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

Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

CONFIDENTIAL

Supporting Entrepreneurs in Ghana through Business Management Coaching for the GIZ Project WIDU.africa - The Support Platform for Micro and Small Enterprises in Africa in Collaboration with the Diaspora in Europe	**Project number/ cost centre: G-012168-010** **Tender number**

0. List of abbreviations 2

1. Context 3

2. Tasks to be performed by the contractor 4

3. Concept 8
   Technical-methodological concept 8

4. Personnel concept 9
   Short-term expert pool with 20 members 10

5. Costing requirements 12
   Assignment of personnel and travel expenses 12
   Specification of Inputs. 13

6. Inputs of GIZ or other actors 14

7. Requirements on the format of the tender 15

8. Outsourced processing of personal data 15

9. Annexes 16

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

This tender forms part of the module “The Support Platform for Micro and Small Enterprises in Africa in Collaboration with the Diaspora in Europe” (WIDU.africa), implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). Launched in 2019 and scheduled to run until October 2028, WIDU.africa aims to improve employment and income opportunities in Ghana and nine other African countries: Cameroon, Côte d’Ivoire, Ethiopia, Kenya, Mali, Senegal, The Gambia, Togo and Tunisia.

Micro, small and medium-sized enterprises (MSMEs) are central to Ghana’s economy, providing livelihoods and employment opportunities. Ghana Statistical Service’s 2024 Integrated Business Establishment Survey recorded approximately 1.87 million establishments, of which 99.7% were micro, small or medium-sized and 90.4% were micro enterprises. Approximately 92.3% of establishments operated informally, highlighting the need for support adapted to small and informal businesses.

The growth of these enterprises is constrained by limited access to suitable finance and gaps in managerial and technical capacity. Women-owned businesses face additional barriers to accessing capital and productive assets. Entrepreneurs often require practical support in financial management, record keeping, business planning, marketing and daily operations. Depending on their sector, they may also need technical guidance to improve production processes, adopt appropriate technologies, meet quality standards and access new markets.

Ghana’s diaspora offers an important source of finance, knowledge and business networks. Approximately 1.1 million Ghanaians lived abroad in 2024, while the National Development Planning Commission reported remittance inflows of approximately US$7.8 billion in 2025. These resources present opportunities to support productive investment in micro and small enterprises.

WIDU.africa combines grants with private investment and structured business coaching through two funding instruments:

- **Original WIDU Grant:** Members of the diaspora in participating European countries initiate applications to support entrepreneurs they know and wish to assist financially. The diaspora donor and entrepreneur jointly develop a business proposal through the WIDU platform and contribute their own funds towards the planned investment. A WIDU matching grant complements these contributions.
- **Thematic Calls:** These calls support defined groups of entrepreneurs or businesses according to specific thematic or geographical priorities, without requiring diaspora involvement. Applications are invited during designated periods, and eligibility criteria, private contribution requirements and grant conditions are set out in each call.

Both instruments support new and existing micro and small enterprises seeking to develop their businesses, increase income and create or sustain employment. Applications and proposed investments undergo verification in accordance with WIDU requirements. Local coaching organisations accompany entrepreneurs through the business development and investment process, helping them identify priorities, prepare realistic plans and budgets, implement investments and strengthen business practices. Where appropriate, coaching also supports steps towards formalisation and improved access to markets and further finance.

The WIDU digital platform (www.widu.africa) manages applications, business plans and budgets, investment documentation, grant processing and coaching reports. It also supports

monitoring and evaluation through information submitted by entrepreneurs and coaches. The selected consulting firm will receive training on using the platform to coordinate, document and report on its activities.

Through this tender, GIZ seeks a consulting firm based in Ghana with relevant experience in business coaching and enterprise development to provide up to **600 coaching visits between December 2026 and May 2027**. The services shall provide practical guidance tailored to the needs of WIDU-supported entrepreneurs, enabling them to use financing effectively and improve the performance and sustainability of their businesses.

