

Terms of reference (ToR) for the procurement of services / framework agreement

Project title:	Processing number/cost centre:
Strengthening Citizen Participation in Azerbaijan	21.2235.6-007.00
Country:	Contract number:
Georgia and abroad	83484628
Works/services put out to tender:	
Interpretation and translation services for Georgian – Azerbaijani and English - Azerbaijani for a series of events with representatives of civil society organisations	

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0. List of abbreviations

AVB	General terms and conditions of contract ('Terms and Conditions') for supplying services and work on behalf of the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH of 2020
EUR	Euros
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH
SPA	Strengthening Citizen Participation in Azerbaijan
ToRs	Terms of reference
WP	Work package

1. Context and general information

1.1. Information on SPA

“Strengthening Citizen Participation in Azerbaijan” (SPA) is a Multi-Donor-Action that is jointly co-financed by the European Union (EU) and the German Federal Ministry for Economic Cooperation and Development (BMZ) and is implemented by Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ).

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a service enterprise for development cooperation with international operations and global experience. Owned by the Federal Republic of Germany, the organisation operates as a private-sector enterprise with a development-policy mandate: to make sustainable improvements to the living conditions of people in partner countries world-wide.

“Strengthening Citizen Participation in Azerbaijan” (SPA) programme aims at fostering the positive role that citizens’ initiatives can play regarding the development, particularly on local and community level. Therefore, SPA sets on to strengthen the capacity of citizens and citizens’ initiatives to engage in policy dialogue and serve the needs of local communities.

To reach its aim of strengthening citizen participation in the development, SPA carries out activities in 3 fields of action:

- Capacity development of citizens’ initiatives to improve their institutional and financial sustainability and empower them to play an active role in the development of Azerbaijan;
- Promotion of policy dialogues and exchanges between Azerbaijani citizens and state authorities;
- Support to measures by Azerbaijani local citizens’ initiatives to implement development projects that serve the needs of their constituents.

SPA programme foresees a broad range of support measures to support citizens and citizens’ initiatives in playing a positive role as development actors in selected sectors, such as climate change and environment, improved participation of persons living with disabilities, promotion of gender equality, youth participation, rural and community development and social cohesion. Support activities include capacity development measures and process advice; support in conducting and presenting research and studies; or support citizens’ initiatives to implementing projects serving the needs of their communities. Capacity development measures are key to all lines of action. Capacity development measures will increase their abilities for financial, project and event management, communication and organisational development and sustainable operations and project implementation. All lines of action target the people of Azerbaijan, as constituents of the supported citizens’ initiatives that represent their interests, and as beneficiaries of the projects implemented by them.

Citizens’ initiatives can play a key role in developing adequate (local) responses to local challenges. SPA supports these efforts and is looking for an interpretation company to provide translation services from Azerbaijani to Georgian as well as Azerbaijani to English for a series of events to be held in Georgia as well as in Moldova and European member states. The interpreter(s) should be disposed to travel within Georgia and/ or abroad when accompanying representatives of civil society organisations.

1.2. Notes on tender

The purpose of this tender is to conclude a framework agreement for the provision of Interpretation and translation services for Georgian-Azerbaijani and English Azerbaijani by

qualified experts during the term of the agreement. The aim is to commission one contractor under the framework agreement. The assignments for the provision of Interpretation and translation services are called off under this framework agreement.

The invitation to tender is primarily aimed at **companies**. They may offer up to 8 consultants for this purpose.

Period of assignment 9 months: from 01 April 2025 until 31 Dec. 2025.

Restrictions for applicants

Applicants are not permitted to propose current employees of GIZ as experts in their submission.

Tender process

The process is conducted as an open procedure, which means that negotiations are precluded.¹

To this end, the request to participate and the technical tender are to be submitted **simultaneously**.

In the event of ambiguities and/or doubts in the tenders, the tenderers may be invited to attend a **(virtual) clarification meeting** or asked for written clarification.

If the contradictions/ambiguities/doubts are not resolved by the clarification, the tenderer is awarded 0 points for the criterion concerned.

