



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: July 2, 2020
	REFERENCE: RFP-BD-2020-015

Dear Sir / Madam:

We kindly request you to submit your Proposal for **Hiring a firm for COVID-19 crisis response (Psycho-social and legal supports in COVID 19 crisis for resilient community building under UNDP)**.

Proposals shall be submitted on or before 4.30 p.m. (local time) on Thursday, July 09, 2020

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before the deadline indicated by UNDP in the e-Tendering system. Bids must be submitted in the online e-Tendering system in the following link:

<https://etendering.partneragencies.org>; using your username and password. If you have not registered in the system before, you can register now by logging in using

Username: event.guest

Password: why2change

and follow the registration steps as specified in the system user guide.

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days.

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" in the system.

In the course of preparing and submitting your Proposal, it shall remain your responsibility to ensure that it submitted into the system by the deadline. The system will automatically block and not accept any bid after the deadline. Kindly ensure attaching the required supporting documents (*with file name less than 60 characters*) in pdf format which must be free from any virus or corrupted files. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation.

The Financial Proposal and the Technical Proposal files MUST BE COMPLETELY SEPARATE and uploaded separately in the system and clearly named as either "TECHNICAL PROPOSAL" or "FINANCIAL PROPOSAL", as appropriate. Each document shall include the Proposer's name and address. **The file with the "FINANCIAL PROPOSAL" must be encrypted with a password** so that it cannot be opened nor viewed until the Proposal has been found to pass the technical evaluation stage. Once a Proposal has been found to be responsive by passing the technical evaluation stage, UNDP shall request via email the Proposer to submit the password to open the Financial Proposal. The Proposer shall assume the responsibility for not encrypting the financial proposal.

PLEASE DO NOT PUT THE PRICE OF YOUR PROPOSAL IN THE 'LINE ITEMS' IN THE SYSTEM. INSTEAD PUT 1 AND UPLOAD THE FINANCIAL PROPOSAL AS INSTRUCTED ABOVE.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

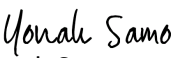
UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscoc/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,


Yonah Samo
International Operations Manager
02 July 2020

Description of Requirements

Context of the Requirement	<p>The recent outbreak of the novel coronavirus (nCOVID-19) has halted daily life cycles around the world. This pandemic is impacting everyone, some more drastically than others. Family stresses related to the COVID-19 crisis – including job loss, isolation, excessive confinement, and anxieties over health and finances – heighten the risk of violence in the home, including both between partners and by caregivers against children. The newly introduced custom of social distancing has largely kept the major number of populations isolated at home for safety purpose. The stress caused by the pandemic is likely to cause more frustration and anger. For many the safest place ‘home’ is being the most unsafe place due to being suffered differently and severely being the survivors of domestic violence. With the increasing incidences of domestic violence, countries are undertaking different initiatives to combat the crisis.</p> <p>The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions both in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Another dangerous effect of long isolation at home is a mental health crisis. These experiences are all understandable in the face of this significant challenge.</p> <p>There has been loss of life, rapid changes to our way of life (e.g., study, work, social gatherings), and disrupted plans due to travel restrictions and social (physical) distancing measures in our efforts to slow the spread of transmission. People are naturally concerned for their own and their loved ones’ health and s safety. There is still much uncertainty.</p> <p>The stay home strategy of countries compelled people to meet a new norm of social distancing thus creating an absence of face to face interaction gradually ended up towards depression and low quality of life. It’s important to recognize the seriousness of the public health challenge facing our community and be mindful that reacting from a place of panic and fear is usually unhelpful, especially in the long-term. Looking after our wellbeing in times like this can help to reduce stress and is crucial in enabling us to still take calm and effective action during this global crisis.</p> <p>Analyzing these situations UNDP intend to facilitate a project on ‘COVID-19 crisis response (Psycho-social and legal supports in COVID-19 crisis for resilient community building under UNDP). This project will have three</p>
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	<p>separate but intertwined components: one is psycho-social counseling support issue, second is development of a Mobile Apps on psycho-social counselling and the third one is legal counselling support to the community during and post-COVID-19 crisis. Anyone who might need psycho-social or legal counselling support may access to either of the helpline and would be referred as appropriate to the relevant support providing linkage mechanism</p>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	<p>1. Sensitize peoples about impact of COVID-19 and supports needed for psycho-social</p> <p>This activity will cover larger community first and foremost focusing on target women, adolescent and COVID-19 frontline service providers (e.g. health workers, law enforcing agencies, voluntary service providers, journalist etc.). The project will prepare IEC materials targeting the group to aware them on the importance of phyco-social support during COVID-19 specially for women and adolescent. Initiate and facilitate process for making helplines being introduced and well known to all for easy access. (Firm need to be cleared about the activities here)</p> <p>The Firm will be responsible to:</p> <ol style="list-style-type: none"> In liaison with UNDP, produce digital designs of 2 (Two) stickers and 2 (Two) leaflets to promote messages and hotline/s on general knowledge about human's psycho-social health, when and where to seek healing supports, how to cope with stresses during and post COVID-19 period etc. for all and specially for women & adolescent; In discussion with UNDP, develop 2 (two) animated videos (max 3 minutes) for women and adolescent on specific issues to aware them; Take necessary initiative to promote, update, review all communications/awareness materials in social media, YouTube, Facebook, relevant service providing organizations website etc. regularly (two times in a week), analyzing the context and nature of case received; In communication with UNDP, arrange 4 Live discussions/counselling's on psycho-social issues (once in a month) with 4 private TV channels. Further in association with UNDP communicate with HD media (a2i) and to disseminate the messages on the service providing helpline number for making it popular through 4 TV channels' (same as above) scroll bar for 7 (4+3) days (4 TV channels-1 day per channel, 3 days in 1 TV channel). In coordination with UNDP, broadcast awareness messages on local