2. Tasks to be performed by the contractor

The contractor is responsible for providing the following services:

The service provider will facilitate coaching sessions for business projects registered on the WIDU platform. The tasks will be delivered by the contractor based on individual requests mainly through the assigning of business projects via the WIDU.africa platform during the duration of the contract.

Some key activities and characteristics linked to the coaching include;

- 1:1 in person coaching at the business site of the MSMEs. This entails targeted coaching based on individual entrepreneur's needs in addition to an effective business coaching tool which will be discussed and agreed between GIZ and the contractor. The coaching sessions required will vary depending on the status of projects already running in the pipeline. The service provider is expected to respond flexibly to the required coaching demands each month.

- Technical support via telephone or messenger apps for 'quick fix' technical questions between the coaching visits. The contractor will provide day-to-day support to the individual business projects and act as a coach to help ensure success of the business projects as well as structured follow-up to ensure responsible accountability of grants.

- After each coaching visit, the coach is required to submit a report (see annex for a copy of the reporting template) on the WIDU.africa platform no later than **7 days after the project becomes eligible for the visit.**

- For some business projects, a **supplementary visit** is required. A supplementary visit is an additional visit outside the three coaching sessions indicated below, mainly aimed at unblocking stalled projects on the platform. In an instance where a supplementary visit is required, this will only be implemented with prior agreement with GIZ, and within the existing planned budget and allocated days.

- Participation in Training of Coaches (TOC) workshop which will be organized by GIZ within the first quarter after contract signing. The specific dates for this workshop will be discussed and agreed with the contractor.

The coaching sessions required will vary depending on the status of projects already running or in the pipeline. We estimate a peak of up to 100 business coaching visits per month. The service provider is expected to respond to this demand flexibly. **After each coaching visit,**

the coach is required to submit a report to the WIDU team through WIDU.africa no later than 7 days after the project becomes eligible for the visit. For certain entrepreneurs, a supplementary visit should be implemented to unblock stalled projects with prior agreement from GIZ and within the existing planned budget and allocated days.

- **First session (1 day)** will take place as soon as the project proposal has been approved through the WIDU platform by GIZ. It shall focus on discussing and compiling a business model canvas for each business project as well as conducting a risk management analysis and providing management advice. Based on the business model canvas, the risk management analysis and further coaching needs derived, the coach identifies three milestones for executing the business project. A report of the first coaching visit should be submitted to the WIDU team no later than 7 days after the project has been approved for the visit.

- **Second session (0.5 Day)** will take place after the private investment has been made (around 3 months after the first visit). This session shall focus on following up on overcoming the challenges identified during the first coaching, reaching the agreed milestones as well as verifying the use of funds based on the online investment plan (incl. photos and receipts). A report of the second coaching visit should be submitted to the WIDU team no later than 7 days after the project has been approved for the visit.

- **Third session (0.5 Day)** shall take place 1 - 3 months after the funds of GIZ have been released and fully invested and aim at verifying the use of funds (incl. photos and receipts) and evaluating the business performance resulting from the coaching and investment intervention in terms of a) income generated, and b) jobs created. Furthermore, the coach should identify needs of financial or technical support for the entrepreneur and refer the entrepreneur with suitable providers. A report of the third coaching visit should be submitted to the WIDU team no later than 7 days after the project has been approved for the visit.

- **Supplementary day (0.5 day)** To be implemented with prior agreement from the project to unblock 'stuck' projects or further support promising projects. A report of the visit should be submitted to the WIDU team no later than 7 days after the supplementary coaching visit.

Throughout the three coaching sessions, the service provider is expected to:

- **Introduce the WIDU project and platform** to the entrepreneur, ensuring clarity on objectives, processes, and expected benefits.

- **Verify and document the identity and business location** of the entrepreneur, including the collection of references where necessary.

- **Provide clear guidance on the terms and conditions** of coaching and financial support offered through GIZ, ensuring entrepreneurs understand their rights and obligations.

- **Encourage entrepreneurs to adopt basic business formalization practices**, such as registration, bookkeeping, taxation, or opening a bank account, adapted to their stage and capacity.

