standards, strengthen a company-wide security culture through awareness and training for all employee groups, and established a Corporate Security Unit to drive these measures across the organisation.

GIZ's Security Risk Management (SRM) is governed by the Corporate Security Unit's Minimum Security Standards (MSS), which set baseline requirements to reduce risks to staff, operations, reputation, property, and assets. SRM Advisors and Country Security Focal Points must maintain robust emergency communications to deliver timely, accurate, and actionable information for coordinated crisis response.

As part of these requirements, SRM Advisors and Country Security Focal Points are responsible for establishing and maintaining reliable emergency communication systems capable of supporting staff and management during crises and emergency situations. Effective emergency communication ensures the timely dissemination of accurate, complete, and actionable information, thereby enabling informed decision-making and coordinated crisis response.

Emergencies such as natural disasters, civil unrest, telecommunications outages, or other critical incidents can occur without warning and may significantly disrupt normal communication channels. In such situations, reliable communication becomes essential for maintaining situational awareness, coordinating response measures, supporting affected staff, and facilitating communication between the Country Office and the Corporate Security Unit (CSU).

To meet this requirement, GIZ Indonesia and ASEAN have traditionally relied on satellite phones as a primary emergency communication tool, particularly in remote project locations where conventional communication infrastructure may be unavailable or disrupted. However, recent operational experience has shown that satellite phone connectivity has become increasingly unreliable in several regions of Indonesia. Signal instability and communication interruptions have reduced the effectiveness of satellite phones and limited their ability to provide dependable communication during emergencies when timely information exchange is critical.

To strengthen emergency preparedness, business continuity, and crisis response capabilities, it is proposed that GIZ Indonesia and ASEAN procure Starlink equipment as a

backup emergency communication solution. Starlink provides satellite-based internet connectivity that enables multiple communication channels, including voice calls, messaging applications, email, and video conferencing, even when terrestrial communication infrastructure is unavailable or compromised.

The proposed Starlink equipment will not replace existing internet services or satellite phones. Instead, it will serve exclusively as a contingency communication platform during emergency situations, including:

- Telecommunications or network outages;
- Natural disasters affecting communication infrastructure;
- Security incidents that disrupt normal communication channels; and
- Other emergency scenarios requiring resilient and redundant communication capabilities.

The availability of Starlink as a backup emergency communication solution will enhance GIZ Indonesia and ASEAN's operational resilience by providing an additional layer of communication redundancy. This will help ensure continuous contact with staff, support effective crisis management, maintain situational awareness, and strengthen GIZ's ability to fulfill its duty of care obligations during emergencies and crisis situations.

2. Tasks to be performed by the contractor

The Service Provider is responsible for providing the following services:

- Rental of portable Starlink satellite internet equipment.
- Active monthly Starlink subscription **50GB** throughout the rental period.
- Delivery, installation, configuration, testing, and commissioning of the equipment at the designated GIZ Country Office.
- User training for designated IT personnel.
- Preventive and corrective maintenance during the rental period.
- The Consulting Company shall provide dedicated technical support throughout the rental period, including an emergency contact that is reachable outside normal business hours to assist with urgent technical issues during emergencies or crisis situations.
- Quarterly monitoring report to GIZ Indonesia/ASEAN.
- In the event of a critical equipment failure that renders the Starlink device inoperable, the Consulting Company shall provide a replacement unit within **24–48 hours (Jakarta) 5x24 hours (outside Jakarta)**, or within another mutually agreed response time specified by GIZ.

Requirement	Description
Equipment	Starlink Portable Kit
Internet Service	Starlink satellite internet
Subscription	Monthly Subscription
Rental Period	24 months at 10 Location
Location	• West Kalimantan (Pontianak, Putusibau) • East Kalimantan (Samarinda, Sangata, Tanjung Selor) • Central Sulawesi (Palu) • Tanah Papua (Sorong, Jayapura, Merauke) • Lombok (Mataram)

Installation	Required
Technical Support	Available throughout the rental period
Equipment Condition	Good Working Condition
Replacement	Replacement unit within 24–48 hours (Jakarta) 5x24 hours (outside Jakarta) , or within another mutually agreed response time specified by GIZ

