

REQUEST FOR PROPOSAL FOR PROFESSIONAL SERVICES

Date:	6/24/2020
Campus:	Beirut
Title:	Mental Health Counsellor
Reference Number:	
Project:	LGBTQ Youth Support Platform
Award Number:	4000002054
Sponsoring Agency	The Dutch Embassy

Dear Sir/Madam,

The Lebanese American University (LAU) invites you to participate in the tender for the provision of professional services as detailed in the attached document.

Kindly submit your bid as per detailed instructions and within the set deadline. Only bids submitted in conformity with the requirements of this tender will be considered.

LAU reserves the right to accept or reject all or any part of the quotation submitted.

This tender includes two sections: Section A detailing the solicited services, and Section B detailing the proposal submission method.

For inquiries or regrets, please respond back to the provided email address within the set period for clarifications. LAU reserves the right to amend or cancel this tender at any time.

Respectfully,

Khalil Feghali

Senior Procurement Associate

Section A – Solicited Services

A1. Organizational Information

The Lebanese American University (LAU) is an American institution of higher education that has been operating in Lebanon since 1924, with initial roots as the first school for girls in the Ottoman Empire. Committed to serving Lebanon, the Arab world and beyond, LAU offers diverse academic opportunities in the fields of arts and sciences, business, engineering, architecture and design, pharmacy, medicine and nursing. The university is accredited by the Commission on Institutions of Higher Education (CIHE) of the New England Association of Schools and Colleges (NEASC), and many of its academic programs have received accreditation from field specific organizations. LAU operates in two campuses, one in Beirut and another in Byblos.

The Arab Institute for Women (previously Institute for Women’s Studies in the Arab World) at the Lebanese American University was established in 1973 to focus on advancing women’s empowerment and gender equality through research, education, development programs, and outreach at the national, regional and international levels.

A2. Project Synopsis

Shabaket el Meem aims to provide LGBTQ youth in Lebanon and in the region with sex-positive information regarding their lives. This project is funded by the Dutch Embassy in Lebanon for the purpose of creating a virtual safe space for the LGBTQ community, providing information and support to LGBTQ youth.

A3. Project Objective

- To create an online platform that provides LGBTQ youth in Lebanon and in the region with sex-positive information regarding their lives.
- To introduce the proper terms related to LGBTQ people in Arabic into the current lexicon.
- To bring together the various NGOs working on LGBTQ issues in Lebanon.
- To create a virtual resource space for LGBTQ individuals in Arab countries and the Arabic-speaking diaspora.

The mental health counsellor will contribute to all four objectives by answering questions submitted by LGBTQ individuals about their lives.

A4. Scope of Required Services

AiW is looking for a mental health counsellor to answer questions related to mental health submitted anonymously by LGBTQ individuals online in a scientific, non-judgmental, empowering and sex positive manner.

A5. Expected Deliverables

The offeror is expected to include a brief overview about the general task provide the following deliverables

Task	Deliverable	Terms and Conditions	Delivery Schedule	Quantity
Answer questions submitted through the backend in a scientific, non-judgmental, empowering, and sex positive manner in English or in Arabic.	Scientific answers that are non-judgmental, empowering, and sex positive.	Through the back end of the website. All answers must be sex positive, empowering, non-judgmental, easy to understand and based on science.	Within 36 hours of receipt of questions	Up to 50 questions per week.
Send answers to be translated through the platform backend.	Upload answers through the backend to send to translator.	Answers must be uploaded correctly and sent for translation using the backend of the website.	Within 36 hours of receipt of questions.	Up to 50 questions per week.
Check translator’s adaptation of service provider’s answer	A translation that is loyal to the original text.	Answers must be similar in English and in Arabic.	Within 24 hours of receipt of answers from translator.	Up to 50 questions per week.
Finalize answers in English and in Arabic and upload on the website through the backend.	Questions and answers that are ready to be posted online, in English and in Arabic.	Answers must be submitted to be posted online.	Within 24 hours of receipt of answers from translator.	Up to 50 questions per week.

A6. Period of Performance

The selected offeror will perform the services starting 08/1/2020 to be completed no later than 9/25/2020

Work may only start after LAU issues a purchase order.

A7. Location of Performance

All services must be completed at the following location: selected offeror may work from wherever they prefer.

Section B – Proposal Submission

B1. Deadline for Submission and Schedule

Proposals, as per set requirements henceforth, are required no later than 6/7/2020, 15:00hrs (Beirut time).

When proposals are due by email, the system-generated timestamp will be considered the time of submission.

B2. Changes to this Tender

LAU reserves the right to cancel this tender at any time.

