

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

Implementation of MHPSS Co-Facilitators Training Programme Including Co-Facilitation and Logistical Support in Syria	Project number/ cost centre: 20.4065.7-003.00
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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
CBT	Cognitive Behavioural Therapy
FKT	Expert days
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
IDPs	Internally displaced persons
M+E	Monitoring and Evaluation
MHPSS	Mental Health and Psycho-Social Support
NES	Northeast Syria
KZFK	Short-term expert
ToR	Terms of reference

1. Context

Following more than a decade of devastating conflict, Syria has entered a critical transitional phase. The fall of the Assad regime in late 2024 and the establishment of a transitional government have sparked cautious optimism for peace and inclusive state-building. Regional actors – particularly the UAE and Qatar – have actively supported stabilization efforts, including the repayment of Syria’s outstanding World Bank debt. The partial lifting of EU sanctions and the full removal of U.S. sanctions have opened pathways for international engagement, economic recovery, and reconstruction.

Despite these encouraging developments, the humanitarian situation remains dire. Years of conflict have shattered infrastructure, displaced millions, and left deep psychological and social wounds. An estimated 16.7 million people still require humanitarian assistance, with over 90% of the population living below the poverty line. Approximately 7.2 million people remain internally displaced - many multiple times – and public services are stretched beyond capacity. Hospitals are overwhelmed, basic supplies are limited, and many communities still lack access to safe shelter, clean water, and reliable health services.

In this complex environment, the German Federal Ministry for Economic Cooperation and Development (BMZ) has maintained its commitment to supporting Syria’s recovery. Since 2020, GIZ has implemented a dedicated Mental Health and Psychosocial Support (MHPSS) project aimed at improving services for both internally displaced persons (IDPs) and host communities. The impact of the February 2023 earthquakes and ongoing displacement has heightened psychosocial distress, particularly among children, adolescents, and caregivers.

The MHPSS program addresses this urgent need through a context- and gender-sensitive approach. It builds the capacity of local health and social service providers through training in evidence-based interventions such as Cognitive Behavioural Therapy (CBT), psychodrama, and emergency pedagogy. The initiative also strengthens human resources in the sector through mentoring and supervision training, responding to the critical shortage of qualified professionals and a fragmented referral system. The program prioritizes vulnerable groups by delivering tailored MHPSS interventions, fostering resilience, and integrating psychosocial support into broader support sectors, such as education, child protection, and community development.

The ongoing conflict in Syria has resulted in widespread psychological distress among affected populations, creating an urgent need for accessible and high-quality MHPSS services. To address this, GIZ is implementing a capacity-building programme to strengthen the knowledge, skills, and competencies of MHPSS co-facilitators in Northeast Syria. This intervention aims to ensure that co-facilitators can provide culturally appropriate, trauma-informed support aligned with international standards. In this context, the contractor will be responsible for delivering a comprehensive package of training, facilitation, logistics, and administrative support as outlined below.

2. Tasks to be performed by the contractor

The primary objective of this assignment is to equip MHPSS co-facilitators in Northeast Syria with the essential knowledge, skills, and tools to:

- Effectively facilitate MHPSS sessions
- Strengthen understanding of key MHPSS concepts
- Enhance facilitation techniques
- Promote ethical, culturally appropriate practices for safe, supportive, and impactful engagement with crisis-affected individuals and communities

The contractor is responsible for providing the following services:

1. Training Delivery

- Design, adapt, and finalize a culturally appropriate training curriculum and agenda aligned with international MHPSS standards.
- Develop training materials, including PowerPoint presentations, handouts, exercises, and practical tools.
- Deliver participatory and interactive training sessions in Arabic and/or English by experienced MHPSS trainers.
- Facilitate peer-to-peer learning, group discussions, and reflective practice among participants.
- Monitor learning progress through pre- and post-training assessment tools and provide constructive feedback.
- Provide follow-up supervision and mentorship support to facilitators, as needed.

2. Facilitation and Technical Support

- Coordinate with trainers and participants to ensure effective facilitation and smooth session delivery.
- Troubleshoot technical or facilitation issues arising during sessions.
- Provide a local co-facilitator on the ground to support online training sessions as required.

