

Request for Proposal

For Staff Counsellor Services

FOR

DANISH REFUGEE COUNCIL (LEBANON)

Request for proposal (RFP) BEY/20/009	
Name of the organization	Danish Refugee Council
Date of issue	7 th of September 2020
Last date and time for receipts of bids	14 th of September 2020 at 14:00
Address for the submission of proposals	By email at: procurement.rfp@drclebanon.dk
Address for queries	By email at: procurement.rfp@drclebanon.dk

The Danish Refugee Council assists refugees and internally displaced persons across the globe: we provide emergency aid, fight for their rights, and strengthen their opportunity for a brighter future. We work in conflict-affected areas, along the displacement routes, and in the countries where refugees settle. In cooperation with local communities, we strive for responsible and sustainable solutions. We work toward successful integration and whenever possible – for the fulfillment of the wish to return home.

The Danish Refugee Council was founded in Denmark in 1956, and has since grown to become an international humanitarian organization with more than 7,000 staff and 8,000 volunteers. Our vision is a dignified life for all displaced.

All of our efforts are based on our value compass: humanity, respect, independence and neutrality, participation, and honesty and transparency.

Operating since 2004 in Lebanon, DRC has addressed the needs and rights of vulnerable populations, working initially with Palestinian refugees (since 2004), Iraqi refugees (2007-2010), Lebanese IDPs (during the 2006 conflict), migrant domestic workers (since 2009) and, since 2011, responding to the Syrian refugee crisis.

DRC Lebanon is currently delivering programming in protection, housing, infrastructure, basic assistance, livelihoods, and community development interventions. This myriad programming seeks to address the immediate needs of displaced populations and concurrently support vulnerable host populations. DRC has five offices spread throughout Lebanon in, Beirut, the Bekaa, Saida, Tripoli and Qobayat.

For further information about DRC, please refer to our website: www.drc.dk

Objectives:

DRC is seeking to appoint a **Staff Counsellor Consultant** (Individual) for the following deliverables:

Ensure, through support and counseling that DRC and partner staff, especially protection and case management staff, have the skills to recognize signs and symptoms of stress and burnout; learn strategies for self-care; and have access to a support network of peers as well as individual counseling.

Responsibilities & deliverables:

- Conduct group support sessions with protection staff (DRC and partners) on effectively dealing with secondary traumatic stress inherent in the nature of case management and emergency work and exploring ways they can enhance their self-care and psycho-social wellbeing;
- Conduct individual counselling sessions with protection (and other staff when requested during field visits or remotely) to support them in processing difficult emotions linked to challenging cases and develop individualized self-care plans.
- Remain available for remote consultation by phone or skype, in matters related to his/her technical expertise in the following fields:
 - Staff counselling
 - Technical supervision of psychologist in the North, and where else as necessary.
 - Treat urgent/high risks cases of staff going through a sudden trauma
- Provide periodic and anonymized feedback to supervisors, HR or Protection Specialist accordingly on issues that may require their intervention or guidance.

- Flag urgent or high risk staff care issues that may affect the safety or well-being of any staff to the Country Director and HR manager and advise on actions to be taken, in line with the principle of consent and in the best interest of the concerned staff member.
- To produce monthly progress reports to the protection specialist to highlight needs and gaps in liaison with national interagency guidelines of the MHPSS working group.
- To meet monthly with Protection Coordinator for coordination and feedback opportunities.

Timeframe for Outputs/Deliverables: 4 days per month

Experience and technical competencies:

- 5+ years of experience in staff care including in the provision of clinical supervision and debriefing
- Ability to maintain confidentiality, respect, non-discrimination and safety of client
- Excellent interpersonal and problem-solving skills, creativity and flexibility
- Experience in working on secondary traumatic stress in humanitarian settings and/or refugee crisis
- Good understanding of Syrian refugees' context and protection concerns
- Experience working in GBV and child protection programmes and with caseworkers is an advantage.

Education: (include certificates, licenses etc.)

MSc in Counselling Psychology or Clinical Psychology

Languages:

Full proficiency in spoken and written English and Arabic.

Key stakeholders: (internal and external)

- DRC programme teams.
- DRC's protection partner teams.

Location:

Based on the above timeframe for outputs and deliverables table, the consultant will be executing his/her tasks in the field with logistical coverage (transportation) supported by DRC vehicles and drivers from DRC Beirut office as a meeting point to the field.

To Apply:

Interested applicants should submit the following:

The **technical proposal** must include

- Detailed CV
- Relevant experience
- Confirmation on the availability corresponding to the list of deliverables stated above.
- Relevant feedback / references from previous clients

The **financial proposal** must specify the following:

The costs for the services requested in the deliverables, it could be per visit, per month, etc...

