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I. General information

1. Brief information on the project

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a federal enterprise with worldwide operations. We support the German Government in the field of international cooperation for sustainable development. The German Government has been cooperating with India for over 50 years by offering its technical expertise through GIZ in areas that are national priorities.

Since 1995, GIZ Proklima has been working with partner countries in emerging and developing economies to support with implementation of provisions of the Montreal Protocol and its Kigali Amendment. India has implemented Hydrochlorofluorocarbons (HCFC) phase-out management plan (HPMP) Stages I & II. HPMP Stage III is currently being implemented from the years 2023 to 2030. The refrigeration and air-conditioning (RAC) servicing sector continues to be a significant contributor to the consumption of HCFCs. In particular in the room air-conditioner segment, Proklima on behalf of the Government of Germany and in close cooperation with the Ozone Cell in the Ministry of Environment Forests and Climate Change (MoEF&CC) is implementing the phase-out activities in the Indian RAC servicing sector. The consumption in the servicing sector will be reduced mainly through training on better servicing practices & leak prevention. The technicians will also be introduced to

alternative refrigerants during training. For this purpose, Proklima developed an online Management Information System (MIS), a web-based platform for supporting effective management, planning, coordination, and monitoring and reporting for the project. Information about the RAC technicians trained and other project related information on the RAC servicing sector is intended to be made available to relevant stakeholders through the MIS. The MIS will be used by Proklima staff and staff from training institutes which are conducting trainings on behalf of GIZ Proklima. The objective of the proposed online MIS web portal platform / solution is to digitalise the process involved in information and knowledge management in the RAC servicing sector for GIZ Proklima project. The aim is enhanced efficiency and impact to the project.GIZ Proklima is the main administrator and user of the online MIS web portal platform alongwith relevant stakeholders including training partners, consultants, Government departments amongst others. Providing regular, updated and latest online information regarding RAC servicing sector of GIZ Proklima programme, instead of paperwork, is the main objective of the MIS.

2. Objectives

The objective of the assignment is hosting and ad-hoc support services for an existing web-based monitoring application in India. The solution serves Monitoring Information System (MIS) of Proklima. The web application and its source code are already available and have been operated in a limited environment; the next step is to establish secure, reliable, and scalable hosting, coupled with on-demand technical assistance, to ensure continuous availability, data protection, and efficient operations in line with GIZ requirements.

The solution will be based on the provided source code and existing configuration. The contractor is responsible for migration (if required), provisioning and operating a compliant hosting environment, ensuring availability, performance, security, data protection, backup/restore, weekly and monthly bug fixing and system upgrades, and disaster recovery, as well as providing ad hoc technical support throughout the contract period. All services must comply with GIZ data protection and IT security requirements and applicable Indian regulations while ensuring GDPR-compliant processing where EU personal data may be involved.

1. GIZ shall hire the contractor for the anticipated contract term, from **December 2026** to **November 2028**

2. The contractor shall provide the following **work:**

Work Package 1: Hosting and security management

- Provision of a secure, scalable hosting environment for the MIS.
    - Hosting of the online MIS system (web based platform) must be in EU region.
    - Own virtual server for the online MIS web platform instead of a shared web server shall be strictly used.
    - At least two-factor email authentication shall be required for all administrator accounts and privileged access to the MIS platform

- In accordance with the General Data Protection Regulation (GDPR), all data collected on the website (via contact forms, etc.) must be transmitted in encrypted form. The use of SSL certificates is therefore mandatory.
- System-relevant adjustments and Content Management System (CMS) optimization; security measures (applying relevant updates to fix system vulnerabilities); improvement of editorial workflows, including alignment and coordination. This includes, for example, functional tests, security and backup checks, and system cleanup. The contractor shall implement regular security assessments, apply timely security patches, and monitor the application to safeguard against vulnerabilities and unauthorized access.
- The Contractor shall, as part of the financial offer, provide a tentative cost estimate for hosting services based on market research and a hosting solution that meets the requirements specified in this ToR. Following contract award, the Contractor shall conduct an updated market assessment and present at least three suitable hosting options, including a comparison of costs, security features, scalability, service levels, and compliance requirements. The final selection of the hosting provider and hosting package shall be made in consultation with and subject to approval by the GIZ team before any purchase or contractual commitment is made. Hosting of the project's public domain on EU server shall be ensured for the entire contract duration until at least 31 December 2028.
- The contractor shall maintain automated backups of the application and database. Backup copies shall be retained for a minimum of 70 calendar days and restoration procedures shall be tested at least once every quarter.
- The contractor shall ensure a minimum system availability of 99% excluding scheduled maintenance periods agreed with GIZ.
- Monthly operational report including:
    - System availability
    - Incidents and resolutions
    - Security updates applied
    - Backup status
    - Support requests handled

Work Package 2: Application onboarding and migration

- Source code intake: structured review of the provided source code, dependencies, and configuration.
- Data migration: secure transfer of database(s), files, and configuration from the current environment.
- Go-live support: controlled Domain Name System (DNS) switch, smoke tests, performance baselining, and hypercare period post go-live.