- **Promote sustainable and inclusive business practices**, highlighting opportunities for "green" innovations and for women and youth entrepreneurs.

- **Provide practical recommendations** on how entrepreneurs can leverage their grant effectively to expand operations and improve long-term viability.

- **Respond to coaching-related enquiries** made via the platform in a timely and professional manner.

- **Document coaching sessions, progress, and impact** of the business project using the agreed system (including photos, receipts, and other evidence).

- **Identify and continuously update a list of entrepreneurs who do not adhere to standards or milestones**, as set forth by the WIDU.africa platform and coaching process. Coaches should track and report on dropouts, estimated at around 25%.

- **Use and adapt to digital tools** provided by the WIDU.africa team to enhance coaching delivery and interaction, in line with GIZ policies.

- **Submit up-to-date monitoring data** to the WIDU.africa team according to agreed, indicators on WIDU platform, reporting timelines, and formats.

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**
Onboarding and Inception meeting with Team Leader	1st Week at the start of contract
Virtual Training of Coaches	Within 1st month of contract implementation
Participating in Training of Coaches (ToC)	Within the 1st Quarter of contract implementation
Complete 1st Coaching visits	Within the contract period
Complete 2nd Coaching visits	Within the contract period
Complete 3rd Coaching visits	Within the contract period
Complete supplementary coaching visits	As and when required
Submit coaching reports for all coaching visits	Within 7 days from when the business becomes eligible for a visit

Period of assignment: from **1st December 2026 until 31st May 2027.**

Place of Assignment:

The business sites are located country-wide in urban as well as rural areas. As the businesses site depends on the selection of the entrepreneur by the diaspora member, the exact business location cannot be foreseen. The service provider should have **comprehensive coverage of short-term experts in all regions in Ghana** aimed at strategically deploying business coaches, with a focus on allocating resources proportionally based on the number of projects in each region, prioritizing Greater Accra, Ashanti, and

Bono regions due to their higher project activity, while also extending coaching support to regions with fewer projects, such as Oti and Upper West. The service provider will decide the allocation of coaches as well as transportation budget to flexibly react to coaching demand in all regions in Ghana within the required timeframe.

The contractor is responsible for selecting, preparing and steering the coaches assigned to perform the advisory tasks.

The contractor shall provide all equipment required for the assignment and cover the associated operating and administrative costs.

The contractor equips the coaches with a reliable internet connection. Coaches should have various SIM cards to be able to connect more reliably as coaching occurs live online.

The contractor manages costs and expenditures, accounting processes and invoicing in line with the requirements of GIZ.

GIZ will provide access to Microsoft Teams. The service provider is required to maintain access.

GIZ will provide airtime, internet and data used for the assignment.

Other requirements

- Proven experience in business coaching particularly in financial management, financial literacy and business model development for micro, small and medium-sized enterprises (MSMEs)**. (The tenderer to provide three key references of coaching MSMEs)**
- Company must have been operational for the last 3years and will required to provide evidence of registration, audited financial records.
- Strong expertise in information technology (IT), digitalization and digital business solutions with proven experience in supporting entrepreneurs and MSMEs to adopt and leverage digital tools for business development.
- Proven experience in developing and delivering training programmes on green entrepreneurship, sustainable business practices, climate-smart enterprises and food security initiatives targeting MSMEs.
- Proven experience in implementing MSME coaching and/or any technical assistance to business development services in Ghana.
- Gender measures with specific reference to services:

To promote gender equality and avoid or mitigate possible unintended negative impacts in its area of responsibility, the contractor should implement the following measures:

- Gender equality:

    - A significant share of WIDU's target group are female entrepreneurs. The bidder should bring an understanding of gender topics and expertise for a gender transformative business coaching.

    - Adopt gender inclusive coaching approach that engages men and families, work life balance and provides social support to serve as effective ways of supporting women continued engagement in businesses.

- Introduce entrepreneurs (women owned businesses) to key gender focal networks during coaching activities.