	<p>dish/cable channels in project area and select 2 (Two) panel members (Celebrity/Pioneer Expert/RR, UNDP) per TV event for the discussion;</p> <ul style="list-style-type: none"> e. Initiate to develop and disseminate 4 pledges with 4 celebrities and pioneer expert in liaison with UNDP on psycho-social counselling need and supports available by airing the TV channels (during live discussion sessions). Facebook, Promote pledges of celebrities/Pioneer Expert in social media i.e. Facebook, YouTube and website etc during the project period; f. To communicate with BTRC to disseminate the on the service providing hotline, necessity of phyco-social support during COVID-19 to aware people through mobile SMS in liaison with UNDP once in a month. <p>2. Provide necessary psycho-social health supports to the target groups</p> <p>The project intends to create scope and space for women and adolescent to sought for guidance in case of domestic violence and phyco-social support. Strengthening linkage, communicating and coordinating with them to establish referral mechanism for ensuring more pertinent support.</p> <p>The Firm will be responsible to:</p> <ul style="list-style-type: none"> a. Take necessary measures to strengthen the psycho-social helpline by hiring/engaging dedicated 1 (one) personnel, prepare list of specialized and certified counselor and in liaison with them ensure their time for providing counseling supports thorough accelerating the existing helpline; b. Prepare and update the list of various psycho-social service providing agencies (both GoB and NGOs). Initiate communication and coordination with them to establish a linkage for required referral services, sharing the information regarding offered support, networking to promote/take initiatives and seek their support; c. Engage 15 certified and experienced counselor with required knowledge and equip them to provide psycho-social counseling support to the community and target groups through 24/7 online service hour. Prepare schedule for rostering duty, coordinate with them to recheck their availability, organize coordination meeting with them weekly for reviewing the status, area for improvement.
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	<p>Maintain record on how many beneficiaries received phyco-social counseling during COVID-19;</p> <p>d. Maintain liaison and communication with the respective organization to refer clients to the appropriate channels for psychiatrist and/or legal counselling related to mental health. Prepare list of referral case and take necessary follow-up to know the status of referral cases.</p> <p>3. Capacity building and policy advocacy</p> <p>The project will work for capacity building at individual level to deal with the phyco-social arena using the online platform. Online curriculum, materials and session will be developed and facilitate for capacity building. The project will further work in coordination with Disaster Risk Management Committee (DRMC) of central level to influence them to focus on psycho-social issue occurred during COVID-19.</p> <p>The Firm will be responsible to:</p> <p>a. Develop and upload web based the module and algorithm of 40 hours long online training course on behavior skills on psycho-social issues by relevant expert following international standard. In coordination with UNDP's dedicated team, finalize the materials and develop course curriculum for using online version. Facilitate this online training course for increasing resource to deal with phyco-social issue at first aid (primary) level. Conduct Field test of the module of online training course with pertinent expertise and finalize the module and upload and facilitate the online training course; Maintain record on number of participants attended and completed the course fully.</p> <p>b. Initiate communication to establish linkage with different government counterpart (institute of mental health, MSP-VAW Helpline, DSS, OCC, Victim Support Center etc.). Maintain liaison, arrange online discussion with them, visit them to strengthen the linkage for knowledge, information and resource sharing. Develop database on service providers. Organize meeting workshop with different government counterpart (institute of mental health, MSP-VAW Helpline, DSS, OCC, Victim Support Center etc.) to develop collaboration for necessary support, promote phyco-social health as an agenda for advocacy;</p>
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	<p>c. In coordination with UNDP's dedicated team, organize meeting/lobby with concern person/ministries to influence and encourage them to include psycho-social support with emergency response committees/respective authority at local and national level. In association with them provide necessary support, information, status on how people are being benefitted by the service for acting with due importance.</p> <p>d. In association with concern authority undertake initiative to establish national hotline and facilitate the process for ensuring support on phyco-social support.</p> <p>4. Knowledge management, reporting and Documentation</p> <p>The Firm will assure quality record keeping, monitoring of process and facilities untaken, quantity data based on received case and reporting about the activities performed by them.</p> <p>The NGOs will be responsible to:</p> <ul style="list-style-type: none"> a. Maintain database of client contact for support on phyco-social issue. Prepare and provide weekly data on case to Activating Village Court in Bangladesh Phase II project (AVCBII) on behalf of UNDP; b. Prepare evidence based monthly report on psycho-social case received data and beneficiaries; c. Facilitate beneficiary's satisfaction analysis on service recipient on phyco-social maintaining the consent from them and standard given by AVCBII on behalf of UNDP; d. Keep record and document case referral and follow up on phyco-social on how many cases referred to whom (GO or NGO), status of those referred case; e. Prepare case story book (soft version) on phyco-social issues; f. Conduct an impact study on phyco-social health during COVID-19; g. Provide project completion report; <p>5. <u>Duration of the Work</u></p> <p>The total contract period is 4 months considering the emergency of COVID-19.</p>
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List and Description of Expected Outputs to be Delivered	Expected Outputs/Deliverables	
	Deliverables	Timeline of payments
	First Installment shall be made after submission of agreed Work Plan, Project Implementation Plan (PIP) and financial plan for implementing the activity.	15 days
	Payment against achievement of minimum 80% of programmatic deliverables for against August 2020 action plan with AVCBII on behalf of UNDP for implementing the activity.	75 days
	Final payment shall be made upon successful completion and submission of final report on all programmatic deliverables of the contract duration in accepted version and according to the agreed action plan and budget with AVCBII, UNDP.	120 days
Person to Supervise the Work/Performance of the Service Provider	Senior Project Manager, AVCB II Project	
Frequency of Reporting	As indicated in the TOR	
Progress Reporting Requirements	As indicated in the TOR	
Location of work	<input type="checkbox"/> Exact Address/es <i>[pls. specify]</i> As indicated in the TOR.	
Expected duration of work	4 months (As indicated in the TOR)	
Target start date	July 2020	
Latest completion date	November 2020	
Travels Expected	As indicated in the TOR.	
Special Security Requirements	<input type="checkbox"/> Security Clearance from UN prior to travelling <input type="checkbox"/> Completion of UN's Basic and Advanced Security Training <input type="checkbox"/> Comprehensive Travel Insurance <input type="checkbox"/> Others <i>[pls. specify]</i> <input checked="" type="checkbox"/> N/A	
Facilities to be Provided by UNDP (i.e., must be	<input type="checkbox"/> Office space and facilities <input type="checkbox"/> Land Transportation <input checked="" type="checkbox"/> Others as per TOR.	

