

**Terms of reference (ToR) for the
Implementation of data collections for ZME_SEM Co-Financing Project**

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I. General information

1- Brief information on the project

The Global Centers for Migration and Development (ZME) have the objective of building the capacity of partner structures to be able to provide target-group- and gender-specific advisory services, strengthening partner structures for management of safe, orderly, and regular migration to Germany, the EU and within the region, and supporting the socio-economic reintegration of returning migrants and disadvantaged persons of the local population. The program is commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ) and co-financed by the Swiss State Secretariat for Migration (SEM)

There are several indicators within the ZME program for which the collection of standardized data through surveys should be conducted systematically throughout ZME. Such surveys are foreseen to create a robust basis for evidencing for the results achieved by ZME, including the compilation of specific monitoring indicators.

2. Context:

GIZ seeks external support for conducting data collections contributing to the standardized evaluation of returnees and disadvantaged people supported with (re)integration support measures. Outsourced surveying reduces potential bias encountered in scenarios where GIZ case workers would be directly surveying conducted measures.

The purpose of the assignment is to administer surveys, conduct data collections, provide technical assistance, analyses, and narrative reports to the GIZ advisor responsible for the monitoring and evaluation (M&E) of ZME in Iraq within a prespecified period. Due to the large volume of parallel monitoring processes requiring attention, additional support is sought for assisting with the operationalization and implementation of surveys as well as delivery of collected data in a predetermined format. Such a service will become of crucial importance to results-based monitoring for ZME in Iraq.

3. GIZ shall hire the contractor for the anticipated contract term, from 01 Dec 2025 to 28 February 2026.

4. The contractor shall provide the following service:

- Implementation of one round of data collections, covering the topics outlined under II.).
- Provide the raw data collected, analyzing the data, and preparing a report.
- The contractor may deliver other tasks assigned to him/her by the Monitoring and Evaluation focal person of ZME Iraq during the contract duration.

II. The survey for which data must be collected by the contractor are the following:

Data category and variables	Data category and variables	Data category and variables
Data collection on individual support in the field of reintegration provided through ZME Iraq Tracer Study on: • quality of advisory services • quality of training referrals • Whether comprehensive counselling was provided on Improvement of opportunities for socioeconomic participation (incl. specific examples)	Advised persons (contacted via contact details from case management tool). Survey at least 3-6 months after receiving advisory service and/or finalizing the measure. Evaluation of representative sample. The advisory services are considered helpful or very helpful if differentiated questions regarding advice provided on topic areas economic reintegration are given an average rating of 2 or less on a scale of 1 (very helpful) to 6 (not at all helpful). Opportunities are considered to have improved if differentiated questions on socioeconomic reintegration topics (e.g., in the areas of employment, entrepreneurship, and mental health and psychological support (MHPSS)) are given an average rating of 2 or less on a scale of 1 (significantly improved) to 6 (no improvement at all).	see table below

Detailed description of tasks:

- After initial virtual onboarding to ZME, the support of the contractor is sought to assist GIZ in carrying out an already designed and standardized (by HQ) survey related to the above-mentioned indicators. The objective will be to approach interviewees who have received support from ZME, as specified in the table.
- The contractor will implement a standardized questionnaire from the ZME HQ. A focus should be comparing the participants' situations before and after receiving support from

ZME measures. The participants will be contacted with a set of questions matching the types of support they have received.

- Conduction of the data collection following the schedule and requirements outlined in these ToR. At least 50 percent the data collection must be conducted in person in the form of face-to-face interviews. The remaining interviews can be conducted over the phone. The exact number of persons to be interviewed in person and the regions requiring travel will be determined in cooperation with the GIZ focal point. If the security situation or other circumstances beyond the control of the contractor do not allow to conduct the necessary number of face-to-face interviews, a compromise will be discussed with GIZ.
- Beneficiaries must be contacted beforehand to check availability and current address, based on the data sample provided by the focal point. In case of any circumstance causing change of the plan for in-person interviews, travelling routes and interview schedules must be made and communicated to the focal point based on these reconfirmed contact details of beneficiaries and prior to the visits.
- The survey will be conducted with Kobo Toolbox.
- The contractor will be supplied with a datasheet by GIZ counterparts containing the minimum amount of personal data necessary for contacting beneficiaries. This includes name of partner institution, name of client, telephone number, gender, type of client, country of return, date of return, provided measures, and date of completion of measure or date of last advisory session
- The GIZ (M&E Focal Points) will provide an onboarding on the questionnaire and Kobo Toolbox.

