

Terms of Reference (ToR) for the Procurement of Services

CONFIDENTIAL

Engagement of an agency for Development and Delivery of Multilingual Microlearning Videos under IGnITE II project

**Project number/
cost centre:
G-012232-208**

Tender number

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0. List of abbreviations

AVP	General Terms and Conditions of Contract for supplying services and work
BMZ	Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung
CV	Curriculum Vitae
DGT	Directorate General of Training
GDPR	General Data Protection Regulation
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
GSE	Green Skills Electrical
GSM	Green Skills Mechanical
IGnITE	Indo-German Initiative for Technical Education
INS	Industrial Safety
ITI	Industrial Training Institute
LMS	Learning Management System
MAVS	Multimedia, Animation and Video Production Specialist
MSDE	Ministry of Skill Development and Entrepreneurship
SME	Subject Matter Expert
TVET	Technical and Vocational Education and Training
WP	Work Package

1. Context and Objective

India is undergoing a structural transformation towards green and sustainable development involving the emergence of new age high-tech and green industries that demands specific skill sets. To respond to this demand, the TVET ecosystem in India is undergoing necessary upgradation, both, in terms of curricula, capacities of instructors and greater integration with industry.

Siemens India and GIZ have co-developed the Indo German Initiative for Technical Education (IGNITE), which is being jointly implemented since 2020. The project is supported by the develoPPP programme funded by BMZ, Germany. The project is currently in its second phase, with components focused on developing industry relevant and green skills courses, promoting female participation in TVET and the workforce and strengthening the work readiness of ITI trainees. The project is currently being implemented in over 200 ITI's across 7 states in India.

This assignment is focused on the component to improve the work readiness of ITI trainees. Towards this, the project aims to develop digital educational content in the form of multilingual microlearning videos with subtitles and audio narration while ensuring accessibility and mobile compatibility on selected courses such as Industrial Safety, Green Skills Electrical, Green Skills Mechanical and any other topics related to Green and Industry relevant skills, Gender Inclusion and Employability based on the learning resources to be provided by the IGNITE project team. The objective of this assignment is to develop and deliver multilingual microlearning video content for up to 360 minutes duration for improving employability of ITI trainees.

2. Tasks to be performed by the contractor

To achieve the above-stated objective, the contractor will be responsible for executing the following list of tasks for each work packages mentioned below in consultation with the project team while providing quality assurance in reviewing technical, language and accessibility aspects of the work.

2.1 Task List

- **Task 1: Review of source materials and content analysis**

The contractor shall review and analyse all learning materials provided by IGNITE project team, including but not limited to:

- Link to e-learning materials on LMS / PPT slides as available for Industrial Safety
- Participant handbooks for Green Skills Electrical and Green Skills Mechanical
- Any supplementary reference material provided by IGNITE project team on any other topics related to Green, Industry relevant skills, Gender Inclusion and Employability
- Analyse the structure and sequencing of modules and lessons
- Identify key learning objectives and concepts suitable for video-based learning
- Recommend consolidation of lessons into microlearning video units
- **Task 2: Development of video concept framework, preparation of content mapping matrix and submission of Inception Report**

The contractor shall:

- Develop an overall video design approach
- Define video formats to be used
- Recommend animation and visual treatment styles
- Define learner engagement approaches
- Module-wise and lesson-wise coverage
- Proposed video titles and learning objectives
- Estimated video duration and proposed visual treatment

The contractor shall prepare and submit an inception report containing:

- Understanding of the assignment
- Methodology
- Work plan
- Resource deployment plan
- Content mapping matrix
- Risk mitigation measures

- **Task 3: Development of video scripts, storyboards, visual asset and audio**

The contractor shall:

- Prepare detailed scripts for all approved videos
- Ensure alignment with approved learning objectives
- Use simple and learner-friendly language
- Ensure technical accuracy
- Prepare scene-wise storyboards
- Develop narration text
- Define visual elements
- Define animation requirements
- Define onscreen text requirements
- Create illustrations, icons and infographics
- Develop animation assets
- Create and share visual templates in PPT or any other editable formats
- Develop narration tracks
- Ensure appropriate pronunciation of technical terms
- Maintain consistent audio quality

- **Task 4: Technical validation, revision and finalization**

The contractor shall:

- Obtain internal SME validation
- Ensure technical correctness
- Incorporate review comments
- Revise scripts and storyboards based on feedback from IGnITE project team
- Submit final approved versions before proceeding to next tasks.