excluded from Price Proposal)		
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required	
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <input type="checkbox"/> Not Required	
Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars <input type="checkbox"/> Euro <input checked="" type="checkbox"/> Local Currency (BDT)	
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes	
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.	
Partial Quotes	<input checked="" type="checkbox"/> Not permitted	
Payment Terms	Payment Installments	Deliverables
	1st installment (20% of total contracted amount against the signed contract with UNDP	First Installment shall be made after submission of agreed Work Plan, Project Implementation Plan (PIP) and financial plan for implementing the activity.
	2nd installment (40% of total contracted amount against the signed contract with.	Payment against achievement of minimum 80% of programmatic deliverables for against August 2020 action plan with AVCBII on behalf of UNDP for implementing the activity.
	Final disbursement (40% of total contracted amount against the signed contract with.)	Final payment shall be made upon successful completion and submission of final report on all programmatic deliverables of the contract duration in accepted version and

		according to the agreed action plan and budget with AVCBII, UNDP.	
Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	Senior Project Manager, AVCB II Project		
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Professional Services		
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.		
Criteria for the Assessment of Proposal	<p>Bidder must have adequate technical ability, resources, human resources and processes. As such, following are defined as minimum eligibility criteria:</p> <p><u>Minimum Eligibility Criteria of the Firm:</u></p> <ul style="list-style-type: none"> a. Business Licenses – Registration Papers, valid registration documents with NGO Affairs Bureau of Bangladesh, updated Tax Clearance Certification (with TIN and VAT Registration), etc. b. Track Record- <ul style="list-style-type: none"> ▪ The Firm must have minimum 3 years of overall experience to work in development sector. ▪ The Firm must 2 years of relevant have relevant experience in the areas of phyco-social health support and related functions in Bangladesh. ▪ The Firm must have 1 year working experience with International Organization or bilateral donor or any other national institute or GoB under different ministries on phyco-social health programme. ▪ Working experience with any UN agency/donor agency on phyco-social issues ▪ The Firm must have experience and expert Counselors Pool on psycho-social counseling support. <p>Note: Necessary document must be submitted to substantiate the above eligibility criteria. Consultancy firm that do not meet the above eligibility criteria shall not be considerate for further evaluation. The firm must provide CV's of all</p>		

proposed personnel for the assignment, stating name, highest academic qualification, professional certification, length of experience, role/function or other related information.