Activities]:

To carry out the data collection, the contractor is expected to complete the following

activities (As per the set deadline for activities):

1. Building data collection tools:
 - a. Pilot the questionnaire with at least 20 individual interviews.
 - b. Preparation of a list of validation checks for the questionnaire data.
2. Designing the data collection process:
 - a. Put in place a system of computer assisted telephone interviews (CATI) to manage the phone contacts, including recalls and replacement for nonresponse, as well as to apply the validation checks.
 - b. Prepare a system to record the non-response cases and their reasons.
 - c. Train the enumerators in the use of the questionnaires and the application of Kobo Toolbox.
3. Collecting data:
 - a. During interviews, if attribution to ZME remains unclear, please try using additional follow-up questions to verify whether the case can be reported because of ZME support.
 - b. Data collection will be done using the Kobo Toolbox for online and offline data collection.

4. Processing data:

- a. Validate the individual data.
- b. Prepare tabulations on aggregated data.
- c. Deliver a final data set including:
 - i. Tables in Excel format, including labels for titles, rows, and columns in English, with data provided as absolute values and percentages:
 - Service type(s) received
 - Other relevant data from the survey (to be discussed)

5) Analysing data:

- a. Prepare statistical charts presenting the most relevant results, with titles and labels in English.
- b. Prepare a narrative report based on the analysis of aggregate tables, in English.

Timeline of the activities:

Data collection on individual support in the field of reintegration/ migration provided through ZME Iraq	Activity	Delivery date
	Building data collection tools	1 st Dec 2025
	Designing the data collection process	15 Dec. 2025
	Conducting survey	1 st Jan. 2026
	Data processing	15 Jan. 2026
	Submitting narrative report	15 Feb. 2026

Pre-conditions for cooperation:

- The database of survey results should be submitted to GIZ, which retains full ownership of the data and instruments used for the assignment.
- The contractor shall exclusively make use of the ZME standard questionnaire and datasheet formats provided by GIZ for implementing the survey and for delivery of data, which should be in Excel file format unless stipulated otherwise in writing
- As an implementer under contract with GIZ processing personal data, the contractor is obligated to comply with all provisions of the General Data Protection Regulations (GDPR) of the European Union: <http://gdpr-info.eu>
- All data shall be transferred using an encrypted file transfer service of GIZ: <https://filetransfer.giz.de/Start?>
- All data received for conducting the survey shall be destroyed upon conclusion of the assignment with GIZ. Data shall not be repurposed for other activities other than what is explicitly requested within this contractual agreement.

- Surveys with clients and participants of capacity development trainings shall not be conducted without confirming their informed consent at the outset of an interview. No variations to this statement are acceptable.
- All datasets and documentation received from GIZ counterparts for the purposes of this assignment are to be used exclusively for the delivery of outputs and aims described in the terms of reference at hand. The contractor will under no circumstance transfer or utilize any knowledge gained through the assignment for other purposes.
- The contractor shall deliver written narrative reports with results for each survey. The reports should include unique observations or findings with a degree of comparison relative to output of the interventions they measure.

III. Tender requirements

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 technical assessment

1.1. Coordinator / Team leader

Tasks of the team leader (Coordinator/team leader)

- Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- Coordinating and ensuring communication with GIZ, partners and others involved in the project
- Personnel management, in particular identifying the need for short-term assignments within the available budget, as well as planning and steering assignments and supporting local and international short-term experts
- Regular reporting in accordance with deadlines

(1.1.1) General qualifications

Education:

University education of at least a bachelor's degree in economics, sociology, mathematics, statistics, or related fields

Professional experience:

7 years' experience in management in data collection processes, survey development and implementation, as well as data collection and analysis; experience in survey management with Kobo toolbox is an advantage

Leadership experience

5 years experience based on at least one project administering

(1.1.2) Experience in the region:

More than 7 years' experience in survey development and implementation, as

well as data collection and analysis in Iraq

(1.1.3) Language:

Fluency in English, Arabic

1.2. Expert 1: Statistician for data processing and tabulations

(1.2.1) General qualifications

Education:

Bachelor's degree in sociology, mathematics, statistics, or related fields to data collection and analysis

Professional experience:

7 years of professional experience in the fields related to sociology or local development policy focusing on statistical analysis, data collection methodology, survey implementation, survey with Kobo toolbox, the development of monitoring systems for international donor organizations and/or government ministries/agencies.

5 years of experience in providing training on monitoring and data collection methods, including data management, analysis, visualization and reporting. Previous experience working on assignments with GIZ, especially on the topics of migration and related social issues, is desirable.

(1.2.2) Experience in the region/knowledge of the country

7 years of professional experience in Iraq (Fol and KRI). Any additional years of work experience in neighboring countries or regions.