The contractor's staffing profile should be balanced in terms of gender and age.

3. Concept

In the technical proposal, 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 critically assess the objectives and tasks defined in Chapters 1 and 2, and if applicable provide an assessment of the results hypotheses for achieving the objectives and possible risks in implementation (1.1.1) (see Chapter 1 Context). 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).

Cooperation (1.2): The tenderer is required to present the actors and their interactions relevant for the services for which it is responsible (1.2.1) and describe the strategy for establishing cooperation with them. This includes referral of successfully coached entrepreneurs to financial service providers and business support organizations. (1.2.2).

Steering (1.3): The tenderer is required to present and explain its approach to **steering** the measures with GIZ (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 (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

Learning and innovation (1.5): The tenderer is required to describe its contribution to knowledge management for GIZ (1.5.1) and to promote scaling-up effects (1.5.2).

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 (1.6.2)** 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** (1.6.3). A CV must be provided for the positions for technical and, if appropriate, administrative backstopping. 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 3.3.1 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
- Ensuring compliance with reporting requirements
- Sharing the lessons learned by the contractor and leveraging the value of lessons learned on site

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 service provider is expected to propose a team of experts to conduct this assignment, incl. one team leader (with coaching skills) and a **pool of twenty expert coaches**.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment. English proficiency is obligatory for all experts and IT skills are essential.

Team leader (2.1)

This position is a key expert. A statement of availability for this expert must be attached to the tender as an annex.

Tasks of the team leader

- Serve as focal person for the assignment, providing overall coordination, quality assurance, and acting as the main liaison between the coaching team and GIZ.
- Manage and oversee the coaching process, ensuring that coaching sessions are delivered consistently, effectively, and in line with project objectives.
- Ensure coherence and complementarity of the contractor's services with other interventions delivered by the project at local and national levels, avoiding duplication and leveraging synergies.
- Integrate cross-cutting themes (e.g., gender equality, inclusion, and environmental sustainability) systematically into coaching and reporting.
- Provide staff management and technical guidance to the pool of business coaches, supporting them in delivering high-quality coaching and resolving operational challenges.
- Ensure monitoring and documentation of coaching activities, progress, and outcomes, in line with agreed systems and formats (including data quality checks).

- Prepare and submit regular reports in accordance with deadlines, including lessons learned and recommendations for improving coaching approaches.
- Review Coaching reports before submitting to the WIDU platform ensuring completeness in accordance with agreed template.
- Check and ensure the responsible use of funds, including financial planning and reporting, in close consultation with GIZ.
- Facilitate capacity building and continuous learning among coaches, through periodic training, peer-learning sessions, or knowledge exchange.
- Contribute to knowledge management, compiling best practices and success stories from the coaching process to inform project communication and scaling.
- Support risk management by identifying challenges (e.g., high dropout rates, weak business formalization) and proposing mitigation measures.
- Participate in project-related communication and visibility activities, including participation in events, workshops, or media engagements organized by GIZ or partner organizations to present the WIDU coaching system and share experiences from implementation.

Qualifications of the team leader

- Education/training (2.1.1): Master's degree in project management, economics, finance, business administration or other related degree.
- Language (2.1.2): Knowledge of English C1-level in the Common European Framework of Reference for Languages
- General professional experience (2.1.3): 10 years of professional experience in the field of private sector development, business development and MSME promotion.
- Specific professional experience (2.1.4): 5 years of professional experience in coaching, mentoring and advising startups or MSME (5 out of 10 points); 4 years of experience in collaboration with Ghana's business support ecosystem (incubators, accelerators, financial institutions, associations, etc.; (2 out of 10 points), 1 year of experience in coaching, mentoring or advising MSME on greening practices or sustainable business models (2 out of 10 points); 1 year experience coaching female-led businesses (1 out of 10 points).
- Leadership/management experience (2.1.5): 5 years of leadership/management experience as project team leader or manager in a company or other organisation (6 out of 10 points); 3 years of experience in managing a pool of at least 15 coaches (2 out of 10 points); 2 years of experience in financial management of development cooperation projects (2 out of 10 points)
- Regional experience (2.1.6): 3 years of experience private sector or TA experience outside Ghana.
- Development cooperation (DC) experience (2.1.7): 4 years of experience in DC projects

Short-term expert pool with 20 members

For the technical assessment, an average of the qualifications of all specified members of the expert pool is calculated. Please send a CV for each pool member (see below Chapter 7 Requirements on the format of the bid) for the assessment.