3. Logistics and Venue Management

- Provide fully equipped training venues free charge in coordination with the INGO's, Local NGO's and Governmental premises in the area for up to 200 participants, in different locations make sure to have proper:
 - Stable internet access
 - Laptops
 - Projector, camera, speakers, and microphones
- Ensure venue setup, seating arrangements, and preparation of training materials before the training starts.
- Provide catering (meals and refreshments) for all training days.

4. Administration and Reporting

- Contract and manage to four co-facilitators selected by GIZ.
- Create Microsoft Teams links for each online training session.
- Submit the following reports:

- Inception report outlining preparation and implementation plans.
- Brief progress reports (1-3 pages) summarising implementation status.
- Training session reports, including attendance sheets, feedback summaries, challenges, photos, and videos.
- Final comprehensive report summarising training delivery, outcomes, recommendations, and lessons learned (max. two pages).
- Monthly financial reports with supporting documentation for each training session.
- Lessons learned report capturing key organisational and technical observations.
- Provide verification materials in accordance with GIZ procedures.
- 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.

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
Finalised training curriculum, agenda, and materials submitted and approved	Four weeks after start of the contract / NES / Project Coordinator (in coordination with MHPSS trainers)
Pre- and post-training assessment tools developed and submitted	Four weeks after start of the contract / NES / Project Coordinator (with M&E support if applicable)
Delivery of 110 days of training to more than 200 participants completed	During the contract duration, as per the approved training schedule / NES / Project Coordinator (with Co-Facilitators and trainers)
Fully equipped training venues prepared and operational	At least one week prior to each training session / NES / Project Coordinator (logistics focal point if assigned)
Co-facilitators contracted and mobilised	Six weeks after start of the contract / NES / Project Coordinator
Submission of attendance records and verification materials for each session	Immediately after each training session, during the contract duration / NES / Co-Facilitators (reviewed by Project Coordinator)
Monthly financial and technical reports submitted	By the 5th of each month, during the contract duration / NES/ Finance Focal Point (financial) and Project Coordinator (technical)
Final training reports and lessons learned summary submitted	Four weeks after completion of the final training session / NES / Project Coordinator
Follow-up mentorship plan developed (if applicable)	Eight weeks after start of the contract / NES / Project Coordinator (with technical advisors)

Period of assignment: from 15.10.2025 until 15.06.2026.

3. Concept

In the tender, 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 consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). 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).

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.

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1) and GIZ and to promote scaling-up effects (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 (Tasks to be performed by the contractor) must be explained in detail.

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.

Further requirements (1.7)

- Ensure **integration of cross-cutting themes**, including gender equality, cultural sensitivity, and safeguarding, throughout all training content and delivery.
- Promote a **gender-balanced approach** in training facilitation and participant engagement, ensuring inclusive participation.
- Apply **participatory and adult learning methodologies** in all training sessions to maximise facilitator engagement and practical learning outcomes.
- Adhere to **GIZ standards on data protection and confidentiality**, especially when handling participant information and training feedback.

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

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

Project Coordinator (Team leader)

The Project Coordinator will oversee the planning, coordination, implementation, and quality assurance of the MHPSS facilitators' capacity-building training programme. The coordinator will ensure effective communication among stakeholders, high-quality training delivery, and timely reporting in line with GIZ standards and objectives.

Tasks of the Project Coordinator

- **Plan and prepare training activities** by reviewing project documents, developing work plans and schedules, and identifying training needs with technical experts.
- **Coordinate and communicate effectively** with MHPSS advisors, facilitators, implementing partners, donor agencies, and stakeholders to align training objectives and expectations.
- **Oversee logistics and administration**, including venue arrangements, training materials preparation, participant registration, and related operational support.
- **Monitor training implementation and quality**, track progress against plans, analyse participant feedback, and report challenges or gaps to the technical team.
- **Ensure comprehensive documentation and reporting**, maintaining accurate records and preparing progress, evaluation, and donor reports as required.
- **Support capacity development follow-up** by planning mentoring, coaching, or refresher activities and identifying further training needs.
- **Uphold safeguarding standards and risk management**, ensuring protection principles are integrated into training and reporting any concerns in line with protocols.