(1.2.3) Language skills

Business fluency in English, Arabic

1.3. Expert Pool 1: 4 enumerators

(1.3.1) General qualifications:

Education:

Bachelor's degree in political science or similar

Professional experience:

3 years work experience

(1.3.2) Experience in the region/knowledge of the country:

2 years professional work experience in Iraq

(1.3.3) Language:

Fluency in Arabic; good knowledge in English

2. Quantitative requirements

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

Sustainability aspects for travel

Google map is used for distance calculations, and The reimbursement rate for travel is set at 0.30 EUR per kilometer.

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 [list of standards](#). GIZ recommends using the standards specified there.

The requirements are illustrated in the table hereunder:

Fee days Number	Number of experts	Number of days per expert	Comments
Coordinator/team leader	1	20	<i>1 day for onboarding on the questionnaire and the data collection tool, 2 days for training, one day for pilot data collection and 16 days for managing the survey process, and reporting.</i>
Statistician	1	20	<i>1 day for onboarding on the questionnaire and the data collection tool, 2 days for training, one day for pilot data collection and 16 days for data processing, data analyzing and reporting.</i>
Enumerators	4	18	<i>1 day for onboarding on the questionnaire and the data collection tool, 2 days for training, 1 day for pilot data collection and 14 days for data collection</i>
Travel expenses	Unit	Quantity	Comments
Travel cost	Lumpsum	1	For conducting 50% of the interviews In person in the following locations: • Baghdad (Rusafa, Karrada, Al-Karkh, Mansour, Adhamiya, Baghdad Al-jadeeda, Rashida). • Basrah: (Abul-Khaseeb, City center, Al-Zubair, Shat-Al arab, Alqubla, Almishraq, and Ashaar)
Other costs	Number of experts	Number of days per expert	Comments

Flexible remuneration	1		A budget of (IQD 2,000,000.00) 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

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.

Note:

GIZ and the contractor are obliged to adjust their contractual services to reflect the changed circumstances based on good faith; this may involve changes to the survey and service to be delivered within the budget.

Since the contract to be concluded is a contract for works, you should offer your services at a fixed lump sum price, which provides **an itemised breakdown of all the relevant costs (fees, travel costs, etc.)**. **The specification of inputs should provide guidance in this respect.** The assessment of the financial bid is based on the lump sum price tendered, which must be realistic for the services to be rendered. In the contract itself, the budgets will be contractually agreed as **maximum amounts**.

3. Conceptual

The tender should indicate how the services outlined in Section I.4 (Tasks) are to be provided. Reference should be made to the following criteria:

- 3.1 Steering structure for the data collection process
- 3.2 Onboarding and quality management for the enumerators

IV. Requirements on the format of the tender

The structure of the bid must correspond to the structure of the ToRs. In particular, the detailed structure of the concept is to be organized in accordance with the positively weighted criteria in the assessment grid (not with zero). It must be legible (font size 11 or larger) and clearly formulated. The bid is 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. In addition to the 10 pages, the contractor can provide external content (e.g. links to websites). Although the contractor must specify the external content as such with its date of creation.

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).

V. Outsourced processing of personal data

The data collection for the surveys must be conducted in an anonymous and aggregated manner. This means that any information relating to an identified or identifiable natural person ("data subject") must be excluded in the analysis. Particularly, data such as gender, age, health, or ethnicity must be analyzed in aggregated form.

Regarding any other processing of personal data that may be associated with the performance of the contract, the contractor would alone define the nature of such data and how such processing would be carried out. In such cases, the contractor shall act as an independent DATA CONTROLLER and must alone comply with ALL applicable data protection obligations, including regional and local laws. The contractor must process personal data only when a given goal cannot be reasonably attained without such data. The data protection principles such as lawfulness, data minimization, accuracy, purpose limitation, storage limitation, transparency, integrity and confidentiality, and accountability, as well as the numerous rights of the data subject must be paid due attention. The GIZ is NOT in any way responsible for such processing. Where the contractor is not subject to the GDPR and the applicable laws do not contain any explanation on the data protection principles and rights mentioned here, the definitions and meanings provided by the GDPR (Regulation (EU) 2016/679) could be helpful. GIZ is available to support the contractor whenever need arises.

Unless explicitly required by GIZ, assessments, reports, surveys, or any other data and information shared with GIZ must be provided strictly anonymously, meaning that any information relating to an identified or identifiable natural person ('data subject') must be excluded. Specifically, data relating to e.g., gender, age, health, religion, or ethnicity must be provided in an aggregated manner.