

**Request for
Proposals:
Mental Health Psychosocial Support Services**



**Better Data
Better Decisions
Better Outcomes**

24 October 2022

1.0. GENERAL INFORMATION

1.1 Purpose

This Request for Proposals (RFP) is issued by iMMAP Inc., a 501c3 not-for-profit (herein referred to as iMMAP), for the purpose of Mental Health Psychosocial Support Services.

The services will exclusively be carried out on a request basis from the iMMAP when the need arises, and billed at the established hourly rates to be outlined in your quote, as per the specifications in Attachment 1 - 5. Cost Information.

Job title:	Mental Health and Psychosocial Support (MHPSS)
Organization:	iMMAP
Country/Region:	Home Based
Duration:	Until 31 July 2024, as a service billed on demand, to be renewed subject to funding availability.

1.2 Background

iMMAP maintains a global surge roster of rapidly deployable technical role profiles in the field of information management and other thematic areas, through which iMMAP provides surge capacity support to emergency operations and development programmes, through various Surge Tools, such as the Standby Partnership Programme.

The technical experts can often be assigned to difficult or dangerous environments in which they are located on a regular basis. These assignments for extended periods of time in difficult locations under hazardous, isolated and stressful conditions, away from family members, may affect the health, well-being and productive capacity of staff.

iMMAP takes care to provide the necessary psychosocial support to experts assigned to high level risk environment according to iMMAP's classification. The Global Surge Team provides referrals and availability of psychosocial care and support when required by the "expert on mission".

iMMAP is seeking a Consultant and/or consultancy company able to provide technical assistance and quality assurance of Mental Health and Psychosocial Support Services (MHPSS) during the implementation of the project.

1.3 About iMMAP

iMMAP is an international not-for-profit organization that provides information management services to humanitarian and development organizations, enabling partners to make informed decisions that ultimately provide high-quality targeted assistance to the world's most vulnerable populations.

We support humanitarian actors to solve operational and strategic challenges. Our pioneering approach facilitates informed and effective emergency preparedness, humanitarian response, and development aid activities by enabling evidence-based decision-making for UN agencies, humanitarian cluster/sector leads, NGOs, and government operations.

iMMAP has been at the forefront of information management support for humanitarian clusters (UN and International NGOs): Logistics, WASH, Health, Protection, Education, Nutrition, Camp Management, Protection, Food Security, and Gender-Based Violence.

iMMAP has a diversified donor base. Our donors include the US Department of State, USAID Bureau of Humanitarian Assistance, CDC, DFID, SDC, WFP, WHO, UNICEF, UNHCR, IOM, European Commission (ECHO), and the World Bank.

1.4 Scope of Services

The Consultants objectives will be:

MHPSS Contractor will work as a service provider on demand. The MHPSS is an expert who provides, on demand, individual psychological support sessions to the experts on mission in a high-risk environment according to the Hardship Duty Station List established by International Civil Service Commission (ICSC). The contract is a contract for the provision of services. There is no relationship of subordination between the MHPSS Specialist and iMMAP. The MHPSS refers to the Global Partnerships and Surge Coordinator at iMMAP for any enquiry or guidance.

1.5 Deliverables

The Consultant will be required to provide:

1. Provide individual psychosocial support sessions on demand for a maximum of 12 individual sessions per deployee per calendar year).
2. Provide 1 awareness raising session each 6 months to inform deployees on the service and to provide sensitization about stress management, critical incidents and explaining the service.
3. Ensure monitoring and reporting of serious adverse events are effectively addressed to the Global Partnerships and Surge Coordinator and HR.
4. Provide a 24/7 emergency support service, when requested by the field deployees.
5. Provide debriefing to the Global Partnerships and Surge Coordinator and HR after major incidents support.
6. Keep the identity of the deployees anonymous and not to be disclosed under any circumstances, unless for life threatening and serious security related considerations.