Technical Proposal (70%)

Basis of Technical evaluation:

The contract will be awarded to the Firm offering the 'best value for money'. The bidder Firm will propose to implement the programme individually. Implementation proposal through any partner organization or joint venture is not allowed.

Selection of the Firm will be a competitive process and selection of Firm will be determined through a combined evaluation method as follows:

Evaluation and comparison of proposals

To qualify in the technical evaluation a proposal must score minimum 70% (or 490) of the total obtainable score of 700. Obtained score will be expressed in percentage as follows:

Summary of Technical Proposal Evaluation Forms		Weight against total points/score	Points/Score Obtainable
1.	Structure and Capacity of the Firm	20%	200
1.1	Overall experience to work in development field	3%	30
1.2	Relevant experience in the areas of psycho-social counselling support and relevant work experience with any UN agency	15%	120
1.3	Management structure with organogram, Physical and logistic facilities including own office, training venue, ICT and office equipment etc.	2%	30
2.	Proposed Methodology, Approach and Implementation Plan	30 %	300
2.1	Extend of understanding the project requirement/ToR	10%	100
2.2	Implementation Plan and Methodology	10%	100
2.3	Possible risk and its mitigation plan	10%	100
3.	Organizational Skills and Experience of the Firm	20%	200
3.1	Availability of own organizational policy and procedures (i.e. HR, financial, ICT and procurement policy etc.)	4%	40
3.2	Education and experience of the key personnel who will work as focal	7%	70

		person/advisory body to manage the project		
	3.3	Education, experience and technical skills of Counselors Pool	9%	90
		Sub-total	70%	700
	4.1	Financial Proposal	30%	300
		Grand Total		1000

Financial Proposal (30%)
In the Second Stage, the price proposal of all Firms, who have attained minimum 70% score in the technical evaluation, will be considered as responsive for asking financial proposal.

Score/points on the financial proposal will be obtained based on the quality of the price proposal in terms of appropriate budget allocation to the respective activities, reasonable ratio between administrative and programmatic budget proposal, low percentage of overhead cost, and focus on the quality of services to be delivered etc.

Total combined score:
(Percentage obtained on technical proposal X 70%) + (Percentage obtained on financial proposal X 30%) = Total combined and final percentage obtained. Contract will be awarded to the combined (Technical and Financial) highest scorer.

UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Contract General Terms and Conditions	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR (Annex-3) <input checked="" type="checkbox"/> Written Self Declaration (Annex-4) <input checked="" type="checkbox"/> Details of activity with proposed timeline (Annex-A)
Contact Person for Inquiries (Written inquiries only)	bd.procurement@undp.org <u>Please mention the following in the subject while sending any query to UNDP regarding this RFP on or before 05 July 2020.</u> <u>"Queries on RFP-BD-2020-015"</u> Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL¹

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery²)

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- d) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*
- e) Business Licenses – Registration Papers, valid registration documents with NGO Affairs Bureau of Bangladesh, updated Tax Clearance Certification (with TIN and VAT Registration), etc.*
- f) Track Record-*

*The Firm must have minimum 3 years of overall experience to work in development sector;
The Firm must 2 years of relevant have relevant experience in the areas of phyco-social health support and related functions in Bangladesh;*

The Firm must have 1 year working experience with International Organization or bilateral donor or any other national institute or GoB under different ministries on phyco-social health programme;

Working experience with any UN agency on phyco-social issues would be an added value;

The Firm must have well experience and expert Counselors Pool on psycho-social counseling support;

¹ This serves as a guide to the Service Provider in preparing the Proposal.

² Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1	Deliverable 1		
2	Deliverable 2		
3	Deliverable 2		
	Total	100%	

**This shall be the basis of the payment tranches*

D. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]
[Date]*

Terms of Reference (ToR)
for
Hiring Firm for
Providing Psycho-social Support during nCOVID19 Pandemic under UNDP

A. Project Title

COVID-19 crisis response (Psycho-social and legal supports in COVID 19 crisis for resilient community building under UNDP).

