

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

[CONFIDENTIALITY]

Developing Peatland Digital Library Powered by Artificial Intelligence for Peatland Education Center	Project number/ cost centre: 2022.2140.6-001.00
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0. List of abbreviations

BAPPEDA	Development Planning Agency at Sub-national Level
BMZ	German Federal Ministry for Economic Cooperation and Development
CV	Curriculum Vitae
DC	Development Cooperation
EUR	Euro
FGD	Focus Group Discussion
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
KHG	Kesatuan Hidrologis Gambut
PHUs	Peat Hydrology Units
ToR	Terms of reference
AI	Artificial Intelligence

1. Context

1.1. Brief information about the Project

Integrated Peatland Protection and Management Project (ProMangrovePeat) is a bilateral collaborative project between the Government of Indonesia and the German Federal Government through the German Federal Ministry for Economic Cooperation and Development (BMZ). It is implemented by the Directorate of Peat Degradation Control under the Ministry of Environment and the German Agency for International Cooperation (GIZ). It builds upon the achievements of the first phase of PROPEAT. During Phase 1, the primary objective was the development of integrated management plan of the peatland ecosystem supported by detailed PHU map. There were 7 RPPEG documents acknowledged by the local government – 2 documents of provincial level and 5 of district level.

ProMangrovePeat operates in 13 Peatland Hydrological Units (KHGs) covering an area of 342,000 hectares in North Kalimantan, and 16 KHGs with a total area of 347,000 hectares in East Kalimantan. Some peatlands in North Kalimantan are situated in the Kayan-Sembakung Delta region adjacent to mangrove ecosystems. KHG areas in the provincial span are the districts of Tana Tidung, Nunukan, Bulungan and Malinau. In East Kalimantan, the largest peatland areas are found mainly in the Central Mahakam region, which covers the districts of Kutai Kartanegara, East Kutai and West Kutai, with smaller peat- land areas in Berau and Paser districts. Together with its main partners and stakeholders, ProMangrovePeat supports various activities relating to the development of baseline information; policymaking and integrated planning processes; implementing sustainable land use management; strengthening livelihood and economic development; implementing action research; and supporting the dissemination of knowledge, lessons learned and best management practices.

In the second phase, the project will emphasize on the implementation of management and restoration effort based on PHU. Selected PHU in each province will be used as demonstration pilots to develop peat management and protection practices in the two provinces. In addition, innovative educational approaches are crucial to raise awareness and engage local communities in Peatland Protection. Development of a knowledge hub is a key component in 2nd phase. It aims to disseminate information and knowledge on Peatland management. This hub is being established both physically and virtually in East and North Kalimantan, with the potential to be replicated in other regions of Indonesia. The hub integrates digital tools, local wisdom, and multi-stakeholder participation to promote informed, inclusive, and adaptive decision-making.

One innovative educational tool being developed under this initiative is a creating peatland Digital Library Powered by Artificial intelligence. The digital library aims to provide a comprehensive and accessible platform for stakeholders, including researchers, policymakers, local communities, and the general public to learn about peatland protection and management. Peatland Digital Library is a digital collection that provides access to various sources of information about peat ecosystems, including collections of policies, scientific articles, research reports - including data and findings, books and technical guides on peat ecosystem management. In addition, it can also be in the form of data and statistics on peat ecosystems, such as distribution and area data, types of plants/vegetation, and other biophysical information, sourced from related Ministries or other parties. The digital collection in question is sourced or is of a public or open nature.

Development of an Artificial Intelligence-Based Digital Library (AI Powered Digital Library) as a means of disseminating information and knowledge related to the protection and

management of peat ecosystems, which is enhanced with artificial intelligence. This platform supports users in navigating and understanding complex information efficiently. It serves as a practical learning aid, enhancing public awareness and promoting conservation-oriented mindsets.