- **Task 5: Video production, internal quality assurance, review and revision**

The contractor shall:

- Produce microlearning videos
- Integrate animations, graphics and text

- Synchronize audio and visuals
- Ensure accessibility and readability
- Conduct technical, visual and audio quality review
- Verify completeness of content and submit draft videos
- Incorporate review comments and submit revised versions

- **Task 6: Finalization of master videos (in English)**

The contractor shall:

- Produce final approved master versions
- Generate source files and editable project files

- **Task 7: Translation, Multilingual Audio-Visual Production, Integration and Quality Assurance**

The contractor shall:

- Translate narration scripts, onscreen text, graphic text elements and assessment-related content, wherever applicable, into Hindi, Telugu, Marathi, Odia and Assamese.
- Conduct language review to ensure technical consistency, terminology accuracy and contextual appropriateness.
- Produce audio narration tracks for each target language, ensuring consistency of terminology and synchronization with video timelines.
- Prepare and synchronize subtitle files with the narration and verify subtitle accuracy.
- Integrate translated onscreen text, language-specific audio tracks and subtitles to produce language-specific video versions.
- Conduct comprehensive language QA, audio QA, subtitle QA and final packaging QA to ensure accuracy, consistency and quality of the multilingual content.

- **Task 8: Preparation of final deliverables, knowledge transfer and submission of completion report**

The contractor shall submit:

- Final video files, Audio files, Subtitle files, Scripts, Storyboards, Content mapping matrix and source files in editable format
- Explain deliverable structure
- Provide file inventory
- Provide usage guidance
- The contractor shall submit summary of work completed including deliverables inventory, quality assurance summary and lessons learned

2.2 Indicative Scope and Volume of Work:

The expected deliverable of this assignment is the development of microlearning videos up to 360 mins total duration with each video duration in the range of 3 to 6 mins, although longer or shorter durations may be used where pedagogically justified and as per project requirements. Further, these videos deliverables have been clubbed under 4 work packages based on courses, topics and duration in minutes as described below:

A. Work Package 1 (WP1): Delivery of Green Skills Electrical and Green Skills Mechanical courses videos (90-120 mins)

This work package includes development and delivery of multilingual microlearning videos on Green Skills Electrical and Green Skills Mechanical courses having total duration ranging from 90 to 120 minutes.

It involves performance of all tasks mentioned earlier such as reviewing and analysing source materials; development of video concept framework, preparation of content mapping matrix, submission of inception report; development of video scripts, storyboards, visual asset and audio; technical validation, revision and finalization; video production, internal quality assurance, review and revision; finalization of master videos (in English); translation of learning content, review and validation; development of multilingual audio narration and subtitle; integration of multilingual versions and quality assurance; preparation of final deliverables, knowledge transfer and submission of completion report.

B. Work Package 2 (WP2): Delivery of Industrial Safety Course Videos (45-60 mins)

This work package includes development and delivery of multilingual microlearning videos on Industrial Safety Course course having total duration ranging from 45 to 60 minutes.

It involves performance of all tasks mentioned earlier such as reviewing and analysing source materials; development of video concept framework, preparation of content mapping matrix, submission of inception report; development of video scripts, storyboards, visual asset and audio; technical validation, revision and finalization; video production, internal quality assurance, review and revision; finalization of master videos (in English); translation of learning content, review and validation; development of multilingual audio narration and subtitle; integration of multilingual versions and quality assurance; preparation of final deliverables, knowledge transfer and submission of completion report.

C. Work Package 3 (WP3): Delivery of any other topics videos related to Green and Industry relevant skills (90-120 mins)

This work package includes development and delivery of multilingual microlearning videos on any other topics videos related to Green and Industry relevant skills having total duration ranging from 90 to 120 minutes.

It involves performance of all tasks mentioned earlier such as reviewing and analysing source materials; development of video concept framework, preparation of content mapping matrix, submission of inception report; development of video scripts, storyboards, visual asset and audio; technical validation, revision and finalization; video production, internal quality assurance, review and revision; finalization of master videos (in English); translation of learning content, review and validation; development of multilingual audio narration and subtitle; integration of multilingual versions and quality assurance; preparation of final deliverables, knowledge transfer and submission of completion report.