Tenderers who fail to obtain the minimum requirement for sufficient qualification under sections 1.1 to 2.8.3 of the assessment grid are not invited to a clarification meeting and are excluded from the further award procedure.

The expected timing for the clarification meetings is announced in the letter of invitation to tender. Deviations are possible with appropriate notification. Invitations with proposed dates are sent to tenderers via the eProcurement platform. Tenderers must then confirm or reject attendance within no more than 10 working days to avoid putting GIZ's schedule at risk. GIZ does not reimburse tenderers for costs incurred for the clarification meetings.

2. Specifications for the contractor

2.1. Term and scope of agreement

The expected term of the framework agreement is specified in the 'Special terms and conditions of contract'. The definitive term and service delivery period are set out in the contract award notification.

¹ The awarding authority is not permitted to subsequently request documents related to the evaluation (technical and financial tenders); all required documents must be submitted at the same time.

2.2. Services to be provided and requirements to be met by the contractor

The contractor shall perform the **Interpretation and Translation Services' Requirements for Activities in Georgia and Abroad:**

Event/ Activity	Language translation required	# Unit	Country/ Location	Comments
Trainings and events in Georgia	GEO-AZE	Up to 20 days	Georgia	Simultaneous translation required. Events might be conducted in Tbilisi or in regions. Interpreter has to travel together with the groups inside Georgia upon demand. Up to 20 events days.
Exchange Visits in Georgia	GEO-AZE	Up to 16 days	Georgia	Consecutive translation required. Interpreter has to travel together with the groups in different regions of Georgia. Up to 16 days.
Networking, Exchange, and Study Tour	ENG-AZE	Up to 14 days	Georgia, Moldova, EU	Consecutive translation required. Travel for interpreter might be required within and outside Georgia
Translation of documents	ENG-AZE	Up to 300 pages	Georgia	Translation of documents might be required. Upon request, interpreter must provide translation services of the documents in

				ENG-AZE languages (1 page = 2000 characters with spaces)
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Elements of this task are:

Preparation

- Review and analysis of event agendas, technical topics, and materials.
- Coordination with event organizers to clarify expectations, technical terms, and logistics.
- Development of a detailed operational plan for each event or activity, including travel arrangements and schedules.

Interpretation/translation Services

- Provision of high-quality consecutive or simultaneous interpretation for the specified languages (GEO-AZE, ENG-AZE).
- Provision of any required equipment for the translation services (interpreter booth, sound system, microphones, headphones, etc.)
- Real-time adaptation to the flow of events, ensuring seamless communication among participants.
- Use of cultural and contextual knowledge to enhance the effectiveness of interpretation.
- The service provider must ensure that translation equipment is provided also during travels in Georgia and abroad. Max. number of groups for traveling per event is 20.
- Translation of the documents in GEO-AZE and/or ENG-AZE languages upon request from GIZ.

Milestones:

- To ensure the smooth organization of each event, GIZ will contact the contractor at least four weeks prior to the scheduled event date to initiate detailed planning and coordination. During this period, the contractor is expected to: The contractor may make use of subcontractors to perform the tasks stipulated above. The contractors' responsibility is to contract subcontractors for the abovementioned elements and supervise the implementation. All requirements of the present ToR need to be fulfilled and obeyed to by all subcontractors. The main contractor is responsible for ensuring a proper communication flow and interfaces among themselves and the subcontractors as well as GIZ and other relevant actors at all times and as appropriate.
- The tasks may also be slightly altered within the scope of the assignment due to adaptation requested by the partner institutions.

- The contractor is responsible to ensure compliance with all legal requirements (including, but not limited to, data protection) by all participants and all actors involved, actively and passively, in the event. This includes ensuring preparation and compilation of all necessary documentation duly and timely.
- All online meetings within the scope of the execution of the present contract will be held on only Microsoft Teams platform. Invitations to these meetings will be provided by GIZ. The contractor is responsible for a suitable technical setup on their end to ensure effectiveness and avoid disruptions in the holding of said meetings.
- The contractor provides equipment and supplies (consumables) and assumes the associated operating and administrative costs.
- 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.