Utilization of Artificial Intelligence (AI) to help process data and information about the peatland more effectively and efficiently. With the main functions: AI chatbot for interactive learning and support; AI chatbot engine - one of the innovations with fast and interesting information presentation and presents a unique and dynamic learning process experience; Visual and tabular data presentation; Deep learning function for deep content understanding; User feedback feature to continuously improve content accuracy

1.2. Context of the assignment

Two PHU of each province were selected as pilot sites to demonstrate peat protection and management based on PHU. In East Kalimantan, the project work in PHU Sungai Belayan-Sungai Kelinjau and PHU Sungai Melintang-Sungai Layah which are administratively located in Kutai Kartanegara and Kutai Barat district. In North Kalimantan, it works in PHU Sungai Mentarang-Sungai Belayu and PHU Sungai Sebuku-Sungai Sembakung which located in Tana Tidung and Nunukan district.

- a) A Peatland Knowledge Hub is a centralized platform that stores, organizes, and provides access to peatland information, resources, and data for users. It serves as a go-to source for important content, enabling organizations to share knowledge efficiently. One of option and as part of the whole idea is developing Peatland Digital Library Powered by Artificial Intelligence.
- b) Effective knowledge management and knowledge sharing are essential to addressing the challenges and opportunities in peatland conservation and management. In Indonesia, including East and North Kalimantan, there is a growing body of experiences, innovations, and good practices in managing peatlands. However, access to this knowledge remains limited, particularly among local communities, policymakers, and practitioners.
- c) The Peatland Knowledge Hub was established to close this gap by serving as a centralized platform that supports learning, collaboration, and the dissemination of accurate and timely information. Through a combination of digital tools, interactive media, and inclusive engagement, the Hub aims to enhance public awareness and promote sustainable practices for peatland protection and restoration across Indonesia.
- d) AI, also known as artificial intelligence, is a technology that has ability to solve problems like humans. In practice, AI simulates human intelligence—it can recognize images, write poetry, and make predictions based on data. Modern organizations collect vast amounts of data from a variety of sources, such as smart sensors, human-generated content, monitoring tools, and system logs. AI technologies analyze the data and use it to help businesses operate more effectively. For example, AI technologies can respond to human conversations in customer support, generate original images and text for marketing, and make intelligent suggestions for analytics. Ultimately, AI is about making software smarter for customized user interactions and solving complex problems.
- e) The digital library will feature a wide range of content, including: (a). research articles: peer-reviewed articles on peatland ecology, conservation, and management; (b). educational resources: interactive modules, videos, and infographics on peatland protection and management. (c). case studies: real-life examples of successful peatland conservation and

management projects. (d). policy briefs: summaries of key policies and regulations related to peatland management

- f) The peatland digital library powered by AI features to enhance user experience and engagement, including: (a). Personalized recommendations: AI-driven recommendations for relevant content based on user interests and search history. (b). Intelligent search: AI-powered search functionality that retrieves relevant results based on user queries. (c). Content analysis: AI-driven analysis of content to identify key themes, trends, and insights
- g) The peatland digital library will provide several benefits, including: (a). Increased awareness: raising awareness about the importance of peatland protection and management. (b). Improved education: providing accessible and engaging educational resources for stakeholders. (c). informed decision-making: supporting informed decision-making among policymakers, researchers, and practitioners. (d). Community engagement: fostering community engagement and participation in peatland conservation and management efforts.
- h) The peatland digital library will cater to a diverse range of stakeholders, including: (a). Researchers and students: scientists, academics, and researchers working on peatland-related topics. (b). Policymakers: government officials, policymakers, and decision-makers involved in peatland management. (c). Local communities: village communities, local residents, and stakeholders living in or near peatland areas. (d). General public: anyone interested in learning about peatland protection and management.

1.3. Objective of the assignments

To create and develop peatland digital library powered by AI, as an educational tool to increase awareness, build capacity, and facilitate knowledge sharing on sustainable peatland management through a collaborative, accessible, and technology-driven platform in East, North Kalimantan and Indonesia more broadly. Also, the digital library aims to provide a comprehensive and accessible platform for stakeholders, including researchers, policymakers, local communities, and the general public, to learn about peatland protection and management

2. Tasks to be performed by the contractor

To achieve the final product, the consultant must perform the following tasks:

- 1. Concept Development and Design**
- 2. Infrastructure Development**
- 3. AI Integration**
- 4. UI/UX user Interaction**
- 5. Monitoring and Fine Tuning**
- 6. Documentation and Reporting**
- 7. Support and Maintenance**

Task 1. Concept Development and Design

Assessment existing digital library system and develop concept and infrastructure for an improved AI powered peatland digital library consisting relevant peatland protection and management information. Identify and collect (curate) relevant material i.e. scientific publications, books, studies, policies, project reports, project documentations, etc.