2.1. Minimum Technical Requirements for the device

Portability	Highly portable and can be easily transported to any location during emergencies or crisis situations.
Minimal Installation Requirements	Requires minimal installation and can be deployed rapidly without specialized infrastructure.
Reliable Signal Acquisition	Capable of establishing a stable satellite connection quickly, including in remote or disaster-affected areas.
Lightweight Design	Lightweight and easy to transport for rapid deployment in the field.
User-Friendly Operation	Equipped with an intuitive interface that enables operation with minimal technical expertise.
Compatible with Standard Power Banks	Capable of operating with commonly available high-capacity power banks or equivalent portable power sources during power outages.
Quick and Easy Setup	Fully operational within minutes after deployment.
Minimal Training Required	Users can become operational after a short practical training session.
Easy Data Plan Management	Subscription plans can be activated, renewed, suspended, or managed through an online portal or mobile application.
Flexible Recharge / Top-Up	Service subscription can be reactivated or topped up whenever operational needs require.

2.2. Equipment Readiness

All equipment supplied under this contract shall be fully operational, tested, and maintained in a ready-to-deploy condition prior to delivery. The service provider shall ensure that the equipment can be activated immediately whenever required for emergency operations.

2.3. Equipment Availability

The Service Provider shall ensure that the rented equipment and its associated subscription remain fully functional and available throughout the rental period to support immediate deployment whenever required by GIZ.

2.4. Preventive Maintenance

The Service Provider shall perform any necessary preventive maintenance, firmware updates, and system health checks to ensure the equipment remains in optimal operating condition throughout the rental period without disrupting its emergency readiness.

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
All devices have been delivered and have arrived at GIZ Country Office Indonesia	3 rd week September 2026/GIZ COI/Service Provider, SRM ID and GIZ IT
Activation of all devices and user training for the IT team by the Service Provider.	4 th week September 2026 or 1 st Week October 2026/GIZ COI/Service Provider and GIZ IT
Maintenance by Service Provider	Monthly
Monitoring by Service Provider	Monthly

3. Deliverables

The service provider shall deliver:

- Starlink Portable equipment in good working condition.
- Active monthly internet subscription.
- Equipment accessories required for operation.
- User instructions and technical support.
- Delivery and collection services, if applicable.
- Monthly service confirmation or invoice

Period of assignment: from October '2026 until September '2028.

4. Concept

To ensure that the portable Starlink solution effectively supports emergency communications, the Service Provider shall adopt an implementation approach that ensures equipment readiness, operational reliability, and rapid deployment throughout the contract period.

The service provider technical approach shall include, but not be limited to, the following components:

4.1 Installation and Commissioning

The Contractor shall:

- Deliver all equipment to the designated GIZ Country Office or other designated location.
- Assemble, configure, and test the equipment on-site.
- Ensure that all equipment is fully operational prior to handover.
- Conduct connectivity testing together with designated GIZ IT users.
- Provide all required accessories, including cables, power adapters, carrying cases, and mounting accessories, where applicable.

4.2 Subscription Management

The Service Provider shall ensure that the Starlink subscription remains active throughout the contract period and shall facilitate the activation, renewal, suspension, reactivation, or top-up of service plans whenever required by GIZ.

The Service Provider shall ensure that any subscription-related activities are carried out in a timely manner to avoid interruption of service.

4.3 Training Requirements

The Service Provider shall provide practical training for designated IT users covering:

- Equipment setup and dismantling.
- Network configuration.
- Subscription management.
- Basic troubleshooting.
- Emergency deployment procedures.
- Training materials, including user manuals and quick reference guides, shall be provided in Bahasa Indonesia and English.

4.4 Maintenance and Technical Support

- Be fully responsible for preventive and corrective maintenance throughout the rental period.
- Provide remote technical support during business hours, with emergency support available when required.
- Replace any malfunctioning or defective equipment at no additional cost within an agreed response time.
- Ensure uninterrupted subscription services throughout the rental period.
- Provide firmware and software updates whenever necessary.

4.5 Service Availability

The Service Provider shall ensure that:

- The Starlink subscription remains active throughout the rental period.
- The Equipment is fully functional and ready for immediate deployment whenever required.
- Technical support can be reached via telephone, email, or messaging applications
- Any service disruption or technical issue is addressed within the agreed response and resolution time.

4.6 Accessories

The Service Provider shall provide all accessories required for the proper operation and transportation of the equipment, including but not limited to:

- Protective carrying case
- Original power adapter
- Ethernet adapter (if required)
- All necessary cables
- Tripod or mounting kit (where applicable)

4.7 Acceptance Testing

Following installation and configuration, the Service Provider shall perform functional testing together with designated GIZ representatives to verify that the equipment is fully operational.