2.3. Quality assurance during the term

At the beginning of the term of the framework agreement, GIZ and the contractor attend a virtual '**kick-off meeting**', which lasts no more than 120 minutes.

In addition to quality assurance, this also serves to exchange information between GIZ and the contractor, clarify open points regarding the provision of services and as an opportunity for the contractor's professional development.

No compensation is paid for these formats. The 'kick-off meeting' is for the purpose of onboarding and participation in it is a prerequisite for the first assignment.

During the service provision, the contractor is responsible for the quality assurance, therefore takes all necessary steps for the:

- Deployment of experienced and qualified personnel for each task.
- Regular monitoring of performance and adherence to professional standards.
- Immediate resolution of any challenges or issues during the implementation of services.

2.4. Materials and technical requirements

The interpretation services (simultaneous and consecutive) will be carried out either at the project locations, in a training venue or on a field in Georgia and abroad. The translation service of the documents will be carried out remotely. GIZ makes the final decision on the format of the assignment. This does not affect the specification of inputs.

The contractor is required to have adequate IT equipment for the interpretation services (PC or laptop, projector, headsets, microphones, translation booth, sound system, or any other tools required for interpretation during events, incl. during international events), as well as the necessary knowledge and skills in dealing with digital media and methods and ability to provide the transportation service for the equipment delivery on the event locations.

For virtual events, GIZ sends the contractor a link for a Microsoft Teams meeting. It is possible to accept the meeting invitation without a Microsoft Teams account using the respective

browser or app. It is the responsibility of the contractor to ensure that Microsoft Teams can be used without restrictions.

2.5. Data protection and information security

The contractor will not process any personal data. All personal data will be processed by GIZ in compliance with the GDPR.

3. Technical-methodological design

In this section, the tenderer is required to reflect on the objectives and specified tasks of the tender at hand, describe the partner system and its processes in the area of responsibility and present the technical-methodological concept for implementing the services and requirements listed in section 2.2. In addition, the tenderer must describe the design of its project management process.

3.1. Interpretation of objectives (sections 1.1 and 1.2 of the assessment grid)

The tenderer is required to interpret the services and requirements for which it is responsible including examination of the tasks. Simple repetition of the objectives formulated in section 2.2 of the ToR is not desired. Rather, the contractor should describe and interpret the changes in the partner system that are to be directly achieved through the service that is being put out to tender. The resulting positive impact on the partner system (section 1.1.1 of the assessment grid) should also be presented.

The tenderer must also Describe and justify the contractor's strategy for delivering the services put out to tender (section 1.1.2 of the assessment grid).

3.2. Project management (sections 1.4 and 1.6 of the assessment grid)

In this section, the tenderer presents the operational plan for implementing the services in the tender, describes the procedure for coordination with GIZ or the project and the project partners, and explains its backstopping strategy and the monitoring procedure.

3.3. Operational plan (section 1.4.1 and 1.6.2 of the assessment grid)

The tenderer is required to draw up and explain an operational plan for implementing the strategy described in section 2.2, including a plan for the assignment of all the experts included in the tender. The operational plan must include presentation and explanation of the implementation plan: work steps, milestones, schedule (section 1.4.1), as well as the personal assignment plan including assignment times (periods and expert days) and assignment locations of the individual experts, the services and requirements (section 1.6.2) as presented in section 2.2 and, in particular, describe all the necessary work stages in detail and in chronological order.

3.4. Coordination with GIZ or the contracting project (section 1.6.1 of the assessment grid)

In the tender, the tenderer is required to describe the procedure for coordinating with GIZ.

3.5. Company Experience

(section 3.1 of the assessment grid)

The bidding translation company should count on 10 years general experience in the field of event interpretation, as well as translation of the documents in the required languages. The bidder should provide evidence of having capacities of providing pool of relevant interpreters and translators, as well as evidence of conducted at least 5 similar events.