Task 2. Infrastructure Development

The consultant develops the peatlands digital library and AI chatbot engine as follows:

- a). Backend

- b). Frontend
- c). Data storage

Task 3. AI Integration

Developing an application includes tools for searching, recommendation, chatbot and summarization.

Task 4. UI/UX User Interaction

Creating visually appealing and easy-to-use interfaces for all screens and interactions, ensuring consistency across the platform. This includes forms, buttons, menus, and data displays.

Task 5. Monitoring and Fine tuning

The consultant provides a monitoring to ensure the smooth operation, functional and performs optimally of the application including debugging and other troubleshooting activities.

Task 6. Documentation and Reporting

The consultant should provide a documentation of the application development, user guidance and report of the process in Bahasa Indonesia, with summary in English

Task 7. Support and Maintenance

The consultant should provide support and maintenance for two years

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/partial works	Deadline/place/person responsible	Criteria for acceptance/Deliverable/product
Concept Development and Design	2 weeks after the start of the contract (submitted by team leader)	<ul style="list-style-type: none"> ▪ Kick off meeting held and workplan accept (the process involving Directorate PPEG-KLH as well as) ▪ Concept and design, technical preparation, timeline etc ▪ Material compilation i.e. scientific publications, books, studies, policies, project reports, project documentations, etc.
Infrastructure Development	22 weeks after the start of the contract (submitted by team leader)	<ul style="list-style-type: none"> ▪ Data stored and managed, located on a server decided ▪ a front-end database is stored on the client-side decided
AI Integration	22 weeks after the start of the contract (submitted by team leader)	<ul style="list-style-type: none"> ▪ An application includes tools for searching, recommendation, chatbot and summarization. ▪ Developing Chatbot Engine (AI engine, admin panel, chat room for user, chat room for

		admin, API for integration, greeting capability, keyword base question capability, LLM integration) and the product should have functions: (a). Chatbot application AI (chatbot for interactive learning and support); (b). Visual and tabular data presentation; (c). Virtual assistant for customer service; (d). Virtual assistant to understand the knowledge base; (e). Can be accessed 24/7; (f). Services in information on peat ecosystem management; (g). As a tool for reminders
UI/UX user Interaction	22 weeks after the start of the contract (submitted by team leader)	<ul style="list-style-type: none"> ▪ Provided visual design and user experience in digital products (mobile applications, websites, and other software)
Monitoring and Fine Tuning	24 weeks after the start of the contract (submitted by team leader)	<ul style="list-style-type: none"> ▪ Other Implementation Service (installation/go live preparation, bug-error guarantee, learning materials input)
Documentation and Reporting	25 weeks after the start of the contract (submitted by team leader)	<ul style="list-style-type: none"> ▪ A documentation of the application development (1 document) ▪ User guidance (1 document) ▪ Report in Bahasa Indonesia and summary in English (1 document)
Support and Maintenance	26 weeks after the start of the contract (submitted by team leader)	Agreement for 2 years

Period of assignment: from 25 September 2025 until 25 April 2026

The consultancy work will be output-based in its monitoring and payment based on the deliverables that are produced. The consultant will be paid based on the completion of specific tasks or the achievement of certain deliberations below:

Estimated Payment	Type of Deliberations	Expected Delivery Report
Interim payment after approval of Task 1	A workplan including concept and design, technical preparation, timeline etc	15 Oct 2025
Final payment after approval of Task 2, 3, 4, 5, 6, 7	The product has been produced and installed	29 Apr 2026
	<ul style="list-style-type: none"> ▪ A documentation of the application development (1 document) ▪ User guidance (1 document) ▪ Report in Bahasa Indonesia and summary in English (1 document) ▪ 3 meetings (FGD/Training/monitoring and evaluation) conducted (3 report activities, including activities report, photos, attendance list) 	
	An agreement between Directorate PPEG-KLH and consultant (on maintenance support)	

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 present the actors relevant for the services for which it is responsible and describe the **cooperation (1.2)** with them.

