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I. General information

1. Brief information on the project

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is implementing the Inclusive Local Governance Project (iLG) in Iraq, aimed at improving citizen-friendly service delivery at the local level with a focus on inclusivity and accessibility for all citizens, including persons with disabilities.

The services that are chosen for the scope of the project are the municipal services and the water provision service in selected provinces of Iraq which are Ninewa, Anbar, Muthana, Diwaniya, and Wasit for improving the management of complaints, we also work with the Citizen Affairs Divisions in these provinces.

Accordingly, our partners are the Water Directorates and Citizen Affairs Divisions at the said provinces; and certain municipalities in the mentioned provinces which are Hamdaniya, Habaniya, Rumaitha, Alshamiya and Al-Aziziya respectively.

The project aims to set practical examples of satisfactory accessible service spaces where nobody is left behind due to various barriers. Overcoming the accessibility barriers is the main goal of these terms of reference for consultancy services.

Context

As part of its scope of action, GIZ seeks to engage a specialized consultant on disability to provide expert advice and guidance on various aspects of inclusive governance in the area of service delivery. The previously held round-table discussions on “inclusive measures in service spaces” held in Baghdad at the end of 2023, was a good opportunity to understand the dimensions of inclusion challenges especially for the marginalized communities in Iraq. It also underlined the importance of the support of a specialized body whose members represent different disabilities and can voice their needs clearly in terms of the accessibility to service spaces and the means of services delivery that eliminate barriers. The event clearly exposed the need of actively engaging Persons with Disabilities (PWDs) in planning and implementing service spaces in the light of the Iraqi regulations and international conventions on the Rights of PWDs.

It is noted that inclusive considerations are very poorly institutionalized in spite that Iraq is a signee of the PWDs international convention and related national compacts.

Additionally, all efforts will remain non-productive if the activation of inclusive measures is not integrated into the policy making process of the GOI and related policy makers on local level.

Thus, it is evident that a need rises to have an educational instrument (guideline) for policy makers, where trainings would take place in various constellations; ex. Informal councils, workshops...etc..

2. GIZ shall hire the contractor for the anticipated contract term, **from July 25, 2025, to January 30th , 2026.**

3. The contractor shall provide the following work/service:

One: A Guideline (in Arabic)

This document will focus on the accessibility and inclusiveness of persons with disabilities (PWDs) in service delivery policies and their implementation. The guideline, presented as an Arabic report, will be shared with partners and will outline key information and observations related to inclusion challenges in Iraq. It will specifically identify existing barriers that limit access to public services for individuals with physical and sensory disabilities in relevant facilities. Furthermore, the report shall provide detailed, practical, and actionable recommendations to address these barriers effectively.

The Guideline *initially* covers the following:

- **1. Introduction**
 - Purpose of the Guideline
 - Target Audience
 - Scope and Relevance to Iraq
- **2. Overview of Disability and Inclusion**
 - Definition of Persons with Disabilities (PWDs)
 - Types of Disabilities (Physical, Sensory, etc.)
 - International and Local Legal Frameworks (e.g., UNCRPD, Iraqi Laws)

- Importance of Accessibility and Inclusion in Public Services
- **3. Current Challenges and Barriers**
 - Overview of Inclusion Bottlenecks in Iraq (previous assessment)
 - Physical Barriers: Infrastructure and Facilities
 - Sensory Barriers: Communication and Technology
 - Policy and Institutional Barriers
- Societal and Cultural Attitudes
- **4. Analysis of Accessibility in Service Delivery Policies**
 - Assessment of Current Policies in Iraq
 - Gaps in Implementation
 - Examples of Inclusive and Non-Inclusive Practices
- **5. Best Practices and Case Studies**
 - Successful Examples of Accessibility and Inclusion (Ex. Habaniya)
- **6. Recommendations for Improvement**
 - Policy Recommendations
 - Integrating Inclusive Budget planning in Iraq
 - Practical Steps for Facility Modifications
 - Training and Capacity Building for Staff
 - Community Engagement and Awareness Programs
- **8. Conclusion and Next Steps**
 - Summary of Findings
 - Call to Action for Stakeholders
- **9. Annexes**
 - Glossary of Terms
 - References and Resources
 - Checklists and Templates for Accessibility Audits..etc.