B. Project Description

The recent outbreak of the novel coronavirus (nCOVID-19) has halted daily life cycles around the world. This pandemic is impacting everyone, some more drastically than others. Family stresses related to the COVID-19 crisis – including job loss, isolation, excessive confinement, and anxieties over health and finances – heighten the risk of violence in the home, including both between partners and by caregivers against children. The newly introduced custom of social distancing has largely kept the major number of populations isolated at home for safety purpose. The stress caused by the pandemic is likely to cause more frustration and anger. For many the safest place ‘home’ is being the most unsafe place due to being suffered differently and severely being the survivors of domestic violence. With the increasing incidences of domestic violence, countries are undertaking different initiatives to combat the crisis.

The outbreak of coronavirus disease 2019 (COVID-19) may be stressful for people. Fear and anxiety about a disease can be overwhelming and cause strong emotions both in adults and children. Coping with stress will make you, the people you care about, and your community stronger. Another dangerous effect of long isolation at home is a mental health crisis. These experiences are all understandable in the face of this significant challenge.

There has been loss of life, rapid changes to our way of life (e.g., study, work, social gatherings), and disrupted plans due to travel restrictions and social (physical) distancing measures in our efforts to slow the spread of transmission. People are naturally concerned for their own and their loved ones’ health and safety. There is still much uncertainty.

The stay home strategy of countries compelled people to meet a new norm of social distancing thus creating an absence of face to face interaction gradually ended up towards depression and low quality of life. It’s important to recognize the seriousness of the public health challenge facing our community and be mindful that reacting from a place of panic and fear is usually unhelpful, especially in the long-term. Looking after our wellbeing in times like this can help to reduce stress and is crucial in enabling us to still take calm and effective action during this global crisis.

Analyzing these situations UNDP intend to facilitate a project on 'COVID-19 crisis response (Psycho-social and legal supports in COVID-19 crisis for resilient community building under UNDP). This project will have three separate but intertwined components: one is psycho-social counseling support issue, second is development of a Mobile Apps on psycho-social counselling and the third one is legal counselling support to the community during and post-COVID-19 crisis. Anyone who might need psycho-social or legal counselling support may access to either of the helpline and would be referred as appropriate to the relevant support providing linkage mechanism

The main objectives of the project are:

1. To sensitize people about COVID-19, supports needed for psycho-social and legal counselling for healing
2. To ensure appropriate legal services & phyco-social support for women and adolescent;

The key expected outputs of the project are:

1. Sensitize peoples about impact of COVID-19 and supports needed for psycho-social and legal counselling for healing;
2. Provide necessary psycho-social and legal counselling supports to the target groups
3. Capacity building and policy advocacy
4. Knowledge management, reporting and documentation

A team under the UNDP will be implementing the project in association with UNDP Country Office. However, the project will be partnering with several specialized Firm to assist in operating activities according to the agreed action plan from central level.

The specific objectives of hiring the Firm are:

1. Develop online based different IEC materials and promote using online platform for wider awareness raising and sensitizations during COVID-19. By tracking document, the list, review the comments to clear the requirements,
2. Communicate and arrange all logistic supports required to offer phyco-social support by certified counselors considering the nature of the problem through helpline, social media to ensure further support if necessary,
3. Develop linkage with different like-minded organization (both GoB & NGO) to strengthen cooperation and collaboration for case referral, ensuring support by consensus,
4. Ensure database, documentation of cases considering the sex, age and evidence-based report for quality assurance.

C. SCOPE OF THE WORK

Project Activities:

6. Sensitize peoples about impact of COVID-19 and supports needed for psycho-social

This activity will cover larger community first and foremost focusing on target women, adolescent and COVID-19 frontline service providers (e.g. health workers, law enforcing agencies, voluntary service providers, journalist etc.). The project will prepare IEC materials targeting the group to aware them on the importance of phyco-social support during COVID-19 specially for women and adolescent. Initiate and facilitate process for making helplines being introduced and well known to all for easy access. (Firm need to be cleared about the activities here)

The Firm will be responsible to:

- g. In liaison with UNDP, produce digital designs of 2 (Two) stickers and 2 (Two) leaflets to promote messages and hotline/s on general knowledge about human's psycho-social health, when and where to seek healing supports, how to cope with stresses during and post COVID-19 period etc. for all and specially for women & adolescent;
- h. In discussion with UNDP, develop 2 (two) animated videos (max 3 minutes) for women and adolescent on specific issues to aware them;
- i. Take necessary initiative to promote, update, review all communications/awareness materials in social media, YouTube, Facebook, relevant service providing organizations website etc. regularly (two times in a week), analyzing the context and nature of case received;
- j. In communication with UNDP, arrange 4 Live discussions/counselling's on psycho-social issues (once in a month) with 4 private TV channels. Further in association with UNDP communicate with HD media (a2i) and to disseminate the messages on the service providing helpline number for making it popular through 4 TV channels' (same as above) scroll bar for 7 (4+3) days (4 TV channels-1 day per channel, 3 days in 1 TV channel). In coordination with UNDP, broadcast awareness messages on local dish/cable channels in project area and select 2 (Two) panel members (Celebrity/Pioneer Expert/RR, UNDP) per TV event for the discussion;
- k. Initiate to develop and disseminate 4 pledges with 4 celebrities and pioneer expert in liaison with UNDP on psycho-social counselling need and supports available by airing the TV channels (during live discussion sessions). Facebook, Promote pledges of celebrities/Pioneer Expert in social media i.e. Facebook, YouTube and website etc during the project period;
- l. To communicate with BTRC to disseminate the on the service providing hotline, necessity of phyco-social support during COVID-19 to aware people through mobile SMS in liaison with UNDP once in a month.