Such cancellation may be made by through a notice at the same site where the tender was released.

Furthermore, LAU reserves the right to modify this tender at any time prior to the submission deadline. A public notice will be released to that effect as well and LAU may consider, up to the discretion of the University, an extension of the deadline for the proposals submission.

B3. Eligibility of Applicants

Applicants to this request for proposals may be:

- Individuals;
- Single organization;
- Consortium of organizations;
- Group of individuals.

All bidders must ensure that at the time of the submission of their proposal they are not bankrupt, suspended, debarred, sanctioned, and/or subject to legal proceedings that may affect their course of business or their insolvency. Offerors/bidders with proven conflict of interest will be disqualified.

Individual applicants (if individual application is allowed) must clearly indicate their Ministry of Finance (MOF) Tax ID number and provide a copy of their registration at the MOF, specify their full street address, phone number and submit a copy of their ID. Firms must present a copy of their commercial registration, commercial circular and VAT certificate as applicable.

Organizations must present a copy of their commercial registration and VAT certificate as applicable.

B4. Required Qualifications

For individuals, LAU is looking for qualified eligible applicants who demonstrate the following experience:

- Proficiency in English or Arabic and ability to work in the other
- Excellent written communication skills in either English or Arabic
- Strong problem solving skills
- Strong computer skills, including ability to use backend technology
- A Master's degree in Social Work, Psychology, Counselling, Behavioral Science, or similar fields
- Minimum 2 years of mental health work providing mental health support to at risk-individuals
- Knowledge and understanding of the issues, needs, and interests of LGBTQ youth, including knowledge of gender identity and transgender issues.

For organizations, LAU is looking for organizations who demonstrate the following qualifications:

- Minimum 2 years of mental health work providing mental health support to at risk-individuals
- Knowledge and understanding of the issues, needs, and interests of LGBTQ youth, including knowledge of gender identity and transgender issues.
- Ability to communicate in English and in Arabic, orally and in written form
- Access to reliable internet

- Ability to assign team members with tasks related to this project

B5. Proposal Requirements, Submission & Language

The offeror is expected to present two proposals separately (i.e. each one through a separate e-mail), a technical one, and a financial one. The technical proposal must **not** contain any budgetary or financial information. The financial proposal must be put on official letterhead of the offeror and duly signed and stamped. The financial proposal must include all information confirming the eligibility of the offeror including the Ministry of Finance Tax Number, VAT Number, registration number and date and any other documents listed under B3 as applicable. The financial proposal must clearly show costs distinctly and clearly related to Taxes, VAT, overheads, etc.

Only one offer may be submitted by a single offeror.

All proposals must be developed in English unless otherwise clearly specified under particular sections.

The proposals must be sent as following (applicable as ticked only):

Electronically by email as per instructions under B6 and B7. The technical proposal and the financial proposal shall be sent through two separate emails addressed to christian.nadra@lau.edu.lb exclusively (i.e. without addressing it to or copying any other individual/party) and having as “subject” the following respectively:

- Technical Proposal: Mental Health Counsellor (Daleel Madani)
- Financial Proposal: Mental Health Counsellor (Daleel Madani)

B6. Technical Proposal Requirements

The technical proposal must include at least the following documents, properly paged, with a cover page placed on official letterhead:

CV of offeror (if individual applicant(s))

Detailed technical proposal covering the following areas:

- Background
- Proposed Implementation Methodology
- Monitoring and Evaluation
- Timeline
- Overview of Deliverables
- Company Profile (for organizations)
- Team Qualifications (for organizations)
- Organizational Chart reflecting team working on the project
- Overview of Relevant and Demonstrated Past Experience
- Risks and Contingency Plans
- Other requirements as specified here:

Please include any relevant experience that would help us better understand your expertise, including but not limited to:

- Previous publications on a topic in a relevant field
- Workshops on a relevant topic
- Work experience with relevant NGOs or with doctors
- Brochures or documentation aimed at providing support to LGBTQ youth

Sample work completed with at least three other clients;

Three independent references including names, contacts (phone and email), position, organization name, and summary of work completed for each reference.

Copy of the MOF registration;

Copy of the commercial registration (firms);

Copy of the VAT registration (firms).

Submission instructions of the technical proposal:

- 1- The technical proposal must be bound into a single PDF file with a cover page on official letterhead, duly signed and stamped on the cover page by an authorized signatory. The technical proposal must not include any financial information related to the costing of the assignment.

- 2- The PDF file must be named: Technical Proposal – Company Name – Reference Number (as per cover page of this RFP).