Two: Training Public Staff on Inclusion and accessibility

Taking into consideration the service spaces that are chosen for implementing the service, the training would cover the aspects of inclusive communication and in person encounters basics. It should adopt an interactive approach, emphasizing hands-on learning and exposure to real-world examples of barriers and solutions related to inclusion and accessibility in municipal processes. Participants will engage in activities that reflect the challenges municipalities encounter daily and explore effective strategies to address them.

A presentation derived from the guideline will serve as a foundation for the training, highlighting key concepts and actionable steps. The session will also stress the critical role of raising awareness and fostering societal support to achieve meaningful and lasting impact.

The level of Head of District/s (Qaimaqam) and Head/s of municipality/ies, will be trained on **Budgeting for inclusion and accessibility requirements** especially for the OSS but not limited to it.

Three: PWDs' and other marginalized groups representation for policy making in Services delivery

Establishing focus groups composed of representatives for different disabilities and marginalized groups in the District of Aziziya/ Wasit. The Qaymaqam of Aziziya is our partner whom together we will develop the participation council for PWDs and other marginalized groups by working with the specialized division in the district. The objective of the council is that PWDs and the other marginalized groups have access to the annual projects' development and selection process according to their needs and priorities. The representation, training and participation in a joint forum where they communicate their needs with the district's policy makers should be prepared and organized carefully for best possible results.

Milestones/partial works	Date/location/responsibility	Criteria for acceptance
Producing the Guideline		
First draft of Arabic Guideline on PWDs inclusion in service delivery policy making and implementation.	August 01st – August 20th, 2025	- Clear structure. - Comprehensive with examples. - At least 75% of the content is complete.
Final guideline content is shared with iLG.	By September 30th, 2025	- All comments, additions and corrections are considered. - All photos, illustrations, tables and material are copy-right free. - Arabic proofreading is done.
Training on Inclusion and accessibility		

Training material on inclusion and accessibility To service spaces is produced.	By August 15th, 2025	- A clearly structured training is drafted and shared with iLG.
Sharing the training dates for five provinces (municipalities' senior and related staff)	By August 30th, 2025	- Discussing the training material and final schedule. Mosul, Anbar, Muthana, Diwania, Wasit
Training on PWDs Inclusion and accessibility to municipal services	By December 15th, 2025	- Attendance sheets and photos. - An overall report of the training journey.
PWDs council in Aziziya/ Wasit		
In Wasit an informal council for PWDs is formed from the representatives selected by the Disability dep. In the Qaimaqamiya of AL-Aziziya.	By August 20th, 2025	- Criteria of selection is in place and shared with iLG. - Forming a whatsapp group for communication
Training takes place.	By October 15th, 2025	- The training is for officials and informal council representatives in Wasit. (how to present their cause and provided with inclusion Knowledge)
<i>An initial introduction and agreement is in place now and the implementation is considered.</i>	By January 20th, 2026	- A high level conference for choosing inclusive projects and/or integrating accessibility and inclusive measures in the selected projects.

II. Tender requirements (for further details please refer to annex 2 that details the technical requirements of your proposal and will be clarified briefly below)

III. Concept

The bidder is expected to read the ToR carefully and design a concept on how to fulfil the core requirements; the concept (proposal) needs to reflect the objectives clearly, and the adopted strategy justifies the tender's satisfactory delivery. (kindly see the assessment of technical- methodological design of the annex from 1.1 till 1.7) it composes 33% of the assessment procedure.

1. Qualifications of proposed staff

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 abovementioned technical assessment.

2. Proposed staff:

2.1 Team Leader (34%)

2.1.1 qualifications (%3)

Holds a Bachelor's degree in Human sciences, public policies, Law, project management or equivalent.

2.1.2 Language (4%)

Excellent Arabic , communicative English.

2.1.3 General Professional Experience (5%)

- minimum 3 years of practical engagement with **inclusion and integration projects** in Iraq.
- The team leader has a vast experience with the topic of inclusion, related laws and policies and practices
- The team leader is equipped to manage the tasks of the ToR with high efficiency.
- The team leader must be fully aware of the constitutional rights of different marginalized groups and legislations related to services delivery.

2.1.4 Specific Professional experience (8%)

- The team leader has knowledge of the legal background of PWDs rights in the Iraqi constitution and the international convention.
- Is well aware of the updated policies and regulations and their scope of implementation regarding accessibility to public services
- Has the ability to engage officials in discussions about their needs and rights in a non-judgemental style.