4. Human resources

The tenderer is required to provide 'experts' for the positions referred to and described (scope of tasks and qualifications) in this section on the basis of corresponding CVs. **The requirements on the format and content of the CVs are described in section 6.**

The qualifications mentioned below correspond to the requirements **for achieving the highest number of points** in the technical assessment.

Expert 1: Coordinator (section 2.1 of the assessment grid)

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

Tasks of expert 1: Coordinator

- Overall responsibility for the advisory packages of the contractor
- Ensuring the coherence and complementarity of the contractor's services with other services delivered by the project at local and national level
- Staff management, in particular identifying the need for short-term assignments within the available budget, planning and managing the assignments and supporting local and experts
- Ensuring that monitoring procedures are carried out
- Regular reporting in accordance with deadlines
- Responsibility for checking the use of funds and financial planning in consultation with the commission manager at GIZ
- Supporting the commission manager in updating and/or adapting the project strategy, in evaluations and in preparing a follow-on phase

Qualifications of expert 1: Coordinator

Education/training (section 2.1.1 of the assessment grid):	University degree (e.g. 'master's or German Diplom') in Management or in <i>sector-relevant degree course</i>
Language (section 2.1.2 of the assessment grid):	Knowledge of English <i>C1</i> in the Common European Framework of Reference for Languages
General professional experience (section 2.1.3 of the assessment grid):	7 years of professional experience in the sector event management and coordination, including interpretation and translation services, team management

Specific professional experience (section 2.1.4 of the assessment grid):	5 years of professional experience in providing services for similar events, including travel-based assignments within and outside Georgia.
Leadership/management experience (section 2.1.5 of the assessment grid):	5 years of management experience in event management and coordination, including interpretation and translation services, team management with disciplinary leadership responsibility for at least 5 people
Experience in the field of development cooperation (section 2.1.7 of the assessment grid):	2 years of experience in development cooperation projects

Expert 2: English-Azerbaijani translator (section 2.2 of the assessment grid)

Tasks of expert 2

- Proven expertise and experience in translation of documents in English Azerbaijani languages

Qualifications of expert 2

Education/training (section 2.2.1 of the assessment grid):	University degree (e.g. 'master's or German Diplom') in in Interpretation, Philology, foreign languages (English and Azerbaijani) or in <i>sector-relevant degree course</i>
Language (section 2.2.2 of the assessment grid):	Knowledge <i>English</i> , C1 in the Common European Framework of Reference for Languages and <i>Azerbaijani</i> , C1 in the Common European Framework of Reference for Languages
General professional experience (section 2.2.3 of the assessment grid):	10 years of professional experience in translating documents in English and Azerbaijani languages
Experience in the field of development cooperation (section 2.2.7 of the assessment grid):	2 years of experience in development cooperation projects

Expert 3: Pool 1 'of Georgian-Azerbaijani language interpreters' with minimum 2 and maximum 3 experts (section 2.6 of the assessment grid)

A CV for each expert must be attached to the tender.

The actual number of experts assigned from the pool may differ from the number of experts required in section 4 of the ToR. For experts not named in the tender, GIZ must confirm before the assignment that their qualifications are equivalent to those of the short-term experts proposed in the tender.

Tasks of the expert pool

- Proven expertise and experience in consecutive and simultaneous interpretation in Georgian-Azerbaijani languages

Qualifications of the expert pool

Education/training (section 2.6.1 of the assessment grid):	2-3 experts with a university degree (e.g. 'master's or German Diplom') in Interpretation, Philology, foreign languages (Azerbaijani) or in <i>sector-relevant degree course</i>
Language (section 2.6.2 of the assessment grid):	2-3 Azerbaijani, C1 in the Common European Framework of Reference for Languages
General professional experience (section 2.6.3 of the assessment grid):	2-3 experts with 10 years of professional experience in consecutive and simultaneous interpretation in Georgian and Azerbaijani languages.
Experience in the field of development cooperation (section 2.6.6 of the assessment grid):	2-3 experts with 2 years of experience in development cooperation projects, namely experience interpreting events in similar projects.
Other (section 2.6.7 of the assessment grid):	2-3 experts with willingness to travel domestically and internationally as required by the project activities.