The Costs should be provided in **USD**.

The Consultant shall be wholly responsible for all taxes, national insurance or other contributions which are or may be payable out of, or as a result of the receipt of, any fees or other monies paid or payable in connection with this Agreement. The Consultant shall accordingly indemnify and hold DRC harmless against all taxes (including VAT), national insurance or other contributions, costs, claims, penalties, interest, expenses or proceedings arising out of or in connection with such taxes and contributions.

The Consultant should notify DRC of his/her registration for V.A.T. and provides V.A.T. invoices in respect of the Consultancy Services, if applicable.

Instructions for Submission of Bid

There are two methods for submitting bids:

- **By Email:** Email submissions will be accepted and must be sent to the following address: Procurement.rfp@drclebanon.dk quoting, RFP# BEY/2020/, in the Subject line. RFPs must be received in the email inbox by the closing deadline.

Or

- **Hard Copy:** One original copy of your proposal in a sealed envelope clearly marked with **RFP# BEY/2020/009 and the Consultant name**. The sealed envelope must be deposited into the DRC Tender Box to the address below *before the RFP Closing Date and Time*. (Due to the lockdown, bidders interested in submitting sealed envelopes shall inform the supply chain department via the above email address before submission to assign personnel to receive the bid)

Paragon Building, 3rd Floor, above Body Garage gym, Alfred Naccache Street, Achrafieh, Beirut, Lebanon.

It is the bidder's responsibility to ensure that the sealed envelope is deposited into the Tender Box.

The closing date for submission of proposals is Monday 14th of September 2020 at 14:00 (local Beirut time).

Any bids received past the deadline will be disqualified.

All related questions should only be addressed to: Procurement.rfp@drclebanon.dk.

Bids submitted by mail or courier are done so at the bidder's risk and DRC takes no responsibility for the receipt of such bids.

All bids received in pencil will be disqualified.

Validity of Offer

Your bid must be valid for a minimum of 30 days from the date of the RFP closing date. Bids not meeting the Bid Validity Period may be disqualified. DRC will attempt to notify all suppliers of the outcome of their proposals as soon as possible after evaluation.

Evaluation of Bids

All Bids received and accepted will be evaluated on a 'line item' basis as follows:

- a) **Administrative Evaluation:** Evaluated to ensure compliance with all the RFP requirements and to ensure that all Bids and calculations are readable and acceptable and includes:

- Signed Code of Conduct
- Supplier profile registration form

b) Technical Evaluation: All Bids received will undergo a Technical Evaluation based on ‘cumulative bid score’ as stated below:

Generic Technical compliance:

- Technical/Finance proportion 70/30
- Minimum passing technical score 40

The technical criteria for this RFP and their weighting in the technical evaluation are:

Technical Criteria #	Technical Criteria	Technical Weighting
1	Required documents have been provided and instructions have been followed	10
2	Experience in working on secondary traumatic stress in humanitarian settings and/or refugee crisis	20
3	5+ years of experience in staff care including in the provision of clinical supervision and debriefing	20
4	Experience providing technical supervision to clinical psychologists.	10
5	Experience in providing individual and group psychological support sessions for frontline staff	10
Financial		
Financial proposal / quotation		30

*Out of the maximum 70 points that can be given for the Technical evaluation, bidders must obtain a minimum score of at least 40 in order to proceed to the financial evaluation. Only then will the financial offer be evaluated and reviewed against the technical offer.

c) Bids that comply with the requested items, specifications, and delivery conditions will be classed as ‘responsive’ (acceptable). Only Bids classed as ‘responsive’ (acceptable) will progress onto the ‘Financial Evaluation’ and will be shortlisted. ‘Non-responsive’ bids (not-acceptable Bids) will no longer be under consideration at this stage.

d) Financial Evaluation: All ‘Responsive’ Bids will undergo a Financial Evaluation based on proportion 70/30 where 30 is the weighted percentage of price offer.

Note: Shortlisted suppliers complying the technical and financial requirements may be asked for an interview with the responsible manager and supplier chain.

Contract Award

Under the 'best value for money' principle, DRC will award the contract(s) (DRC Purchase Requisition or Service Contract) to the 'lowest responsive bid' except where other considerations are warranted. These other considerations can be – total cost of ownership; cost of on-going consumables; price vs warranty; quality vs price.

RFP Enquires

All enquires and questions should be addressed to the email given in the RFP Detail's section! All Q&A's will be shared with all invited suppliers.

Under DRC's Anticorruption Policy, Bidders shall observe the highest standard of ethics during the procurement and execution of such contracts. DRC will reject a Bid if it determines that the Bidder recommended for award, has engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, the Contract.

Sincerely,

Supply Chain Department

2020