The acceptance test shall include, at a minimum:

- Internet connectivity
- Upload and download speed
- Network latency
- Compatibility with the designated power supply
- Wi-Fi functionality and coverage
- The equipment shall only be considered accepted after successful completion of the acceptance testing.

4.8 Documentation

- User manual.
- Quick Start Guide.
- Equipment inventory list.
- Warranty (if applicable).
- Contact information for technical support.
- Training attendance record.

4.9 Handover

- Successful installation.
- Functional testing.
- Successful internet connectivity test.
- Completion of user training.
- Acceptance by GIZ designated representatives.

4.10 Equipment Replacement

Where equipment failure cannot be resolved remotely, the Contractor shall provide a replacement unit within the agreed Service Level Agreement (SLA) to ensure continuity of emergency communications.

4.11 Emergency Deployment

The solution shall enable rapid deployment with minimal installation requirements. The equipment shall be capable of becoming operational within minutes, allowing GIZ personnel to restore communications quickly during emergencies, disasters, or business continuity events.

4.12 Additional Requirements

- Be an authorized Starlink reseller, service provider, or otherwise demonstrate the legal authority to provide the proposed Starlink services in Indonesia.
- Have experience providing satellite communication solutions for emergency responses, humanitarian operations, government agencies, or international organizations.
- Maintain adequate spare equipment to support rapid replacement in the event of equipment failure.

- Ensure compliance with all applicable Indonesian laws and regulations relating to satellite communication and telecommunications services.
- Maintain confidentiality of all information obtained or accessed while providing services to GIZ.
- Comply with applicable GIZ policies, procedures, and site requirements.

6. Personnel concept

The Consulting Company shall assign qualified personnel with the necessary technical expertise and experience to perform all services under this contract. Personnel shall be responsible for the delivery, installation, configuration, commissioning, user training, maintenance, and technical support of the Starlink equipment. The Consulting Company shall provide, at a minimum, the following personnel:

4.1. Project Coordinator / Technical Engineer / Trainer

The Consulting Company shall assign at least one qualified individual who shall serve as the primary point of contact for GIZ and be responsible for:

- Overall coordination of the contract and communication with GIZ.
- Delivery, installation, configuration, and commissioning of the Starlink equipment.
- Conducting acceptance testing.
- Providing hands-on training for designated GIZ IT personnel.
- Delivering user manuals and technical documentation.
- Providing basic technical guidance and troubleshooting during installation and handover.
- The assigned personnel shall have demonstrated experience in satellite communication systems, network installation, or comparable communication technologies.

4.2. Technical Support Personnel

The Consulting Company shall designate technical support personnel who can be contacted throughout the rental period to provide remote and, where necessary, on-site technical assistance.

- The technical support personnel shall:
- Respond to technical incidents within the agreed Service Level Agreement (SLA).
- Provide troubleshooting assistance during emergencies.
- Coordinate preventive and corrective maintenance.
- Arrange replacement equipment when required.
- Support subscription-related issues where applicable.

4.3. Personnel Qualifications

- The Consulting Company shall ensure that all assigned personnel possess appropriate technical qualifications, relevant practical experience, and effective communication skills.
- One individual may perform multiple roles (e.g., Project Coordinator, Technical Engineer, and Trainer), provided that the Consulting Company demonstrates that the assigned personnel have the required qualifications, experience, and availability to perform all responsibilities effectively throughout the contract period.

5. Costing requirements

Other costs	Number	Comments
Portable Starlink Rental	240	24 Month for 10 Location
<i>Subscription</i>	240	24 Month for 10 Location

6. Payment Terms

The contract period shall be **twenty-four (24) months**, with payment to be made every **six (6) months (semi-annually)**, subject to satisfactory service delivery and acceptance by the Client.

The payment schedule shall be as follows:

Payment	Service Period
1st Payment	Month 1 – Month 6
2nd Payment	Month 7 – Month 12
3rd Payment	Month 13 – Month 18
4th Payment	Month 19 – Month 24
Total	24 Months

7. Requirements on the format of the tender

The Service Provider shall submit its proposal in English and in accordance with the requirements specified in this Terms of Reference (TOR).

The proposal shall be submitted electronically in PDF format. The Technical Proposal and Financial Proposal should be submitted.

The Service Provider shall ensure that all submitted documents are complete, legible, and clearly identified.