The tenderer is required to present and explain its approach to **steering** the measures with the project partners (1.3.1) and its contribution to the **results-based monitoring system** (1.3.2).

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 and, if applicable,

take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

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)

The Contractor should consider also the incorporation of cross-cutting themes, including Gender Equality, Disability and Social Inclusion (GEDSI) strategies.

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.

This assignment needs a company experiences in artificial intelligence (AI) and digital library development:

Here are the requirements (6 years' experiences) on

Technical requirements:

- Proven experience in developing AI and machine learning solutions.
- Strong software development capabilities with expertise in programming languages such as Python, Java, or C++ etc
- Experience in data analysis, data modelling, and data visualization.
- Experience in creating content related to ecosystem management, preferably peatland ecosystems.

Experiences:

- Proven experience in developing digital libraries or similar projects and experience in developing projects that utilize AI and machine learning. (at least 1 similar product that has been produced)
- Experience on working or in close cooperation Indonesian government
- Knowledge on capacity building to relevant stakeholders.

Team composition:

- Experienced Intelligent/Machine Learning engineers with expertise in AI frameworks such as TensorFlow, PyTorch etc
- Experienced software developers with expertise in programming languages and software development methodologies.
- Experienced data scientists with expertise in data analysis, data modelling, and data visualization.
- Experience with database management systems such as MySQL, MongoDB, or PostgreSQL.
- The composition team is 3 persons/experts (1 Team Leader; 1 AI Developer, 1 Data Scientist)

Soft skills of the team members:

In addition to their specialist qualifications, the following qualifications are required:

- Team skills
- Initiatives
- Communication skills
- Sociocultural competence
- Efficient, partner- and client-focused working methods
- Interdisciplinary thinking

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

1.1. Team Leader (1 person)

Tasks of Team Leader

- a. Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- b. Coordinating and ensuring communication with GIZ, partners (especially Directorate PPEG-Kementerian Lingkungan Hidup) and others involved in the project
- c. Personnel management, particularly, identifying the need for short-term assignments within the available budget, as well as planning and steering assignments and supporting local short-term experts
- d. Regular reporting in accordance with deadlines
- e. Responsible for all the taskforce delivered
- f. Actively coordinate with relevant stakeholders to ensure the process of development of a credible product is acceptable.
- g. Responsible for acceptance of the credible product.

Qualifications of Team Leader

- a. Education/training (2.1.1): master's degree in information and technology.

- b. Language (2.1.2): professional business language proficiency in English and Bahasa Indonesia
- c. General professional experience (2.1.3): 8 years of professional experience and strong understanding in computer science, engineering, information technology, machine learning and software as well.
- d. Specific professional experience (2.1.4): 7 years of professional experience and strong understanding in AI technologies and development, such as machine learning, natural language processing, and computer vision. Also, experiences with digital library systems and software as well. Also, strong understanding in development system for integration.
- e. Leadership/management experience (2.1.5): 4 years of management/leadership experience as project team leader or manager in a company
- f. Regional experience (2.1.6): 1 year of experience in North Kalimantan/East Kalimantan
- g. Development cooperation (DC) or Govt experience (2.1.7): 2 years of experience in DC projects
- h. Other (2.1.8): Not Applicable

1.2. Expert 1: AI Developer (1 person)

Tasks of expert 1 - AI Developer

- a. Understanding business process system of digital library development, AI development and one data policy and website.
- b. Actively discuss and coordinate with relevant person in the Directorate of PPEG related to business process and development of the product
- c. Ensure that the product in place meets these standards and compliance in terms of data management, reporting or verification.
- d. In the process of data collection and management AI developer experts are responsible for ensuring that data collected from various sources can be stored securely and well-structured. This involves managing databases and storage systems.
- e. In Integration system IA developer experts need to ensure that peatland digital library by AI is well integrated. This includes linking between hardware and software used to collect, analyze and report data.
- f. An Artificial Intelligence developer expert responsible for automating various processes in products can improve efficiency.
- g. Responsible as service supporting for maintenance dashboard up to 6 months after launched
- h. Responsible for validation data in all the process of data collection, data processing, and data result for product.
- i. Responsible for data processing and cleaning data science tasks include removing invalid data, handling missing values, and converting data into the right format.
- j. Responsible for conducting sensitivity testing and simulation of the product.

