

ATTACHMENT I

REQUEST FOR PROPOSALS

1. GENERAL INFORMATION

1.1 Purpose

This Request for Proposal (RFP) is issued by iMMAP Inc., a 501c3 nonprofit (herein referred to as iMMAP Inc.), for the purpose of commissioning consultant(s) and/or consultancy company for providing Mental Health Psychosocial Support Services to its experts supporting humanitarian and development organizations in hardship duty station through the Standby Partnership Programme.

Job Title: Mental Health and Psychosocial Support (MHPSS) Specialist/Contractor for iMMAP Inc.
Experts deployed to hardship duty stations

Organization: iMMAP Inc. / Global Surge Team

Country/Region: Home-Based

Duration: September 2nd, 2024 to December 1st, 2025, as a service on demand to be renewed subject to funding availability.

1.2 Organization

iMMAP Inc., established in 2006 and headquartered in Washington D.C., is a leading non-profit organization specialized in humanitarian information management (IM), and represented by its CEO, William E. Barron.

Through information management, we help our partners target assistance to the world's most vulnerable populations. Our core philosophy is that better data leads to better decisions and that better decisions lead to better outcomes. iMMAP Inc.'s critical support to information value chains helps to solve operational and strategic challenges of our partners in both emergency and development contexts by enabling evidence-based decision-making for better outcomes.

iMMAP Inc. has been implementing programs geared towards emergency and disaster response worldwide for over 18 years in over 13 countries. With a pool of approximately 500 diverse experts, we support thousands of humanitarian workers annually and collaborate with over 200 partners to enhance the global humanitarian system's response to crises. Leveraging our expertise in information management and emergency coordination, we develop innovative programs and assist partners in bridging the information gap. Our services include data collection, verification, analysis, visualization, and dissemination across various sectors such as food security, health, disaster risk reduction (DRR), humanitarian mine action (HMA), coordination and more.

1.3 **Background**

iMMAP Inc. maintains a global surge roster of rapidly deployable technical role profiles in the field of information management and other thematic areas, through which iMMAP Inc. 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 and for extensive periods. These assignments can expose them to traumatic events, high levels of stress, and difficult living and working conditions. To ensure the well-being and effectiveness of these personnel, an ad hoc Mental Health and Psychosocial Support (MHPSS) system should be in place.

iMMAP Inc. aims to provide the necessary MHPSS support to its experts assigned to hardship duty station according to iMMAP Inc.'s classification. The Global Surge Team provides referrals and availability of psychosocial care and support when required by the "expert on mission".

The Global Surge Team is seeking a Consultant and/or consultancy company able to provide on demand technical assistance and quality assurance for Mental Health and Psychosocial Support Services (MHPSS) during the implementation of the project.

1.4 **Scope of Services**

The MHPSS contractor, working as service provider is expected to provide, 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). There is no relationship of subordination between the MHPSS Specialist and iMMAP Inc. The MHPSS refers to the Global Partnerships and Surge Coordinator at iMMAP Inc. for any enquiry or guidance.

1.5 **Deliverables**

1. Provide immediate individual psychosocial support sessions on demand for a maximum of 10 individual sessions per expert per 15 months.
2. Ensuring personnel have access to mental health resources.
3. Provide 2 awareness raising sessions to inform deployees on the service and to provide sensitization about stress management, critical incidents and explaining the service.
4. Provide one training session for the team leader and HR focal point on recognizing and addressing mental health issues.
5. Ensure monitoring and reporting of serious adverse events are effectively addressed to the Global Partnerships and Surge Coordinator and HR.
6. Provide a 24/7 emergency support service, when requested by the field deployees.

7. Provide debriefing to the Global Partnerships and Surge Coordinator and HR after facing major incidents.
8. Keep the identity of the deployess anonymous and not to be disclosed under any circumstances, unless for life threatening and serious security related considerations.

2. ADMINISTRATIVE INFORMATION

2.1 Expected Time Period for Contract

The contract's performance period resulting from this RFP is between September 2nd, 2024 and December 1st, 2025 on an ad hoc basis.

2.2 Invoicing and Services

Management meetings, awareness sessions and reports will be billed separately after completion.

Individual psychosocial support sessions will be billed per deployee once the totality of their individual sessions is completed.

Planned sessions are due to be paid by iMMAP Inc. even if the person did not attend. Cancellations should be communicated 24 hours in advance.

2.3 Proposer and inquiries

The RFP Coordinator for this project is Nagham Sourany, HR Officer. Any clarification and inquiry on the content of this RFP should be received via email at nsourany@immap.org by August 12th, 6 pm CEST, as per the calendar of events below. Any question directed to the RFP Coordinator will be deemed to require an official response via email by August 16th as per the calendar of events.

Only the RFP Coordinator, Nagham Sourany has the authority to officially respond to a proposer's questions on behalf of iMMAP Inc. Any communications from any other individuals are not binding to iMMAP Inc.

2.4 Calendar of Events

<u>Event</u>	<u>Date</u>
Release RFP	08/08/2024
Deadline for receiving proposer inquiries	16/08/2024
Responses to proposer inquiries due	20/08/2024
Proposal submission deadline 6:00 pm CEST	25/08/2024
Expected Announce award of "Successful Proposer"	30/08/2024
Expected Execute contract	02/09/2024

2.5 RFP addenda

iMMAP Inc. 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. PROPOSAL INFORMATION

3.1 Proposal Response Location

Proposers interested in providing professional services under this RFP should submit a proposal containing the information specified in Attachment I – Proposals, which for any reason are not so delivered, will not be considered for purposes of this RFP.