D. Work Package 4 (WP4): Delivery of any other topics videos related to Gender Inclusion and Employability (45-60mins)

This work package includes development and delivery of multilingual microlearning videos on any other topics videos related to Gender Inclusion and Employability having total duration ranging from 45 to 60 minutes.

It involves performance of all tasks mentioned earlier such as reviewing and analysing source materials; development of video concept framework, preparation of content mapping matrix, submission of inception report; development of video scripts, storyboards, visual asset and audio; technical validation, revision and finalization; video production, internal quality assurance, review and revision; finalization of master videos (in English); translation of learning content, review and validation; development of multilingual audio narration and subtitle; integration of multilingual versions and quality assurance; preparation of final deliverables, knowledge transfer and submission of completion report.

2.3 Technical and pedagogical specifications of microlearning videos

The contractor shall adhere to the following technical and pedagogical specifications for development of the videos

A. Technical specifications:

- MP4
- Full HD (1920×1080)
- 16:9 aspect ratio
- High-quality audio
- Multilingual subtitles
- Editable source files

B. Pedagogical specifications:

- Learning objective-driven
- Modular and self-contained
- Balanced cognitive load - based on graphics and spoken audio rather than written text on screen
- Promotes active learning and inquiry driven design- posing a core question for students to think, prompts for reflection, pause points, etc
- Clear captions and visual signals
- Suitable for ITI trainees and entry-level workers
- The distribution of video formats shown below is indicative only. The contractor shall propose the most appropriate format for each topic during development of the Video Concept Framework

Video Type	Indicative Usage
Animated explainers	High
Motion graphics	High
Scenario-based demonstrations	Medium
Infographic videos	Medium
Software/screen demonstrations	As required
AI-generated narration	Permitted

2.4 Work deliverables and deadlines

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

Work Package (WP)	Deliverables/Milestones	Deadline
Work Package 1 (WP1)	Delivery of Green Skills Electrical and Green Skills Mechanical courses videos (90-120 mins)	10 th Feb 2027
Work Package 2 (WP2)	Delivery of Industrial Safety Course Videos (45-60 mins)	15 th Mar 2027
Work Package 3 (WP3)	Delivery of any other topics videos related to Green and Industry relevant Skills (90-120 mins)	25 th May 2027
Work Package 4 (WP4)	Delivery of any other topics videos related to Gender Inclusion and Employability (45-60mins)	30 th June 2027

**The list of courses and topics and their indicate overall runtimes is indicative and may change based on requirements, keeping the total duration up to 360 minutes*

Please note that this assignment does not involve any fresh designing of logos, branding etc. The logo, colour palette, branding templates are already available with the project and will be shared with the contractor.

- All the outputs and deliverables of the work packages will be reviewed and approved by the IGnITE project team.
- The corporate branding rules should be adhered to in all the videos.
- The contractor manages costs and expenditures, accounting processes and invoicing in line with the requirements of GIZ.
- The contractor reports regularly to GIZ in accordance with the current AVB of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.

Period of assignment: From 1st Nov 2026 until 30th June 2027

3. Concept

In the tender, the bidder is required to show how tasks to be performed as defined in Chapter 2 are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the bidder must describe the project management system for service provision.

Note: The numbers in parentheses correspond to the lines of the technical assessment grid. The technical proposal must include sections addressing these topics to be considered for evaluation.

3.1 Technical-methodological concept

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

Cooperation (1.2): The tenderer is required to present the actors relevant for the services for which it is responsible (1.2.1) and describe the strategy of establishing cooperation with them (1.2.2).

Steering and Monitoring (1.3): The bidder 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).

Processes (1.4): 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 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 (1.4.2).

Learning and Innovation (1.5): The bidder is required to describe its contribution to knowledge management for the partner (1.5.1) and measures to promote scale (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 must be explained in detail. (1.6.1). 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. This includes review and quality checks. The attached CVs of proposed experts must include information that will facilitate their evaluation as per requirements / qualifications mentioned in this note (1.6.2). The contract is also required to providing backstopping strategy (incl. CVs of the technical and administrative backstopper). (1.6.3)

Further requirements (1.7): The bidder is required to provide 2 samples videos related to e-learning around TVET or any other educational content in microlearning video format in any Indian languages.