Qualifications of Expert 1-AI Developer

- a. Education/training (2.2.1): Bachelor's degree in computer science, engineering, information technology.
- b. Language (2.2.2): professional business language proficiency in English and Bahasa Indonesia
- c. General professional experience (2.2.3): 5 years of professional experience and strong understanding of AI technologies and development, such as machine learning, natural language processing, and computer vision. He/She has experience and strong understanding in computer science, engineering, information technology, machine learning and software as well.
- d. Specific professional experience (2.2.4): 5 years in development system for integration dashboard, proficiency in programming languages such as Python, R, SQL, and possibly Java or Scala. Experience with digital library systems.
- e. Leadership/management experience (2.2.5): Not Applicable
- f. Regional experience (2.2.6): Not Applicable
- g. Development cooperation (DC) or Govt experience (2.2.7): 1 year of experience in DC projects
- h. Other (2.2.8): Not Applicable

1.3. Expert 2: Data Scientist Expert (1 person)

Tasks of expert 2 - Data Scientist

- a. Understanding business process system of digital library development and one data policy and website
- b. Actively discuss and coordinate with relevant person in Directorate of PPEG related to the business process and development of the product
- c. Ensure that the product in place meets these standards and compliance in terms of data management, reporting or verification.
- d. In the process of data collection and management IT experts are responsible for ensuring that data collected from various sources can be stored securely and well-structured. This involves managing databases and storage systems.
- e. In the Integration system IT experts need to ensure that Peatland digital library by Artificial Intelligence is well integrated. This includes linking between hardware and software used to collect, analyze and report data.
- f. An Information Technology expert responsible for automating various processes in products can improve efficiency.
- g. Responsible as service supporting for maintenance product up to 6 months after launched
- h. Responsible for validation data in all the process of data collection, data processing, and data result for product.
- i. Responsible for data processing and cleaning data science tasks include removing invalid data, handling missing values, and converting data into the right format.
- j. Responsible for conducting sensitivity testing and simulation of the product.

Qualifications of Expert 2: Data Scientist Expert

- a. Education/training (2.3.1): Bachelor's degree in computer science, engineering, Data and Information Technology.
- b. Language (2.3.2): professional business language proficiency in English and Bahasa Indonesia
- c. General professional experience (2.3.3): 5 years of professional experience and strong understanding in computer science, engineering, information technology, machine learning and software as well.
- d. Specific professional experience (2.3.4): 5 years in development system for dashboard integration, proficiency in programming languages such as Python, R, SQL, and possibly Java or Scala. He/she has strong understanding in AI technologies and development, such as machine learning, natural language processing, and computer vision
- e. Leadership/management experience (2.3.5): Not Applicable
- f. Regional experience (2.3.6): Not Applicable
- g. Development cooperation (DC) or Govt experience (2.3.7): 1 year of experience in DC projects
- h. Other (2.3.8): Not Applicable

The tenderer must provide a clear overview of all proposed short-term experts and their individual qualifications.

5. Costing requirements

Assignment of personnel and travel expenses

Per diem allowances are reimbursed as a lump sum up to the maximum amounts permissible under tax law for each country as set out in the country table in the circular from the German Federal Ministry of Finance on travel expense remuneration (downloadable from the [German Federal Ministry of Finance – tax treatment of travel expenses and allowances for international business travel as of 1 January 2024/2025 \(GERMAN ONLY\)](#)).

Accommodation allowances are reimbursed as detailed in the specification of inputs below.

With special justification, additional accommodation costs up to a reasonable amount can be reimbursed against evidence.

All business travel must be agreed in advance by the officer responsible for the project

Sustainability aspects for travel

GIZ has undertaken an obligation 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.