Pool 2 'of English-Azerbaijani language Interpreters' with minimum 2 and maximum 3 experts (section 2.7 of the assessment grid)

A CV for each expert must be attached to the tender.

The actual number of experts assigned from the pool may differ from the number of experts required in section 4 of the ToR. For experts not named in the tender, GIZ must confirm before the assignment that their qualifications are equivalent to those of the short-term experts proposed in the tender.

Tasks of the expert pool

- Proven expertise and experience in consecutive and simultaneous interpretation in English-Azerbaijani languages

Qualifications of the expert pool

Education/training (section 2.7.1 of the assessment grid):	2-3 experts with a university degree (e.g. 'master's or German Diplom') in Interpretation, Philology, foreign languages (English and Azerbaijani) or in <i>sector-relevant degree course</i>
Language (section 2.7.2 of the assessment grid):	2-3 experts with knowledge of English, C1 in the Common European Framework of Reference for Languages and Azerbaijani, C1 in the Common European Framework of Reference for Languages

General professional experience (section 2.7.3 of the assessment grid):	2-3 experts with 10 years of professional experience in consecutive and simultaneous interpretation in English and Azerbaijani languages.
Experience in the field of development cooperation (section 2.7.6 of the assessment grid):	2-3 experts with 2 years of experience in development cooperation projects, namely experience interpreting events in similar projects.
Other (section 2.7.7 of the assessment grid):	2-3 experts with willingness to travel domestically and internationally as required by the project activities.

The tenderer must assign all the proposed experts to the required qualifications and present this clearly in a separate table preceding the CVs. This summary must refer only to qualifications that are stated in the CVs. Professional experience must be evidenced by relevant references in the CVs. It is advisable to provide explicit references for each example of professional experience in accordance with the numbering system used for the specified criteria.

Soft skills of team members

In addition to their specialist qualifications, all team members are also expected to have the following qualifications:

- Team skills
- Initiative
- Communication skills
- Sociocultural and intercultural skills
- Efficient partner- and client-oriented working methods
- Interdisciplinary thinking

Soft skills are not evaluated.

5. Costing specifications

In your tender, **please do not deviate from the specification of inputs required in these ToR** (the number of experts and expert days, the budget specified in the price schedule). This is part of the competitive tender and is used to ensure that the tenders can be compared objectively. Please note: Only services that were commissioned by GIZ and rendered by the contractor will be remunerated. We would also like to point out that it may not be necessary to make use of the total number of proposed expert days.

5.1. Personnel assignment and fees

The tenderers are required to indicate in their financial tender a **fee rate per expert day** for each expert (**daily rate**). One expert day corresponds to one working day. Days used exclusively for travel are not considered to be expert days (section 3.1.2.4 of the General Terms and Conditions of Contract, calculation basis pursuant to section 6).

Expert	Expert days in the country of residence /remote	Availability of expert in the country of assignment in expert days	Expert days in total	Number of international flights	Number of regional visits within the country of residence
Expert 1: Coordinator	50		50	0	0
Expert 2: Translator	15		15		
Expert pool 1: Interpreters	36		36	0	4
Expert pool 2: Interpreters	0	14	14	2	

Please note that call-off contracts under this framework agreement are invoiced based on a time records per assignment (per project). The template is available at www.giz.de.

5.2. Travel costs

5.2.1.Travel – sustainability considerations

GIZ is keen to reduce the greenhouse gas emissions (CO₂ emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, for example by selecting the lowest-emission booking class (economy) or using means of transport, airlines and flight routes that are more CO₂-efficient. For short distances, travel by train (second class) or e-mobility are the preferred options.

CO₂ emissions caused by air travel should be offset if they cannot be avoided. GIZ specifies a budget for this which enables carbon offsets to 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](#) has published a [list of standards](#). GIZ recommends using the standards specified there.