3.2 Criteria for Eligibility of firms

Note: *Bidders have to submit the documentary evidence for the criteria's specified below.*

I. Commercial Assessment

- Legally Incorporated Entity in India (Firm or Limited Company OR a Foundation)
- A signed/stamped declaration on GWB clauses – refer Annex “Legal Inferences”.
- In case of bidding consortia: Declaration by consortium
- The average annual turnover for the last three financial years (last-but-four financial years can be included in case of invitation to tender held within six months of end of last financial year) must be at least EUR 50,000.
- Average number of employees and managers in the past three calendar years shall be at least 10 or more.

II. Technical Assessment

The tenderer should have undertaken similar project for a minimum value of EUR 20,000 with proof of projects undertaken.

a. Minimum requirements

At least 3 reference projects on development of multilingual microlearning videos in India in the last three years

III. Weighted Criteria

1. Technical Experience

- The tenderer should have completed at least 3 on-ground projects related to vocational education and training which proves that organization has good understanding of the sector and ecosystem in India. (this should be different from the project mentioned above). The consultants shall provide proof of prior successful projects.
- The tenderer should have demonstrated experience in development of multilingual micro-learning videos in at least 3 projects.

2. The tenderer should have experience of working in India and experience of working in development sector projects

3. Experience of development projects

4. Personnel concept

The agency is required to provide personnel who are suited to filling the positions described, based on their CVs, 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.

4.1 Team Leader

Key Tasks:

- Lead inception, planning, work scheduling, stakeholder consultations, content mapping review.
- Monitor script and storyboard development progress.
- Oversee video production schedule, milestone management, and quality compliance.
- Coordinate multilingual production activities and approvals. Manage final submissions, project closure, reporting, and client acceptance.

Minimum Qualifications:

- **Education/Training (2.1.1):** Master's degree in Management, Education, Engineering, Development Studies, Communication, Business Administration, Public Policy, or related field.
- **Language (2.1.2):** Excellent written and spoken English and Hindi. (scoring shall be given out of 5 for each)
- **General Professional Experience (2.1.3):** Minimum 8 years of professional experience in project management, programme management, consulting, training, education, digital learning, media production, or related fields.
- **Specific Professional Experience (2.1.4):** Experience managing at least 3 assignments involving digital learning content, multimedia products, e-learning, educational media, training materials, or communication products.
- **Leadership/management Experience (2.1.5):** Experience in leading at least 2 assignments related to digital learning content, multimedia products, e-learning, educational media, training materials, or communication products. Experience in managing multidisciplinary teams and stakeholder engagement.
- **Regional Experience (2.1.6):** Experience working in India on skilling, TVET, education, workforce development, CSR, government, or development-sector projects preferred.

4.2 Expert 1: Instructional & Learning Design Expert

Key Tasks:

- Review source content, analyse learning objectives, prepare Content Mapping Matrix, recommend video structure and duration.
- Lead development of scripts, storyboards, narration scripts, visual learning flow, and microlearning design.

- Ensure pedagogical quality and learner engagement during video development. Support review and revisions.

Minimum Qualifications:

- **Education/Training (2.2.1):** Master's degree in Education, Instructional Design, Educational Technology, Psychology, Communication, Learning Sciences, or related field.
- **Language (2.2.2):** Excellent written and spoken English. Ability to develop learner-friendly educational content in English.
- **General Professional Experience (2.2.3):** Minimum 5 years of experience in instructional design, curriculum development, educational content development, e-learning, microlearning, or training design.
- **Specific Professional Experience (2.2.4):** Experience developing learning content, scripts, storyboards, e-learning courses, microlearning products, competency-based training materials, or digital learning resources. Experience in learner-centred content design desirable.
- **Regional Experience (2.2.6):** Experience working with education, skilling, TVET, apprenticeship, workforce development, or capacity-building programmes in India preferred.

4.3 Expert 2: TVET Subject Matter Expert

Key Tasks:

- Review Industrial Safety, Green Skills Electrical, and Green Skills Mechanical content. Validate content coverage and learning outcomes.
- Review scripts and storyboards for technical accuracy.
- Validate technical correctness of videos, visuals, demonstrations, terminology, and examples. Support quality reviews and revisions.