CO₂ emissions caused by air travel must be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance \(German only\)](#) has published a [list of standards \(German only\)](#). GIZ recommends using the standards specified there.

Specification of inputs

Fee days	Number of experts	Number of days per expert	Total	Comments
Team Leader	1	16	16	Output Based; 16 for implementation (Preparation, meetings/FGDs with counterpart, training for counterpart, data collection, AI Integration, UI/UX User Interaction, Monitoring and Fine tuning, evaluation, reporting and other additional services), Lumpsum
Expert 1- AI Developer	1	16	16	Output Based; 16 for implementation (Preparation, meetings/FGDs with counterpart, training for counterpart, data collection, AI Integration, UI/UX User Interaction, Monitoring and Fine tuning, evaluation, reporting and other additional services), Lumpsum
Expert 2- Data Scientist	1	16	16	Output Based; 16 for implementation (Preparation, meetings/FGDs with counterpart, training for counterpart, data collection, AI Integration, UI/UX User Interaction, Monitoring and Fine tuning, evaluation, reporting and other additional services), Lumpsum
Travel expenses	Quantity	Number per expert	Total	Comments
Per-diem allowance in country of assignment	7	3	21	Jakarta
Overnight allowance in country of assignment	6	3	18	Jakarta

Transport	Quantity	Number per expert	Total	Comments
Domestic flights	6	3	18	3 round trips by Economy Flights based (Surabaya) to Jakarta;, Subjected to Evidence (Based on GIZ Rules)
CO₂ compensation for air travel <i>Link to working aid and table for determining the budget and Guidance for GIZ service providers on avoiding, reducing and offsetting GHG emissions on setting the budget.</i>	6	3	18	A budget of IDR 1.694.700 is earmarked for settling carbon offsets, against evidence. based on calculation https://www.atmosfair.de/en/offset/flight/
Travel expenses (train, car)				
Transport Homebase to Airport (return trip)	12	3	36	3 Round trips for Team Leader, Expert 1-AI Developer, Expert 2-Data Scientist; Subjected to Evidence (Based on GIZ Rules)
Local transport in Jakarta	3	1	3	3 Round trips for Team Leader, Expert 1-AI Developer, Expert 2-Data Scientist; Subjected to Evidence (Based on GIZ Rules)
Other costs	Number	Quantity	Total	Comments
A package Chatbot Engine (AI Engine, Admin Panel, Chat room for user, Chat room for admin, API For Integration, Greeting capability, Keyword base question capability, LLM Integration)	1	1	1	Including maintenance for 12 months, Subjected to Evidence
A package for Implementation Service (Online Training, Go live preparation, Bug-error guarantee, Learning materials input)	1	1	1	Initial commissioning of software - Including 1.000 pages learning material input, Subjected to Evidence
Additional learning materials input	1	1	1	18.000 pages, Subjected to Evidence
Meeting Packages	3	1	3	The budget contains the following costs: Meeting Packages (FGD, monitoring and evaluation, training)-

				offline, for 10 participants, minimum 3 times, Lumpsum. Online meeting not included.
Additional maintenance	24	1	24	Additional maintenance for the next 24 months, Subjected to Evidence

6. Inputs of GIZ or other actors

GIZ are expected to make the following available:

- Highly coordinate to Direktorat Perlindungan dan Pengelolaan Ekosistem Gambut-Kementerian Lingkungan Hidup

7. Data Protection

The performance of the contract may be associated with the processing of personal data by the contractor, such as (but not limited to) names and contact information. In such cases, the contractor shall act as an independent DATA CONTROLLER and must alone comply with ALL applicable data protection obligations, including those stemming from regional and local laws. The contractor shall 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.

Whenever the contractor executes the instructions of a partner to the GIZ with regard to such processing, the partner shall be the data controller, and the data processing shall be carried out in accordance with the partner's instructions as well as laws and standards to which it is subject.

If 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) should be considered.

8. 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 (language).

The complete tender must not exceed 14 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 it took. CVs can also be submitted in English (language).

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use 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.

9. Annexes

n.a