5.2.2. Travel expense requirements

Travel expense budget: EUR 6000

As the number and duration of the business trips is not yet clear, the above-mentioned unalterable travel expense budget for all trips in Georgia and abroad for *all* experts is specified in the price schedule. The budget includes the following travel expenses:

- Per diem and overnight accommodation allowances in Georgia and abroad
- Flights and other transport costs
- Ancillary travel expenses (visas, etc.)

The costs are reimbursed as a lump sum (per-diem allowances and overnight accommodation allowances 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 the reimbursement of travel expenses (download at <https://www.bundesfinanzministerium.de>), or on presentation of evidence (reasonable overnight accommodation costs in excess of this amount, airfares and other main transport costs). All travel activities must be agreed in advance with the project manager. Travel expenses must be kept as low as possible.

Assignments – remote

In contrast to assignments carried out on site, no costs of transport or travel expenses are reimbursed for assignments carried out **remotely/from home**.

Assignments – at the project location

If the assignments are conducted on site at the project location, travel expenses are reimbursed in addition to remuneration as follows:

- **Per-diem allowances** 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 reimbursement (download at <https://www.bundesfinanzministerium.de>).
- **Overnight accommodation allowance**
 - of up to 50% of the current German Federal Ministry of Finance country table as a lump sum.
 - Where accommodation costs exceed this lump sum, the corresponding cost item is settled on presentation of evidence up to the maximum of the respective lump sum given in the country table.
 - Overnight accommodation costs in excess of the respective lump sum are accepted only in justified exceptions and after prior consultation with GIZ.
- **Costs of transport in the country of assignment** on presentation of evidence
- **Costs of transport at the place of habitual abode** of the contractor (e.g. taxi rides, local public transport) to be settled against evidence
- **Air travel expenses** to be settled against evidence

No air travel is undertaken within Germany or within the experts' country of residence.

5.3. Other expenses

Provision of the IT equipment for the interpretation

The tenderer must ensure that translation equipment (headsets, microphones, sound systems, translation booth, etc) is provided for all type of events, including also during travels in Georgia and abroad. Max. number of groups for traveling is 20 participants. Max number of event days- 50. Transportation of the equipment has to be also foreseen. Costs for international transport if needed (against evidence)

6. Tender format requirements

The structure of the tender submitted by the tenderers must correspond to the structure of the ToR. It must be legible (for example Arial, font size 11 or larger) and clearly formulated. The tender must be written in English.

The technical-methodological concept of the tender (section 3 of the ToR) must not exceed 10 pages (not including the cover page, list of abbreviations, table of contents, brief introduction and CVs). Additional annexes not requested will not be assessed.

The CVs of the staff proposed in accordance with section **Error! Reference source not found.** of the ToR must be not more than four pages in length. The CVs has to be submitted in English.

The CVs must clearly and unequivocally show what position the proposed person held, which tasks they performed and how long they worked during which period in the specified references. The references contained in the CVs must therefore include the following information:

- Name of the company/organisation/reference project in which the expert worked
- Position held and task(s) performed by the expert in the company/organisation/reference project
- Work outcomes or products produced by the expert, or expert's contribution to the completion of these outcomes and projects (if relevant)
- Duration of the expert's assignment in the company/organisation/reference project per calendar year in full-time expert days, weeks or months (for example: 2019: 2 months, 2020: 10 months, 2021: 1 month)
- Leadership experience/management: clear information on the reference projects or fixed positions within the company/organisation in which the requirements specified in section 4 were fulfilled (for example, period, number of persons for whom the expert had disciplinary responsibility, project budget) (if relevant)
- International professional experience/professional experience in the country of assignment: clear information on the reference projects or fixed positions in the company/organisation in which the requirements specified in section 4 were fulfilled (for example, actual duration of assignment on the ground in full-time expert days, weeks or months) (if relevant)

In order to facilitate the assessment, we request that you number the references sequentially and provide only references that are clearly related to the object of this tender.