2.0 ADMINISTRATIVE INFORMATION

2.1 Expected Time Period for Contract

The performance period of the contract resulting from this RFP is tentatively scheduled to begin on or about 1 November 2022, and to continue through 31 July 2023. iMMAP reserves the right to award and

fund any or all activities of this project based upon the availability of funds. The successful proposer should be prepared to begin work according to the time and payment schedule proposed by iMMAP.

2.2 RFP Coordinator

Written questions must be directed, via email, to the RFP Coordinator listed below.

2.3 Proposer Inquiries

iMMAP will consider written proposer inquiries regarding RFP requirements or Scope of Services before the date specified in the Calendar of Events. iMMAP reserves the right to modify the RFP should a change be identified that is in the best interest of iMMAP.

The RFP Coordinator for this project is Eugenia Calvo, Finance Officer. To be considered, written inquiries and requests for clarification of the content of this RFP must be received via e-mail at ecalvo@immap.org by 5:00 p.m. EST on the date specified in the Calendar of Events. Any and all questions directed to the RFP Coordinator will be deemed to require an official response. Official responses to each of the questions presented by the proposers will be sent via email to all proposers by the date specified in the calendar of events.

Only Eugenia Calvo has the authority to officially respond to a proposer's questions on behalf of iMMAP. Any communications from any other individuals are not binding to iMMAP.

2.4 Calendar of Events

<u>Event</u>	<u>Date</u>
Release RFP	24/10/2022
Deadline for receiving proposer inquiries	31/10/2022
Responses to proposer inquiries due	7/11/2022
Proposal submission deadline 5:00 pm ET	14/11/2022
Announce award of "Successful Proposer"	21/12/2022
Execute contract	1/12/2022

NOTE: iMMAP reserves the right to amend and/or change this calendar of events/schedule of RFP activities as it deems necessary.

3.0 PROPOSAL INFORMATION

3.1 Proposal Response Location

Proposers who are interested in providing professional services under this RFP should submit a proposal containing the information specified in Section 4.0. The fully completed proposal with signatures by an authorized representative must be received in email version by the RFP Coordinator designated above by the deadline date/time specified in the Calendar of Events.

Proposals, which for any reason are not so delivered, will not be considered for purposes of this RFP.

3.2 Desirable Qualifications of Proposer

It is highly desirable that proposers of this RFP meet the following qualifications:

Academic qualification

- Master's degree in psychology, psychiatry, social work or related field with a valid license to practice in country of residency
- A degree or certificate in Mental Health and Psychosocial Support

Years of experience:

- Minimum 5 years of progressively relevant Mental Health and Psychosocial Support Services experience at the national or international level
- Minimum of 5 years' experience in the provision of MHPSS interventions in humanitarian contexts
- Knowledge and experience using the IASC guidelines on MHPSS
- Previous demonstrated experience in Mental Health and Psychosocial Support or working for an NGO project on Mental Health and Psychosocial Support

Competencies and skills

- Strong interpersonal skills and ability to work within different cultural environments
- Strong cultural awareness and sensitivity
- Manage, maintain and protect medical files
- Empathic attitude and resilience to stress
- Responsive and compliant
- Ability to adhere to ethical considerations and principles with regard to working with vulnerable populations

Core values

- Demonstrates integrity ethics and value
- Fulfills all obligations to gender sensitivity and zero tolerance for sexual harassment.
- Respect of iMMAP policies and procedures

Language skills

Required:

Fluency in English, French, Arabic

Value added:

Spanish

Proposers should ensure that their proposals contain sufficient information for iMMAP to make its determination by presenting acceptable evidence of the above to perform the services called for by this RFP.

3.3 RFP Addenda

iMMAP reserves the right to change the calendar of events or revise any part of the RFP by issuing an

addendum to the RFP at any time.

3.4 Proposal Rejection

Issuance of this RFP in no way constitutes a commitment by iMMAP to award a contract. iMMAP reserves the right to accept or reject, in whole or part, all proposals submitted and/or cancel this announcement.

3.5 Withdrawal and Re-submission of Proposal

A proposer may withdraw a proposal that has been submitted at any time up to the date and time the proposal is due. To accomplish this, a written request signed by the authorized representative of the proposer must be submitted to the RFP Coordinator.