7. Provide necessary psycho-social health supports to the target groups

The project intends to create scope and space for women and adolescent to sought for guidance in case of domestic violence and phyco-social support. Strengthening linkage,

communicating and coordinating with them to establish referral mechanism for ensuring more pertinent support.

The Firm will be responsible to:

- e. Take necessary measures to strengthen the psycho-social helpline by hiring/engaging dedicated 1 (one) personnel, prepare list of specialized and certified counselor and in liaison with them ensure their time for providing counseling supports thorough accelerating the existing helpline;
- f. Prepare and update the list of various psycho-social service providing agencies (both GoB and NGOs). Initiate communication and coordination with them to establish a linkage for required referral services, sharing the information regarding offered support, networking to promote/take initiatives and seek their support;
- g. Engage 15 certified and experienced counselor with required knowledge and equip them to provide psycho-social counseling support to the community and target groups through 24/7 online service hour. Prepare schedule for rostering duty, coordinate with them to recheck their availability, organize coordination meeting with them weekly for reviewing the status, area for improvement. Maintain record on how many beneficiaries received phyco-social counseling during COVID-19;
- h. Maintain liaison and communication with the respective organization to refer clients to the appropriate channels for psychiatrist and/or legal counselling related to mental health. Prepare list of referral case and take necessary follow-up to know the status of referral cases.

8. Capacity building and policy advocacy

The project will work for capacity building at individual level to deal with the phyco-social arena using the online platform. Online curriculum, materials and session will be developed and facilitate for capacity building. The project will further work in coordination with Disaster Risk Management Committee (DRMC) of central level to influence them to focus on psycho-social issue occurred during COVID-19.

The Firm will be responsible to:

- e. Develop and upload web based the module and algorithm of 40 hours long online training course on behavior skills on psycho-social issues by relevant expert following international standard. In coordination with UNDP's dedicated team, finalize the materials and develop course curriculum for using online version. Facilitate this online training course for increasing resource to deal with phyco-social issue at first aid (primary) level. Conduct Field test of the module of online training course with pertinent expertise and finalize the module and upload and facilitate the online training course; Maintain record on number of participants attended and completed the course fully.

- f. Initiate communication to establish linkage with different government counterpart (institute of mental health, MSP-VAW Helpline, DSS, OCC, Victim Support Center etc.). Maintain liaison, arrange online discussion with them, visit them to strengthen the linkage for knowledge, information and resource sharing. Develop database on service providers. Organize meeting workshop with different government counterpart (institute of mental health, MSP-VAW Helpline, DSS, OCC, Victim Support Center etc.) to develop collaboration for necessary support, promote phyco-social health as an agenda for advocacy;
- g. In coordination with UNDP's dedicated team, organize meeting/lobby with concern person/ministries to influence and encourage them to include psycho-social support with emergency response committees/respective authority at local and national level. In association with them provide necessary support, information, status on how people are being benefitted by the service for acting with due importance.
- h. In association with concern authority undertake initiative to establish national hotline and facilitate the process for ensuring support on phyco-social support.

9. Knowledge management, reporting and Documentation

The Firm will assure quality record keeping, monitoring of process and facilities untaken, quantity data based on received case and reporting about the activities performed by them.

The NGOs will be responsible to:

- h. Maintain database of client contact for support on phyco-social issue. Prepare and provide weekly data on case to Activating Village Court in Bangladesh Phase II project (AVCBII) on behalf of UNDP;
- i. Prepare evidence based monthly report on psycho-social case received data and beneficiaries;
- j. Facilitate beneficiary's satisfaction analysis on service recipient on phyco-social maintaining the consent from them and standard given by AVCBII on behalf of UNDP;
- k. Keep record and document case referral and follow up on phyco-social on how many cases referred to whom (GO or NGO), status of those referred case;
- l. Prepare case story book (soft version) on phyco-social issues;
- m. Conduct an impact study on phyco-social health during COVID-19;
- n. Provide project completion report;

D. Expected Outputs/Deliverables

Based on the "scope of work" outlined above, the Firm will deliver the following deliverables:

1. Periodical Report on project activity implanted within the proposed timeline according to the activity plan for the Project. Details of activity with proposed timeline is attached as **Annex-A**. (Periodical report should contain that record and send case data status of legal counselling (# of call reported with gender segregated data, number of sessions done, % of women & children sought for legal counseling support, types of case recorded mostly, case referred to different organization as listed involve in VCs decision making process, etc.) following the instruction of AVCBII on behalf of UNDP. It will also capture that all knowledge products provided by project are distributed by the firm and used (as per the distribution plan agreed with the UNDP);
2. Copy of developed 02 (Two) audio-visual animation video (IEC material) in DVD form;
3. 2 (Two) digital stickers and 2 (Two) digital leaflets to promote messages and hotline/s on general knowledge about human's psycho-social health, when and where to seek healing supports, how to cope with stresses during and post COVID-19 period etc. for all and specially for women & adolescent;
4. Report on how many beneficiaries received phyco-social counseling during COVID-19;
5. DVD on 4 Live discussions/counselling on psycho-social issues with 4 (private/public) TV channels;
6. DVD on 4 pledges with celebrities and pioneer experts on psycho-social counselling need and supports airing in the TV channels, Facebook and website;
7. Final content of the 40 hrs long online training course on primary aid on psycho-social health;
8. DVD on Software coadding along with Software development process of 40 hrs long online training course on primary aid on psycho-social health;
9. Case story book (soft version) on phyco-social issues;
10. Report of impact study on phyco-social health during COVID-19;
11. Prepare Project completion reports to the AVCBII on behalf of UNDP.

(NB: The intellectual right of the developed products will remain with UNDP. No use of these developed materials/record can be made in any form without prior written permission from UNDP).

E. Duration of the Work

The total contract period is 4 months considering the emergency of COVID-19.

F. Qualification of Successful Firm

As per RFP document

G. Schedule of Payments

As per RFP document

H. Evaluation for Selection of the Firm

The contract will be awarded to the Firm offering the 'best value for money'. The bidder Firm will propose to implement the programme individually. Implementation proposal through any partner organization or joint venture is not allowed.

Selection of the Firm will be a competitive process and selection of Firm will be determined through a combined evaluation method as follows:

Evaluation and comparison of proposals**1. Technical Evaluation (70%):**

To qualify in the technical evaluation a proposal must score minimum 70% (or 490) of the total obtainable score of 700. Obtained score will be expressed in percentage as follows:

Summary of Technical Proposal Evaluation Forms		Weight against total points/score	Points/Score Obtainable
1.	Structure and Capacity of the Firm	20%	200
1.1	Overall experience to work in development field	3%	30
1.2	Relevant experience in the areas of psycho-social counselling support and relevant work experience with any UN agency	15%	120
1.3	Management structure with organogram, Physical and logistic facilities including own office, training venue, ICT and office equipment etc.	2%	30
2.	Proposed Methodology, Approach and Implementation Plan	30 %	300
2.1	Extend of understanding the project requirement/ToR	10%	100
2.2	Implementation Plan and Methodology	10%	100
2.3	Possible risk and its mitigation plan	10%	100
3.	Organizational Skills and Experience of the Firm	20%	200
3.1	Availability of own organizational policy and procedures (i.e. HR, financial, ICT and procurement policy etc.)	4%	40
3.2	Education and management skills of the key personnel who will work as focal person/advisory body to manage the project	7%	70
3.3	Education, experience and technical skills of Counselors Pool	9%	90
	Sub-total	70%	700
4.1	Financial Proposal	30%	300
	Grand Total		1000

2. Financial Evaluation:

In the Second Stage, the price proposal of all Firms, who have attained minimum 70% score in the technical evaluation, will be considered as responsive for asking financial proposal.

Financial Proposal (30%)

Score/points on the financial proposal will be obtained based on the quality of the price proposal in terms of appropriate budget allocation to the respective activities, reasonable ratio between administrative and programmatic budget proposal, low percentage of overhead cost, and focus on the quality of services to be delivered etc.

Total combined score:

(Percentage obtained on technical proposal X 70%) + (Percentage obtained on financial proposal X 30%) = Total combined and final percentage obtained. Contract will be awarded to the combined (Technical and Financial) highest scorer.