Work Package 3: Ad hoc support

- Helpdesk: Continuous helpdesk services to the users of the portal, including GIZ, government and training providers. Should technical problems arise, the Contractor will act as the point of contact and support will be provided in English-language. The

contractor appoints an experienced project manager as main point of contact for Proklima.

- Ad hoc tasks: The contractor shall be responsible for ongoing application maintenance post-deployment. This includes prompt identification, diagnosis, and resolution of any software bugs or defects to ensure optimal system performance and user experience.
- Content/data support: assistance in uploading datasets or configuration relevant to monitoring dashboards as requested by Proklima
- Data entry: Some data entry support on the domain server will be required
- Service requests shall be acknowledged within one business day.
- Critical incidents affecting system availability shall be responded to within four working hours during business days.
- Non-critical defects and enhancement requests shall be addressed within mutually agreed timelines.
- If necessary, trainings for Proklima staff on changes of MIS

Deliverables	Date	Criteria for acceptance
WP 1: Hosting market research & recommendation approved - market scan (min. 3 options), comparison matrix (costs, security, scalability, GDPR, SLA), recommendation	2 weeks after contract start	Proklima approval of selected provider, Environment ready for migration
WP 1: Security management - regular security checks	Weekly during contract period	Weekly bug status report
WP2: Codesource intake	4 weeks after contract start	Approval of go-live time
WP 2: Data migration completed	5 weeks after contract start	Reconciliation results documented and approved
WP 2: Go-live executed - controlled DNS switch, production smoke tests, performance baseline captured	6 weeks after contract start	Go-live confirmation
Wp 3: Ad-hoc support – ad hoc request, dataset uploads/configuration changes completed	Weekly during contract period	Requests completed

II. Tender requirements

1. Concept

Technical-methodological concept as per the'*Grid for the technical assessment of bids below the EU Threshold'*

Refer to the '*Grid for the technical assessment of bids below the EU Threshold'*, an excel file, provided as one the Annexures to this Terms of Reference, to formulate responses towards the required techno methodological concept.

For the techno methodological concept the bidder is required to furnish the following information:

- Describe and elaborate the key processes, steps, milestones/ schedule to render and fulfill the services according to Chapter 2 of this ToR (Tasks to be performed by the contractor) for which it is responsible. Refer to 1.4.1 of the Grid for technical assessment.
- Project management of the contractor: Refer 1.6 of the Grid for technical assessment: The contractor is required to explain its approach for coordination with the GIZ Proklima project. In particular, the project management requirements to fulfill the deliverables specified in Chapter 2 (Tasks to be performed by the contractor) to be elaborated in detail and draw up a **personnel assignment plan** with proposed implementation plan, worksteps, milestones and schedule.
- The bidder 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 professional fee listed in the tender (in accordance with Section 3.3.1 of the GIZ AVB):
    - Service-delivery control
    - Managing adaptations to changing conditions
    - Assuming personnel responsibility
    - Process-oriented steering for implementation of the commission
    - Securing the administrative conclusion of the project

2. Human Resources

The tenderer is required to propose personnel for the positions specified here and described with respect to the areas of responsibility and qualifications on the basis of relevant CVs.

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

1.1 Key Expert 1: Project Manager

Please refer to technical assessment "2. Assessment of proposed staff" **Expert 1 under section 2.2**

Responsibilities

- Overall contract and stakeholder management.
- Main point of contact for GIZ Proklima.
- Coordination of hosting, migration, maintenance and support activities.
- Monitoring service levels, quality assurance and reporting.
- Coordination of incident management and resolution.

General Qualifications

- University degree (Bachelor's or equivalent) in Computer Science, Information Technology, Software Engineering, Information Systems or related field. (2.1.1)
- Minimum 7 years of professional experience in IT project management and delivery of web-based applications. (2.1.3)

Professional Experience (2.1.4)

- Minimum 5 years of experience managing software development, hosting or maintenance projects. (
- Experience in cloud infrastructure and web application operations.
- Experience managing customer support and service delivery engagements.

Please provide 3 documents proving professional experiences (certificates, reference projects, etc.)