B7. Financial Proposal Requirements

The financial proposal must include at least the following documents, properly paged, with a cover page placed on official letterhead:

- Bio-data sheet for individual(s) consultant as per required form
- Detailed financial proposal with breakdown of costs per unit, reflecting clearly and distinctly any applicable taxes; Please provide proposed rates to answer batches of 10 questions, of 20 questions, and of 50 questions. Answers to questions would typically be between 50 and 200 words, in English or in Arabic. Alternatively, please propose a costing approach that ensures that the costing basis is proportionally tied to the completed deliverables. LAU reserves the right to determine the most appropriate costing approach to that respect.

Submission instructions of the technical proposal:

- 1- The financial proposal must be bound into a single PDF file with a cover page on official letterhead, duly signed and stamped on the cover page by an authorized signatory.
- 2- The financial offer must clearly indicate the validity of the offer as per terms of this request for proposal;
- 3- The PDF file must be named: Financial Proposal – Company Name – Reference Number (as per cover page of this RFP).

B8. Costing

All costs must be presented in Lebanese Pounds (LBP). As reflected earlier, offerors who are subject to VAT should clearly and separately reflect the VAT in their financial proposal.

Errors in the budget are the sole responsibility of the bidder and may result in disqualifications. Alterations to the bid after submission are not allowable. LAU reserves the right to request clarifications as needed.

All costs must be reasonable, realistic, allowable and allocable to the work being undertaken and based on demonstrated daily rates as proven through a record of salary history/past performance (bio-data sheet).

If the offeror intends to offer any discount or special price, such offers must be clearly made at the proposal stage in the closed envelope containing the financial proposal only.

LAU will not cover the cost of any pre-award costs related to the preparation of proposals under this bid and therefore any offeror presenting a financial offer requesting the coverage of pre-award costs will be rejected.

Technical elements that are not costed in the financial proposal will be considered as free of charge. LAU reserves the right to reject the offer. The financial offer must clearly reflect and detail each deliverable distinctly and separately.

B9. Evaluation Criteria

Proposals will be evaluated as follows:

- 1- Administratively for compliance and eligibility, and completeness of the overall offer, and reference checks as appropriate and applicable. Offerors who are not deemed eligible will not be given the chance to proceed to the technical and/or financial evaluation;
- 2- Technically for merit, qualifications, years of experience, previous experience, timeline, and meeting the required qualifications and capacity;
- 3- Financially for completeness, allowability, reasonableness, comparison to other eligible and qualified bidders, comparison to LAU's financial expectation.

LAU will make the final award based on:

- Best value for money combining demonstrated and proven technical merit with cost effectiveness. LAU reserves the right to award to the offeror that does not have the lower bid if there is proven higher benefit to LAU;
- Lowest Price

B10. Questions and Clarifications

For inquiries or regrets, you may reach out to the following:
lgbtq@lau.edu.lb

No offeror shall communicate directly with LAU staff concerning this request for proposal. All communications must be in writing, within the open period for questions, and to the specified email only.

All questions must be received by July 2, 2020. Questions sent after the deadline will not be addressed.

Answers to the questions will be shared with all bidders if there is any additional and relevant information.

B11. Proposal Validity and Withdrawals

Proposals must be valid for at least: 45 days.

Offerors may withdraw their bids at any time after submission by submitting a written notice to the address specified under section B10. Nonetheless, offerors may not change or edit their proposal after submission even if the proposal is submitted way earlier than the deadline.

B12. Late Submissions

Proposals submitted after the official deadline as set in this document will not be considered and will be deemed ineligible and rejected.

B11. Award

LAU may award one or multiple offerors. LAU also reserves the right to break down the deliverables and make a partial award to an offeror based on a partial list of services. Accordingly, financial offers must clearly reflect each deliverable separately by presenting a clear breakdown of costs in the financial proposal for each deliverable distinctly. Only shortlisted/selected offerors will be contacted. LAU will make an award in writing only. LAU expects to make an award within the validity period. Additional documents may be required prior to award to demonstrate proof of eligibility.

B12. Terms and Conditions

LAU will apply the specific terms and conditions to any resulting service agreement out of this tender based on the sponsoring agency requirements and regulations.

It is worth noting that the service provider has no direct communication with the sponsoring agency during implementation and LAU is considered the source of direction, guidance and decisions only.

All information submitted by offerors under this tender is considered confidential as per LAU's applicable policies and procedures and will not be released publicly.

Any interference by an offeror in the tender process at any stage whether to influence or alter a decision making process will result in immediate disqualification of the offeror.

LAU performs business related to this tender in writing only and therefore, any communication related to this tender, received proposals, and resulting decisions are communicated solely in writing.