Annex-4

Declaration

Date:

United Nations Development Programme

UNDP Registry, IDB Bhaban, Agargaon
Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment _____

Reference: RFP-BD-2020-015

Dear Sir,

I declare that is not in the UN Security Council 1267/1989
List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,

Annex-A**Details of activity with proposed timeline:**

Expected Output	Activity Detail	Unit	Jul	Aug	Sep	Oct	Remarks
<u>Output 1:</u> Sensitize peoples about impact of COVID-19 and supports needed for psycho-social for healing	<i>Psycho-social and mental health</i>						
	Inception report		√				
	<i>Action 1.1.1: Develop various IEC materials on Psycho-social and mental health</i>						
	a. Design of sticker and leaflet to promote messages and hotline/s (2 type stickers and 2 type leaflets)	4 materials	√	√			
	b. Develop 2 animated videos for adolescent/ women/mass people (2 minutes length)	2 videos		√			
	c. Promote (boost) animated videos on Facebook, YouTube	RA	√	√	√	√	
	<i>Action 1.1.3: Arrange TV show (Four event) to share the information related to Psycho-social health during COVID situation</i>						
	a. Arrange and facilitate 4 Live discussions/ counselling on psycho-social issues (once/twice a month)	4 events		√	√		
	b. Promote psycho-social messages including live discussion/counselling on scroll bar for 7 days	7 days		√	√		
	<i>Action 1.1.4: Develop and disseminate pledges with several celebrities on psycho-social counselling need and supports available</i>						
	a. Develop 3/4 pledges with several celebrities (IGP/ RR/ BWPN/Speaker) in discussion with AVCBII on behalf of UNDP	4		√			
	b. Promote those pledges of celebrities during live discussion/counselling	RA		√	√	√	

	sessions, explore CSR of TV channels as applicable						
	c. Promote pledges of celebrities in social media (Facebook/You tube)	RA		√	√	√	
Output 2: Provide necessary psycho-social, mental health supports to the target groups	2.1 Activity Result: Psycho-social and mental health						
	Action 2.1.1: Develop list and engage pool of certified counselor to deal with women, adolescent and frontline service providers by personnel (includes helpline cell number and bill)						
	a. Engage/hire dedicated personnel for carry out the counseling support program	2 p	√				
	b. Develop, orient and engage a pool of expert counselors consist of 15 members	RA	√				
	Action 2.1.2: Develop linkage among similar service providers	RA	√	√	√	√	
	Action 2.1.3: Provide counseling support on Phyco-social issue for women, adolescent and frontline service providers by counselor through 24/7 online platform (counseling service by 15 dedicated counselors)	RA	√	√	√	√	
	Action 2.1.4: Referral client linking for physician, medication and legal service related to Phyco-social health;	RA	√	√	√	√	
Output 3: Capacity building and policy advocacy	3.1 Activity Result: Psycho-social and mental health						
	Action 3.1.1: Develop and facilitate online training course on behavior skills (40 hrs) for increasing resource to deal with mental issue at first aid (primary)						
	a. Develop the module and algorithm of 40 hrs long online training course (by relevant expert)	1 course			√		
	b. Field test of the module of online training course with				√		

	pertinent expertise and finalize the module						
	c. Upload and facilitate the online training course	RA				√	√
	Action 3.1.2: Establish linkage with different government counterpart (institute of mental health, MSP-VAW Helpline, DSS, OCC, Victim Support Center etc.);						
	a. Organize meeting/workshop with different government counterpart (institute of mental health, MSP-VAW Helpline, DSS, OCC, Victim Support Center etc.) to develop collaboration for necessary support	As per AVCBII on behalf of UNDP		√	√	√	√
	b. Develop database of different service provider and type of services offered by them	Database	√	√	√	√	√
	Action 3.1.3: Organize Meeting/Lobby with concern person/ministries to include psycho-social support with emergency response committees/respective authority at local and national level as per Mental health Act, 2018;						
	a. Organize Meeting/Lobby with concern person/ministries to include psycho-social support with emergency response committees/respective authority at local and national levels per Mental health Act, 2018;	As per AVCBII on behalf of UNDP			√	√	√
	b. Develop database of different emergency response committees/respective authority at local and national level and peruse to include psycho-social support in their work	Database	√	√			

	<i>Action 3.1.4: Initiate to establish national hotline for ensuring support on mental health</i>	As per AVCBII on behalf of UNDP				√	√
Output 4: Knowledge management, reporting and Documentation	4.1 Activity Result: Psycho-social and mental health						
	Action 4.1.1: Prepare weekly data and monthly report on phyco-social service case received data and beneficiaries; Facilitate beneficiaries satisfaction analysis on service recipient on phyco-social service and Document case referral and follow up on phyco-social service						
	a. Prepare weekly data and monthly report on phyco-social service case received data and beneficiaries to analysis the trend & nature of cases during COVID;	RA	√	√	√	√	√
	b. Facilitate beneficiary's satisfaction analysis on service recipient on phyco-social service;	2 survey			√		√
	c. Document case referral and follow up on phyco-social service	RA		√	√	√	√
	Action 4.1.2: Conduct an impact study on psycho-social service during COVID;	1 study				√	
	Action 4.1.3: Provide project completion report on Psycho-social support	1 report					√s