Minimum Qualifications:

- **Education/Training (2.3.1):** Degree or Diploma in Electrical Engineering, Mechanical Engineering, Industrial Engineering, Renewable Energy, Occupational Safety, Technical Education, or related discipline.
- **Language (2.3.2):** Good written and spoken English. Ability to review technical training content.
- **General Professional Experience (2.3.3):** Minimum 7 years of professional experience in technical training, vocational education, industry training, workforce development, apprenticeship, curriculum development, or related fields.
- **Specific Professional Experience (2.3.4):** Experience in Industrial Safety, Green Skills, Electrical, Mechanical, Manufacturing, Renewable Energy, TVET, or technical education programmes. Experience reviewing or developing technical learning content desirable.

- **Regional Experience (2.3.6):** Experience working with ITIs, NSTIs, Sector Skill Councils, apprenticeship programmes, skill development missions, industry training initiatives, or related programmes in India preferred.

4.4 Expert 3: Multimedia, Animation and Video Production Specialist (2 nos)

Key Tasks:

- Develop visual concepts and multimedia approach; review scripts and storyboards from a video production perspective; define animation, graphic, and visual design standards.
- Develop graphics, animations, and multimedia assets; produce and edit videos; integrate audio, visuals, and on-screen text; ensure video quality and consistency; incorporate review feedback.
- Integrate multilingual audio tracks, subtitles, and language-specific text; synchronize and quality-check multilingual video versions. Prepare and submit final videos, source files, multimedia assets, and project files; support final quality assurance and project closure.

Minimum Qualifications:

- **Education/Training (2.4.1):** Bachelor's Degree or Diploma in Multimedia, Animation, Graphic Design, Visual Communication, Film Production, Digital Media, Mass Communication, Computer Graphics, or a related field.
- **Language (2.4.2):** Good command of written and spoken English.
- **General Professional Experience (2.4.3):** Minimum 5 years of professional experience in multimedia development, animation, video production, motion graphics, digital media, or related fields.
- **Specific Professional Experience (2.4.4):** Demonstrated experience in developing educational videos, animated explainers, e-learning content, instructional media, training videos, or digital learning products. Experience in multimedia design, animation, video editing, audio-video integration, motion graphics, and production of learning content using industry-standard tools. Experience with AI-assisted content creation, animation, voice generation, video editing, or graphic design tools will be an advantage.
- **Regional Experience (2.4.6):** Experience supporting education, skilling, TVET, workforce development, CSR, government, or development-sector projects in India is desirable.

4.5 Short pool of Experts: Localization & Language Quality (4 no.s)

Key Tasks:

- Review and provide inputs on English scripts and storyboards to ensure suitability for translation, multilingual adaptation, subtitle preparation, voice-over synchronization, terminology consistency, cultural appropriateness, and readability across Hindi, Telugu, Marathi, Odia and Assamese versions.
- Develop and validate a multilingual terminology/glossary sheet for key Industrial Safety, Green Skills Electrical and Green Skills Mechanical terms.

- Manage translation, multilingual adaptation, subtitle preparation, audio narration review, language quality assurance, terminology management, and consistency across Hindi, Telugu, Marathi, Odia, and Assamese.
- Coordinate language reviewers and ensure quality of multilingual outputs. Verify multilingual deliverables and support final acceptance.

Minimum Qualifications:

- **Education/Training (2.6.1):** Bachelor's degree in Languages, Linguistics, Translation Studies, Communication, Journalism, Literature, or related field.
- **Language (2.6.2):** Excellent command of English and experience managing multilingual content development. Knowledge of one or more Indian languages such as Hindi, Telugu, Marathi, Odia, or Assamese is also required. (scoring shall be give out of 5 each, out of 5 for English and out of 5 for regional)
- **General Professional Experience (2.6.3):** Minimum 5 years of experience in translation management, multilingual content development, language quality assurance, localization, subtitle review, or communication projects.
- **Specific Professional Experience (2.6.4):** Experience managing multilingual educational, training, digital learning, communication, media, or e-learning content. Experience with subtitle preparation, voice-over review, and terminology management desirable.
- **Regional Experience (2.6.5):** Experience working on multilingual projects in India involving Indian languages, education, skilling, workforce development, or development-sector programmes preferred.

Important notes:

- The agency must provide a clear overview of all proposed short-term experts and their individual qualifications.
- The agency may utilize AI-assisted tools for script development, translation, subtitle generation, narration, graphic creation, animation support, and video production, provided that all deliverables undergo human expert review and the bidder remains fully responsible for technical accuracy, linguistic quality, pedagogical effectiveness, and compliance with project requirements.