Qualifications of the Project Coordinator

- Education/training (2.1.1): university degree (German 'Diplom'/Master) in Psychology, Social Work, Mental Health, Public Health, Development Studies, or a related field relevant to the MHPSS sector.
- Language (2.1.2): C2-level language proficiency Arabic, C1-Level language proficiency in English.
- General professional experience (2.1.3): 7 years of professional experience in the mental health, psychosocial support, or humanitarian/development sectors.
- Specific professional experience (2.1.4): 3 years of experience in coordinating or managing training programmes, capacity building, or MHPSS projects.
- Leadership/management experience (2.1.5): 2 years of management or leadership experience as a project team leader or manager in a relevant organisation or company.
- Regional experience (2.1.6): 3 years of experience working in projects in the Middle East region, of 1 year in projects in Syria.
- Development cooperation (DC) experience (2.1.7): 2 years of experience in development cooperation projects, with coordination or management roles.
- Other (2.1.8): - Not applicable –

Finance Officer (Expert 01)

The Finance Officer will oversee financial planning, reporting, compliance, and transaction management for the MHPSS capacity-building project, ensuring efficient, transparent, and compliant use of funds in line with GIZ and donor requirements.

Tasks of the Finance Officer

- **Prepare and manage project budgets**, monitor expenditures against plans, and provide regular budget vs. actual updates.
- **Compile accurate and timely financial reports** for internal use, audits, and donor compliance, ensuring alignment with policies.
- **Review and process financial transactions**, ensuring correct coding, timely payments, advances, and reconciliations.
- **Ensure compliance with financial policies and donor regulations**, identify financial risks, and support internal/external audits with documentation.
- **Coordinate financial communication** between programme teams and the central finance department, supporting staff understanding of financial procedures.
- **Manage cash flow**, forecast funding needs, ensure liquidity, and support fund requests and transfers.
- **Maintain organised financial records**, ensuring all documents are complete, accurate, and archived per policies.

Qualifications of the Finance Officer

- Education/training (2.2.1): University degree (Bachelor's (8 out of 10 points) or Master's (10 out of 10 points) in Finance, Accounting, Business Administration, Economics, or a related field relevant to financial management.
- Language (2.2.2): C1 -level language proficiency in Arabic; B2-level language proficiency in English.
- General professional experience (2.2.3): 5 years of professional experience in the finance, accounting, or administration sector.
- Specific professional experience (2.2.4): 3 years of experience in financial management for projects, including budgeting, financial reporting, and compliance monitoring.
- Leadership/management experience (2.2.5): Not applicable
- Regional experience (2.2.6): 2 years of professional experience in the Middle East region, with experience working in Syria.
- Development Cooperation (DC) experience (2.2.7): 1 year of experience working with development cooperation projects, within involving donor reporting and compliance.
- Other (2.2.8): Proficiency in financial software and MS Excel for financial analysis and reporting; Experience in preparing documentation for audits and donor compliance reviews.

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

Short-term Expert Pool with minimum 4 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.

Co-Facilitators will support the delivery of MHPSS training sessions by facilitating group activities, ensuring effective participant engagement, and assisting the lead trainers in achieving training objectives. They will provide culturally and contextually appropriate facilitation, drawing on their technical expertise and field experience in MHPSS.

Tasks of the short-term expert pool

- **Facilitate group activities** during MHPSS training sessions to enhance learning and participation
- **Engage participants effectively**, ensuring a supportive and inclusive training environment.
- **Assist lead trainers** in delivering training content and achieving session objectives.
- **Provide culturally and contextually appropriate facilitation**, integrating local knowledge and practices.
- **Draw on their technical MHPSS expertise and field experience** to support training relevance and impact.