3.6 Subcontracting Information

iMMAP shall have a single prime contractor as the result of any contract negotiation, and that prime contractor shall be responsible for all deliverables referenced in the RFP or proposal. This general requirement notwithstanding, proposers may enter into subcontractor arrangements; however, they should acknowledge in their proposal total responsibility for the entire contract.

If the proposer intends to subcontract for portions of the work, the proposer should include specific designations of the tasks to be performed by the subcontractor. Information required of the proposer under the terms of this RFP is also required for each subcontractor.

Unless provided for in the contract with iMMAP, the prime contractor shall not contract with any other party for furnishing any of the work and professional services herein contracted for without the express written approval of iMMAP.

3.7 Ownership of Proposal

All materials submitted in response to this request become the property of iMMAP. Selection or rejection of a proposal does not affect this right.

3.8 Proprietary Information

Only information which is in the nature of legitimate trade secrets or non-published financial data may be deemed proprietary or confidential. Any proposal marked as confidential or proprietary in its entirety may be rejected without further consideration or recourse.

3.9 Cost of Preparing Proposals

iMMAP is not liable for any costs incurred by prospective proposers prior to issuance of or entering into a contract. Costs associated with developing the proposal and any other expenses incurred by the proposer in responding to this RFP are entirely the responsibility of the proposer, and shall not be reimbursed in any manner by iMMAP.

3.10 Errors and Omissions in Proposal

iMMAP will not be liable for any errors in proposals and reserves the right to make corrections or amendments due to minor errors identified in proposals. iMMAP, at its option, has the right to request clarification or additional information from the proposer.

3.11 Contract Award and Execution

iMMAP reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offer received. iMMAP reserves the right to contract for all or a partial list of services offered in the proposal.

The RFP and proposal of the selected proposer will become part of any contract between the selected consultant and iMMAP.

If the contract negotiation period exceeds 14 calendar days or if the selected proposer fails to sign the final contract within 5 business days of delivery of it, iMMAP may elect to cancel the contract and award the contract to the next-highest-ranked proposer.

4.0 RESPONSE INSTRUCTIONS

4.1 Proposal Submission

Proposal submission must be received via email on or before 5:00 p.m. ET on the date specified in the aforementioned Calendar of Events at the email address specified below.

Eugenia Calvo
ecalvo@immap.org

It is solely the responsibility of each proposer to assure that their proposal is received prior to the deadline for submission. Proposals received after the submission deadline will not be considered.

4.2 Certification Statement

The proposer must sign and submit the Certification Statement shown in Attachment II.

4.3 Proposal Format

The proposer should submit a proposal as specified in Attachment I which shall include enough information to satisfy evaluators that the proposer has the appropriate experience and qualifications to perform the scope of services as described herein. Proposer should respond to all requested areas.

5.0 EVALUATION AND SELECTION

5.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by iMMAP,

which will determine the proposal most advantageous to iMMAP.

5.2 Administrative and Mandatory Screening

All proposals will be reviewed to determine compliance with administrative and mandatory requirements as specified in the RFP. Proposals found not to be in compliance will be rejected from further consideration.

5.3 Evaluation and Review

The purpose of the RFP process is to secure the contractor most capable of providing the services specified in this document. Selection of the contractor will be made solely on the basis of the most responsive proposal submitted by a qualified proposer that satisfies all services and products described in this RFP. iMMAP reserves the right to award a contract based upon initial offers received. Proposals submitted should follow the format in Attachment I.

The criteria for the evaluation process will be weighted as follows:

- A. Corporate Qualifications and Management Support 15%
- B. Experience 20%
- C. Technical Requirements/Approach and Methodology 40%
- D. Cost 25%

A. Corporate Qualifications and Management Support

This refers to the capability of the organization/contractor to perform the work requested in the RFP. This includes whether the organization /contractor has sufficient resources to work within the time constraints while maintaining desired performance levels, as well as the level of competence of their professional personnel who will be assigned to the job by the proposer. Qualifications of professional personnel will be judged on the basis of experience and education with particular reference to prior experience on projects of a similar nature.