5. Costing requirements

As the contract to be concluded is a contract for works, tenderers shall submit their financial offer as a lump-sum price covering all services necessary for successful implementation of the assignment.

In addition to the lump-sum price, tenderers shall indicate the underlying average daily rate used for calculation purposes. A detailed breakdown of expert days is not required.

Milestones/Deliverables	Total estimated video duration (in minutes)
WP-1: Delivery of Green Skills Electrical and Green Skills Mechanical courses videos	90 - 120
WP-2: Delivery of Industrial Safety Course Videos	45 - 60
WP-3: Delivery of any other topics videos related to Green and Industry relevant Skills	90 - 120
WP-4: Delivery of any other topics videos related to Gender Inclusion and Employability	45 - 60

Note: The tenderer shall be deemed to have included all personnel, non-personnel, software, communication, administrative, overhead, and other costs necessary for successful completion of the assignment in its financial proposal.

6. Requirements on the format of the proposal

The structure of the proposal must correspond to the structure of the ToR. The proposal must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in ENGLISH (language). The complete proposal must not exceed 20 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 proposal based exactly on the parameters specified in Chapter 6 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. Outsourced processing of personal data

This assignment does not involve collection of personal data.

The provisions on data protection and information security of the current version of GIZ's General Terms and Conditions of Contract (sections 1.6. Confidentiality and 1.10 Data protection) apply.

The performance of the contract may be associated with the processing of personal data by the contractor, such as (but not limited to) names and contact information. In such cases, the contractor shall act as an independent DATA CONTROLLER and must alone comply with ALL applicable data protection obligations, including those stemming from regional and local laws. The contractor shall process personal data only when a given goal cannot be reasonably attained without such data. The data protection principles such as lawfulness, data minimization, accuracy, purpose limitation, storage limitation, transparency, integrity and confidentiality, and accountability, as well as the numerous rights of the data subject must be paid due attention. The GIZ is NOT in any way responsible for such processing.

Whenever the contractor executes the instructions of a partner to the GIZ with regard to such processing, the partner shall be the data controller, and the data processing shall be carried out in accordance with the partner's instructions as well as laws and standards to which it is subject. If the contractor is not subject to the GDPR and the applicable laws do not contain any explanation on the data protection principles and rights mentioned here, the definitions and meanings provided by the GDPR (Regulation (EU) 2016/679) should be considered.

Unless explicitly required by GIZ, assessments, reports, surveys, or any other data and information shared with GIZ must be provided strictly anonymously, meaning that any information relating to an identified or identifiable natural person ('data subject') must be excluded. Specifically, personal data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, as well as genetic data, biometric data, or data concerning health or data concerning a natural person's sex life or sexual orientation must only be collected in a strictly anonymous and aggregated manner.

8. Intellectual Property and Use of Materials

All intellectual property rights, including but not limited to copyrights and related rights, in any and all materials, deliverables, content, designs, data, graphics, texts, animations, audiovisual materials, or other works produced by the Service Provider under this Terms of Reference ("Deliverables") shall vest exclusively in, and be irrevocably transferred to, the Contracting Authority upon creation and/or full payment, whichever occurs first.

The Service Provider hereby assigns, transfers, and conveys to the Contracting Authority, on an exclusive, worldwide, perpetual, and royalty-free basis, all rights, title, and interest in and to the Deliverables, including the right to use, reproduce, modify, adapt, distribute, publish, sublicense, and exploit the Deliverables in any manner and for any purpose.

The Service Provider shall not retain any ownership rights in the Deliverables and shall not use, reproduce, distribute, or display the Deliverables, in whole or in part, for any purpose other than the performance of the tasks expressly described in this Terms of Reference, unless prior written consent is obtained from the Contracting Authority.

The Service Provider may use only the photos, information, data, and materials provided or expressly approved by the Contracting Authority, and solely for the purposes of carrying out the tasks under this Terms of Reference. Any use of third-party materials shall require prior

written approval and must be free of any restrictions, claims, or licensing fees, unless otherwise agreed in writing.

The Service Provider warrants that all Deliverables are original, do not infringe upon any third-party rights, and that it has full authority to transfer the rights as set out above.