The organization can define the deployment and number of coaches on its own terms to achieve the best efficiency. The chosen organization should ensure comprehensive coverage of all regions in Ghana by strategically deploying business coaches, with a focus on allocating resources proportionally based on the number of projects in each region, prioritizing Greater Accra, Ashanti, and Bono regions due to their higher project activity, while also extending coaching support to regions with fewer projects, such as Oti and Upper West.

It is possible to change coaches during the contract with advance notice to GIZ, provided that the qualifications of the new coach are comparable with the qualifications of the coach he/she replaces. It is also possible to add or reduce the number of coaches with approval from GIZ.

To compare offers, please calculate your financial offer with a **pool of twenty coaches**.

Tasks of the short-term expert pool

1. Conduct tailored business coaching for assigned entrepreneurs/business projects, focusing on growth, sustainability, and steps towards formalization.

2. Provide process-oriented coaching on business management and development (e.g., record-keeping, financial literacy, customer relations, marketing, and compliance with legal/regulatory requirements).

3. Guide entrepreneurs in adopting practical business formalization practices, such as registration, taxation, opening bank accounts, or setting up bookkeeping systems.

4. Promote inclusive and sustainable business practices, with a focus on green solutions and women/youth empowerment.

5. Support entrepreneurs in effectively using the WIDU platform, including profile management, uploading required documentation, and responding to system requirements.

6. Provide practical advice on how entrepreneurs can leverage digital tools to strengthen their businesses (e.g., mobile money, digital marketing, or e-commerce).

7. Verify and document the use of funds by entrepreneurs through receipts, photos, and on-site validation, ensuring transparency and accountability.

8. Contribute to project monitoring and reporting, including coaching documentation, progress tracking, and data collection in line with GIZ/WIDU standards.

9. Identify challenges faced by entrepreneurs (e.g., difficulties in grant utilization, business stagnation, dropout risks) and propose solutions or escalate issues to the Coaching Coordinator.

10. Be available to provide continuous support and advice to entrepreneurs beyond the scheduled coaching sessions (via phone, online, or in person where feasible).

11. Encourage long-term behaviour change, motivating entrepreneurs to continue applying the tools, practices, and systems introduced during coaching.

12. Facilitate referrals to relevant institutions (e.g., business registration services, financial institutions, or incubators) where additional support is needed.

Qualifications of the short-term expert pool

- Education/training (2.6.1): University degree (bachelor or master) in project management, economics, finance, business administration or a related field
- Language (2.6.2): knowledge of English C1-level in the Common European Framework of Reference for Languages.
- General professional experience (2.6.3): 4 years of professional experience in coaching, mentoring and advising MSMEs or startups in Ghana (6 out of 10 points); 5 years of professional experience working in the private sector (4 out of 10 points).
- Specific professional experience (2.6.4): 3 years of experience in collaboration with Ghana's business support ecosystem (incubators, accelerators, financial institutions, associations, etc.) (4 out of 10 points); 2 years of experience in coaching and advising MSME on leveraging digital tools to strengthen their businesses (2 out of 10 points); 2 years of experience in coaching and advising women-led MSME (2 out of 10 points); 2 years of experience in coaching and advising MSME on greening practices or sustainable business models (2 out of 10 points).
- Development cooperation (DC) experience (2.6.6): 1 year of experience in development cooperation projects
- Other (2.6.7): 2 years of experience in monitoring and evaluation.

The tenderer must provide CVs and a clear overview of all proposed short-term experts and their individual qualifications. Professional experience must be evidenced by meaningful references in the CVs. It is advisable to make explicit reference to each example of professional experience.