Qualifications of the short-term expert pool

- Education/training (2.6.1): All of pool experts with university qualification (Bachelor's 8 out of 10 points or Master's 10 out of 10 points) in Psychology, Mental Health, Social Work, Counselling, or another relevant field.
- Language (2.6.2): All of pool experts with C2-level language proficiency in Arabic; all of pool experts with C1-level language proficiency in English.
- General professional experience (2.6.3): All of pool experts with 5 years of professional experience in the mental health, psychosocial support, or counselling sectors.
- Specific professional experience (2.6.4): All of pool experts with 3 years of experience as a trainer or facilitator for group-based MHPSS activities, capacity building, or psychosocial education sessions.
- Regional experience (2.6.5): All of pool experts with 2 years of professional experience in the Middle East region, including work in Syria.
- Development cooperation (DC) experience (2.6.6): All of pool experts with 1 year of experience working with development cooperation or humanitarian projects.
- Other (2.6.7): Holding a Training of Trainers (ToT) certificate, demonstrating qualification to conduct structured training sessions. Familiarity with international MHPSS standards and culturally appropriate approaches. The tenderer must provide a clear overview of all proposed short-term experts and their individual qualifications.
- Soft skills of the short-term expert pool:
 - Strong communication
 - Facilitation
 - Cultural sensitivity skills are essential for effectively engaging diverse

5. Costing requirements

Specification of inputs

Fee days	Number of experts	Number of days per expert	Total	Comments
Project Coordinator	1	110	110	Overall planning, coordination, and reporting across the training programme.
Finance Officer	1	110	110	Budgeting, financial monitoring, compliance, and reporting at periodic intervals.
Short term expert pool Co-Facilitators	4	(60) days (20) days (22) days (8) days	110	They are expected to support each training and workshop by coordinating activities, reviewing materials, assisting with logistics for in-person sessions, facilitating group exercises, monitoring participant engagement, providing support during sessions, contributing to daily reflections, offering feedback to the lead trainer, and collecting all necessary documents.
Other costs	Number	Price	Total	Comments
Flexible remuneration	1	2,915,000	2,915,000	A budget of IQD 2,915,000 is foreseen for flexible remuneration. Please incorporate this budget into the price schedule. Use of the flexible remuneration item requires prior written approval from GIZ.
Other costs - refreshments for the training sessions -	110			Please provide your offer for refreshments in the Annex 03 Bid Form

Workshops and training

The contractor is expected to implement training sessions for MHPSS Co-Facilitators as described in the tasks above. For costing purposes, tenderers should note the following:

- **Participants and sessions:**
Training will reach **up to 200 facilitators**, with participant numbers per session

depending on venue capacity and training design. Sessions will take place **both online and in-person** as required by the programme.

- **Venue and catering responsibilities:**
For all **in-person training sessions**, the contractor is responsible for **booking suitable venues free charge in coordination with the INGO's, Local NGO's and Governmental premises in the area** and arranging **meals and refreshments** for participants. Venues must be fully equipped to support interactive training delivery.
- **Travel expenses:**
Participants' travel, and accommodation costs are not covered by GIZ or the contractor and should not be included in cost calculations.
- **Online sessions:**
For **online training sessions**, no venue or catering costs will arise. These sessions remain part of the contractor's facilitation responsibilities as outlined in **Chapter 2: Tasks to be performed by the contractor**.

6. Inputs of GIZ or other actors

GIZ and/or other actors are expected to make the following available:

- Access to relevant project documents, background materials, and training outlines for curriculum development.
- Selection and nomination of MHPSS trainers and co-facilitators.
- Technical guidance and approvals on training content and methodologies.
- Oversight and coordination support through the GIZ MHPSS technical team.
- Provision of transportation for GIZ staff involved in monitoring or supporting training sessions, where applicable.

7. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. 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 10 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.

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 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.

8. Option

- Not applicable -

9. Outsourced processing of personal data

DATA PROTECTION

The fulfilment of the Contract may involve the processing of personal data by the Contractor, such as (but not limited to) the processing of names and contact information. In such cases, the Contractor acts as an independent DATA CONTROLLER and must comply with ALL applicable data protection obligations, including those arising from regional and local laws. The Contractor may only process personal data if the objective to be achieved cannot be achieved without such data. Data protection principles such as lawfulness, data minimisation, accuracy, purpose limitation, storage limitation, transparency, integrity and confidentiality and accountability as well as the numerous rights of the data subject must be observed. GIZ is in no way responsible for such processing.

In cases where the contractor follows the instructions of a GIZ partner, the partner is the data controller. The laws and standards applicable to it and the contractor must be complied with and implemented.

If the Contractor is not subject to the GDPR and the applicable laws do not contain any explanations of the data protection principles and rights mentioned here, the definitions of the GDPR (Regulation (EU) 2016/679) should be used.

10. Annexes

- Minimum standards for sustainable event management at GIZ