3.2 Desirable Qualifications of Proposer

Academic qualification

- Master's degree in psychology, psychiatry, public health, 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 Inter-Agency Standing Committee([IASC guidelines](#) (International Accounting Standards Committee) 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 in multicultural 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 work with vulnerable populations

Core values

1. Demonstrates integrity ethics and value
2. Fulfils all obligations to gender sensitivity and zero tolerance for sexual harassment.
3. Respect of iMMAP Inc. policies and procedures

3.3 Proposal Rejection

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

3.4 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.

3.5 Subcontracting Information

iMMAP Inc. 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 Inc., 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 Inc..

3.6 Ownership of Proposal

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

3.7 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.

3.8 Cost of Preparing Proposals

iMMAP Inc. 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 Inc..

3.9 Errors and Omissions in Proposal

iMMAP Inc. 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 Inc., at its option, has the right to request clarification or additional information from the proposer.

3.10 Contract Award and Execution

iMMAP Inc. reserves the right to enter into a contract without further discussion of the proposal submitted based on the initial offer received. iMMAP Inc. 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 Inc..

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 Inc. may elect to cancel the contract and award the contract to the next-highest-ranked proposer.

3.11 Special clause on ethics

- I. When and if a consultant/consultancy company is recruited, they shall also sign the iMMAP Inc. code of conduct and non-disclosure agreement.
- II. The contractor commits to respect iMMAP Inc.'s ethical principles, highlighted in the Code of Conduct. By signing the Code of Conduct, the consultant/consultancy company commits to ensure the respect of such principles in all work done with iMMAP Inc. and in the general management of its company.
- III. iMMAP Inc. has a zero-tolerance policy for Sexual Abuse, and Exploitation, and Human trafficking.

Sexual Abuse and Exploitation:

The consultant/consultancy company shall respect the following principles:

- Principle 1: Sexual exploitation and abuse by humanitarian workers constitute acts of

gross misconduct and are therefore grounds for termination of employment.

- Principle 2: Sexual activity with children (persons under the age of 18) is prohibited regardless of the age of majority or age of consent locally. Mistaken belief regarding the age of a child is not a defense.
- Principle 3: Exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior is prohibited. This includes exchange of assistance that is due to beneficiaries.
- Principle 4: Sexual relationships between humanitarian workers and beneficiaries are strongly discouraged since they are based on inherently unequal power dynamics. Such relationships undermine the credibility and integrity of humanitarian aid work.
- Principle 5: When a humanitarian worker develops concerns or suspicions regarding sexual abuse or exploitation by a fellow worker, whether in the same agency or not, he or she must report such concerns via established agency reporting mechanisms.
- Principle 6: Humanitarian workers are obliged to create and maintain an environment which prevents sexual exploitation and abuse and promotes the implementation of their code of conduct.

Human Trafficking:

The consultant/consultancy company shall not:

- a) Engage in severe forms of trafficking in persons.
- b) Procure commercial sex acts.
- c) Use forced labor in the performance of any activity related to iMMAP Inc.
- d) Destroy, conceal, confiscate, or deny access to the personnel or any other person to their own immigration or identity documents such as passports, IDs, and drivers' licenses.
- e) Use misleading or fraudulent practices during the recruitment of personnel or selection of sub-contractors/implementing partners, such as failing to disclose basic information or making material misrepresentations regarding the key terms and conditions of contracting, including remunerations, the location of work, the living conditions, housing, and associated costs (if arranged by iMMAP Inc.) and if applicable the hazardous nature of the work.
- f) Use recruiters that do not comply with the local labor laws of the country in which the recruiting takes place.
- g) Charge personnel recruitment fees.
- h) Fail to provide return transportation or fail to pay for the cost of return transportation upon the end of the employment. This is except if the personnel are a witness, and at that time, the witness is still needed to testify.
- i) Fail to provide a recruitment contract /sub-contracting agreement or other working document in writing. Such written documents shall be in a language that the counterpart understands. Any work contract shall include a description of the work, wages, allowances, and applicable laws and regulations and shall state the prohibition of the trafficking of persons.
- j) The breach of the above standards will result in the termination of the contract.

4. RESPONSE INSTRUCTIONS

4.1 Proposal Submission

Proposal submission must be received via email on August 21 or before 6:00 p.m. CEST on the date specified in the aforementioned Calendar of Events at the email address specified below.

Nagham Sourany

nsourany@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 under section 1.4. Proposer should respond to all requested areas.

5. EVALUATION AND SELECTION

5.1 Evaluation Team

The evaluation of proposals will be accomplished by an evaluation team, to be designated by iMMAP Inc., which will determine the proposal most advantageous to iMMAP Inc.

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 Inc. 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:

5.3.1 Corporate Qualifications and Management Support	15%
5.3.2 Experience	20%
5.3.3 Technical Requirements/Approach and Methodology	40%
5.3.4 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 (section 1.4) 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.

ADDENDUM

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 Inc.'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 Inc.. 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 (50 min): a maximum of 10 sessions per deployee per contract duration
2. Cost of meeting with management for a training session: 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 sessions: two in total.