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

Soft skills are not evaluated.

5. Costing requirements

Assignment of personnel and travel expenses

In your tender, please do not deviate from the specification of quantities required in these ToRs (the number of experts and expert days). This is part of the competitive tender and is used to

ensure that the tenders can be compared objectively. Please note only services that were commissioned by GIZ and rendered by the contractor will be remunerated. We would also like to point out that it may not be necessary to make use of the total number of proposed expert days.

In the costing requirements, the bidder should follow the structure of the terms:

The GIZ project seeks the services of one organization to provide 600 coaching visits and 90 expert days for the Team lead between 1st December 2026 and May 2027.

Travel

To Reach Entrepreneurs: Travel cost should be reasonably provided for in the financial offer to adequately cover standard local travel for 600 coaching visits by the coaches to entrepreneur' business site.

The team leader should budget 60 travel days to ensure quality of coaching. As projects are country-wide, the team leader should budget 30 overnight accommodation needs.

Other travel/ Perdiem:

Travel cost and perdiem rate should be allocated to cover travel (round-trip) for training of coaches which are scheduled by GIZ:

- 3-day training within the first quarter of this contract

The dates of the trainings are to be determined by GIZ. The coaching organization is expected to react flexibly to a change in schedule of the training.

Specification of Inputs.

Fee days	Number of experts	Number of days per expert	Total	Comments
Team Leader	1	90	90	
Expert pool (20 Coaches)	20	20	400	Please note that 400 days is equal to 600 coaching visits. First coaching = 1 day Second coaching = 0.5 day Third coaching = 0.5 day Supplementary visit = 0.5day

Travel expenses	Quantity	Number per expert	Total	Comments
Per-diem allowance for Training of Coaches (ToC)	1	21	21	Per diem allowance to coaches and team leader to participate in 1 Training of Coaches workshop.
Overnight accommodation allowance – (Team Leader)	30	1	30	Overnight accommodation allowance for team leader during monitoring and evaluation exercises.
Transport	**Quantity**	**Number per expert**	**Total**	**Comments**
Transport cost (ToC)	1	21	21	Transportation cost to participate in Training of Coaches.
Transport cost – Coaching visits (car travel, public transport)	30	20	600	Travel within the country to project sites for coaching visits.
Other travel expenses Transport Cost (Team Leader)	60	1	60	Travel within the country by Team Leader for Monitoring visits.
Other costs	**Number**	**Quantity**	**Total**	**Comments**
Airtime/data	21	6	126	Only for the assignment. Monthly airtime/data per month

6. Inputs of GIZ or other actors

Training and Workshops:

GIZ will organize a **training of coaches** at the commencement of contract:

- 3-day training at commencement of the contract within the first quarter of implementation.

GIZ's role in facilitating the coaching sessions:

The GIZ project will provide **materials and frameworks**, which the service provider can use as guidance for the coaching. GIZ will furthermore provide **digital and analogue tools** for the monthly monitoring of the supported business projects and provide back stopping for the use of WIDU platform. This also includes an initial training (incl. training material) of two focal persons of the service provider in using the WIDU platform.

The business projects entitled to receive coaching are identified through the WIDU platform by GIZ. On a regular basis, the **GIZ team will submit to the service provider a list with names and contacts of selected business project owners**. The GIZ project will also carry out checks of required exclusion list and handle the pay out of the investment contributions by GIZ.

Equipment:

The contractor shall provide all equipment necessary to do the tasks within this assignment such as taking quality pictures and uploading the reports on the WIDU platform and cover all associated operating and administrative costs except the cost for airtime and internet data which will be covered by GIZ.

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.

The complete tender must not exceed 15 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 have to be submitted in English.

Please calculate your financial tender based exactly on the parameters specified in Chapter 5. 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. Outsourced processing of personal data

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, section 1.6 Confidentiality) apply.

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 organizational 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.

9. Annexes

AuV_Outsourcing of Data Processing Template