2.1.5 Leadership and Management (8%)

- Has a good experience in leading parallel activities.
- Manages the coordination of the experts according to their assigned roles.
- Is capable of contracting the qualified experts for the delivery of the services under this TOR.
- Flexible and available for the smooth and agile implementation with the experts.
- Willing to travel and supervise the sessions.
- Reflects on the activities to reach satisfactory results
- Reporting (high quality) on schedule.
- Providing timetables and evidence on expenditure.

2.1.6 Regional Experience (4%)

The team leader should enjoy a fair level of knowledge about the Security, culture, specific customs, and local measures of the 5 provinces mentioned under this ToR.

2.1.7 Development Cooperation experience (2%)

It is highly recommended that the team leader has led previous projects on development cooperation with International or national partners in Iraq.

2.2 Expert 1/ Editor and proofreader (18%)

2.2.1 Qualifications (5%)

Post graduate degree in Arabic Language and/ or literature.

2.2.2 Language (5%)

Excellent verbal and written Arabic

2.2.3 General Professional Experience (4%)

- A minimum of 3 years' experience in editing and proofreading governmental publications, books, strategies, programs and the like
- A professional in high profile proofreading for formal circulation.

2.2.4 Specific professional experience (2%)

It is highly recommended that the expert has a background on accessibility regulations and public practices about Inclusion.

2.2.5 Regional Experience (2%)

Enjoys a fair knowledge on the Iraqi inclusion context and cultural background.

2.3 Expert 2: Coordinator and Moderator (Preferred from Kut, Aziziya or close areas) (15%)

2.3.1 Qualifications (2%)

- A degree in humanities, law, policy-making or related fields.

2.3.2 Language (2%)

Good Arabic and communicative English.

2.3.3 General Professional Experience (2%)

- minimum 2 years' experience in holding trainings and moderating sessions.

2.3.4 Specific professional Experience (3%)

- Holds skills on translating ideas and opinions into pptx, and documents.
- the consultant must enjoy a high level of knowledge about **PWDs** regulations inside Iraq, the nature of services' provision in governmental institutions, and the barriers they face in terms of accessibility.
- Familiar with public services on local level and accessibility barriers and related measures.

2.3.5 Leadership/ Management experience (3%)

- The expert should be aware of inclusive practices during the trainings and moderation processes.
- Enjoys a leading Charisma with inviting flexibility to reach vivid engagement
- Can handle all the documents needed for attendance, agendas, reports and the like for all sessions.

2.3.6 Regional Experience (3%)

- The expert should have a fair knowledge about the Security, culture, specific customs, and local measures .

IV. Quantitative requirements

Per-diem and overnight accommodation 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 (download at <https://www.bundesfinanzministerium.de>).

All travel activities must be agreed in advance with the staff member responsible for the project.

Sustainability aspects for travel

GIZ would like to reduce greenhouse gas emissions (CO₂ 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 CO₂ efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

If they cannot be avoided, CO₂ emissions caused by air travel should be offset. GIZ specifies a budget for this, through which the carbon offsets can be 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
• Preparation/debriefing	3	Up to 5 days	15 working days
• Implementation	3	Up to 33 days	100 working days
• Coaching (support iLG discussions with partners if needed)	2	2	4 working days
Travel expenses	Number of experts	Number of days/nights per experts	Comments
• Per-diem allowance in country of assignment	2	Up to 6 Travel days	More than six hrs. Lunch will be provided.
• Overnight allowance in country of assignment	2	2 nights	2 nights in Erbil
• Travel costs (private vehicle)	2	Up to 3 days	Tbd. Note: 396.00 IQD/ Km is calculated.
Other Costs	Number of Meals		Comments

Meal (Lunch)	Up to 300		5 two days workshops for 20 participants covering a coffee break & lunch and stationery. and 5 one day events for PWDs council for 20 persons each.
Catering (X1 Coffee break)	Up to 300		
Flexible Remuneration		10%	10% is foreseen for flexible remuneration. Please take this budget into account in your price schedule. Use of the flexible remuneration item requires prior written approval from GIZ. 10% of the total financial offer of the selected service provider will be added to the contract

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 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.

V. 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