B. Experience

This refers to the proposer’s previous successful experience with similar projects as the lead consultant.

C. Compliance with the Technical Requirements of the RFP/Approach and Methodology

A proposal consisting of repetition of the RFP only will not be a satisfactory indicator of the proposer’s grasp of the complexity of the project. Each proposal will be evaluated on (1) the proposer’s understanding of the nature and scope of the work involved and (2) the proposer’s procedures, with an emphasis on the techniques proposed for executing each task, the sequencing of tasks, and the methods used for quality control. The proposal should reflect compliance with all activities and procedures requested in the RFP.

D. Cost

The grand total proposed cost will be evaluated for the purpose of selecting the successful proposer.

5.4 Announcement of Contractor

The RFP Coordinator will notify the successful proposer and proceed to negotiate terms for final contract. Unsuccessful proposers will be notified by email accordingly.

ATTACHMENT I

PROPOSAL INFORMATION

1. Executive Summary

This section should serve to introduce the purpose and scope of the proposal. It should include administrative information including, at a minimum, response date, proposer contact name and phone number, and the stipulation that the proposal is valid for a time period of days from the date of submission. This section should also include a summary of the proposer's qualifications and ability to meet iMMAP's overall requirements.

2. Corporate Qualifications and Management Support

The proposer should give a brief description of their company/business, including a brief history, corporate structure and organization (if applicable), and number of years in business.

The proposer should provide detailed information regarding its ability to perform the work requested in this RFP. The proposer should discuss its resources that will be available to work on this project in order to meet time constraints and desired performance levels. The proposer should describe the qualifications and experience of the key personnel who will be assigned to this project.

The proposal should provide a breakdown of hours based on the type of work (i.e., sessions, reports, briefings, meetings...) and explain the administrative commitment to this project in terms of approximate work hours. A chart with each name, number of hours, position title, and main job responsibilities should be included in the proposal, if applicable.

3. Experience

This section should provide a detailed discussion of the proposer's prior experience in working on projects similar in size, scope, and function to the proposed contract. Proposers should describe their experience in organizations of comparable size and diversity with references from entities, including names and telephone numbers of those references.

Customer references (name, title, company name, address, and e-mail address) should be provided for the cited projects upon request.

4. Compliance with the Technical Requirements of the RFP/Approach and Methodology

This section should provide detailed information about the proposer's understanding of the nature of the project and how the proposal will best meet the needs of iMMAP. Specifically, the proposer should:

- Define the functional approach in providing the services and in identifying the tasks and deliverables necessary to meet requirements.
- Provide one case study of projects that are similar to this initiative and industry (non-profit), if any.

5. Cost Information

To provide details on:

1. Cost of individual session (45min): a maximum of 12 sessions per employee per contract year
2. Cost of meeting with management (if needed): per hour
3. Cost of a report (if requested): estimated time needed to produce a single report is 6 hours.
4. Cost of the awareness raising session: bi-annual

Planned sessions are due to be paid by iMMAP even if the person did not attend.

Cancellation should be communicated 24 hours in advance.

ATTACHMENT II

CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. iMMAP requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. Identify the Contact name and fill in the information below:

Date: _____ Official Contact Name: _____

A. E-mail Address: _____

B. US Mail Address (if applicable): _____

Proposer certifies that the above information is true and grants permission to iMMAP to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer certifies that:

- (1) The information contained in its response to this RFP is accurate;
- (2) Proposer complies with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
- (3) Proposer accepts the procedures, evaluation criteria, and all other administrative requirements set forth in this RFP.
- (4) Proposer's quote is valid for at least ninety days from the date of proposer's signature below;
- (5) Proposer understands that if selected as the successful proposer, the Proposer will have five (5) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.

Authorized Signature: _____

Typed or Printed Name: _____

Title: _____

Company Name: _____

Address: _____

City: _____