Experience in Region / Country

- Minimum 3 years of experience implementing IT projects in India. (2.1.6)

Language Skills

- Well versed in written and spoken business English language. Well versed in written and spoken Hindi language. (2.1.2)

Other Requirements (2.2.8)

- Experience with Agile or comparable project management methodologies.
- Experience working with development cooperation projects, public sector clients or international organizations is an advantage.
- Well versed with business presentation skills and conducting trainings for an audience with non IT background

1.2 Key Expert 2: IT Developer/System Administrator

Please refer to technical assessment “2. Assessment of proposed staff” **Expert 1 under section 2.3**

Responsibilities

- Application onboarding and migration.
- Hosting configuration and server administration.
- Security patching and system monitoring.
- Database management and backup administration.
- Resolution of technical incidents and software bugs.

General Qualifications

- University degree (Bachelor's or equivalent) in Computer Science, Information Technology, Software Engineering or related field. (2.2.1)

Professional Experience (2.2.4)

- Minimum 5 years of relevant professional experience in web application development and maintenance.

- Minimum 3 years of experience managing Linux-based servers and cloud hosting environments.
- Proven experience with database administration and web application deployment.

Please provide 3 documents proving professional experiences (certificates, reference projects, etc.)

Experience in Region / Country

- Minimum 3 years working on IT projects in India. (2.2.6)

Language Skills

- Well versed in written and spoken business English language. Well versed in written and spoken Hindi language. (2.2.2)

Other Requirements (2.2.8)

- Experience with secure hosting environments.
- Experience implementing backup and disaster recovery procedures.
- Well versed with business presentation skills and conducting trainings for an audience with non IT background

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 circular from the German Federal Ministry of Finance on travel expense remuneration (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 (CO_2 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 CO_2 efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

CO_2 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 days per expert	Comments
Key Expert 1: Project Manager	1	20	

Key Expert 2: IT Developer/Systemadministrator	1	75	
Travel costs (car rental, private vehicle)	-		
Other costs	**Number of experts**	**Cost**	**Comments**
Hosting Costs	NA	Lump-sum annual hosting and infrastructure costs covering secure virtual server, SSL certificate, backup services, monitoring and disaster recovery arrangements until December 2028.	Provide Tentative cost of hosting for two years in financial offer.

Calculate your financial bid exactly in line with the quantitative requirements of the specification of inputs above. There is no contractual right to use up the full expert days/travel or workshops or budgets. The number of days/travel/workshops and the budgets will be contractually agreed as **maximum amounts**. The regulations on pricing are contained in the price schedule.

III. Requirements on the format of the tender

The CV submitted for each expert can have a maximum of four pages. The concept (if required) should not exceed five pages. 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 proposal is in English language with Arial Font size 11. CVs and supporting documents are dated and signed after the date of this tender.

IV. Data protection and information security

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

1. Data protection

Personal data will be processed on behalf of the client. Therefore, an agreement on "Outsourcing of data processing (AuV)" will be concluded with the contractor in accordance with Art. 28 GDPR. For this purpose, the technical and organisational measures (TOM) for compliance with the data protection requirements must be outlined prior to conclusion of the contract. If the contractor has already been audited by GIZ in the past, an update in accordance with GDPR must nevertheless be sent. After a positive check, the contract is concluded with the AuV attachment.

Data protection by design and by default
The digital tool developed, upgraded or used on behalf of GIZ must meet the highest data protection standards, especially the GDPR's data protection by design and by default requirement, as elaborated in Annex "The development of a data processing system under the GDPR", to offer practical orientation to the contractor.

Compliance with the Digital Personal Data Protection Act, 2023 (India)

In addition to the requirements arising from the General Data Protection Regulation (GDPR), the contractor shall comply with the applicable provisions of the Digital Personal Data Protection Act, 2023 (India) and any subsequent rules or regulations issued thereunder. The contractor shall implement appropriate technical and organisational measures to protect personal data processed under this assignment, ensure that personal data is processed only for authorised purposes and under the instructions of GIZ, and promptly notify GIZ of any actual or suspected personal data breach. Where third-party service providers or hosting providers are engaged, the contractor shall ensure that equivalent data protection and confidentiality obligations are contractually imposed on such parties. Furthermore, upon completion or termination of the contract, the contractor shall securely return or delete all personal data, unless its retention is required by applicable law.

2. Information security

The “Information Security Requirements” is part of the request for proposals and the contract and must be observed accordingly.

V. Annexes

Annex 1: Outsourcing of data processing (AuV)

Annex 2: The development of a data processing system under the GDPR

Annex 3: Information Security Requirements