



INTERNATIONAL
LIVESTOCK RESEARCH
INSTITUTE

Request for Proposal

Employee Assistance Program (EAP)

Ref No: - ILRI-AA/SC/001/24

February 2024.

Introduction / Overview

RFP No: ILRI-AA/SC/001/24

RFP Title: Employee Assistance Program (EAP)

RFP Issued By: International Livestock Research Institute (ILRI)

Registration for Information:

To ensure you receive modifications to the RFP, send an email to ILRI-ETHPurchasing@CGIAR.ORG requesting that your organization to be on the distribution list.

Submission of Questions regarding the RFP:

Questions regarding the RFP should be submitted in writing to ILRI-ETHPurchasing@CGIAR.ORG no later than February 20, 2024, and ILRI will send answers to questions to all registered parties.

Closing/Submission Date and Time: February 29, 2024 @ 4:30 PM

Language of Proposals: Bidders must respond in English.

Instructions for Submission of Proposals:

Soft copy of the technical and financial proposal must be submitted on or before February 29, 2024 to a separate secured email accounts ILRIETEAPTechnical@cgiar.org for technical proposal and ILRIETEAPFinancial@cgiar.org for financial proposal. ILRI may, at its discretion, extend this deadline for the submission of bids by amending the RFP, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended.

This RFP does not commit the ILRI in any way to select a preferred provider, to proceed to negotiations for an Agreement, or to award any Agreement, and ILRI reserves the complete right to, at any time reject all proposals, and to terminate this RFP process. This RFP is not intended to create, and should not be construed as creating, contractual relations between ILRI and any Provider.

Section I- INVITATION TO BID

1. The International Livestock Research Institute (ILRI) works to improve food security and reduce poverty in developing countries through research for better and more sustainable use of livestock. ILRI is a member of the **CGIAR Consortium** which works for a food-secure future. International Livestock Research Institute (ILRI) located on CMC Road near Gurdshola seeks to hire a credible institution and provider to offer the institutionalized EAP to support the mental, emotional, and physical well-being of its employees. through a competitive bidding process.
2. ILRI invites eligible service providers to submit proposal to offer the institutionalized EAP to support the mental, emotional, and physical well-being of its employees. This includes counseling and/or other therapy sessions.
3. Bidders may obtain the soft copy of the RFP and tender announcement on <https://tender.2merkato.com/tenders>.
4. Questions regarding the RFP should be submitted in writing to eth-purchasing@cgiar.org no later than February 20, 2024, and ILRI will send answers to questions to all registered parties.
5. Soft copy of the technical and financial proposal must be submitted on or before February 29, 2024 to a separate secured email accounts ILRIETEAPTechnical@cgiar.org for technical proposal and ILRIETEAPFinancial@cgiar.org for financial proposal. ILRI may, at its discretion, extend this deadline for the submission of bids by amending the RFP, in which case all rights and obligations of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended
6. Bidders are required to attach Relevant & Valid license to operate in Ethiopia, business profile and list of organizations served so far.

Address: Addis Ababa CMC Road near Gurdshola.

P.O. Box:5689

Phone: +251-116-17-20-00

Fax: +251-116-17-20-01

E-Mail: ILRI-ETHPurchasing@cgiar.org

ILRI reserves the right to reject any or all bids.

ILRI Ethiopia

Section II- INSTRUCTION TO BIDDERS.

2.1 *Cost of bidding*

The bidder shall bear all costs associated with the preparation and submission of its bid, and ILRI will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.2 *Contents of bid documents*

The bidder is expected to examine all instructions, forms, terms, and specifications in the bid documents. Failure to furnish all information required by the bid documents or to submit a bid not substantially responsive to the bid documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

2.3 *Clarification of Documents*

- 2.3.1** A prospective candidate making enquiries of the bid document may notify ILRI in writing or by post, fax or email at the entity's address indicated in the Invitation for bids (1.3).
- 2.3.2** ILRI will respond in writing to any request for clarification of the bid documents, which it receives no later than three (3) days prior to the deadline for the submission of bids. Written copies of the ILRI's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders who have received the bid documents.

2.4 *Amendment of documents*

- 2.4.1** At any time prior to the deadline for submission of bids, ILRI, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bid, may modify the bid documents by issuing an addendum.
- 2.4.2** All prospective bidders who have obtained the bid documents will be notified of the amendment by post, fax or email and such amendment will be binding on them.

- 2.4.3** In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, ILRI, at its discretion, may extend the deadline for the submission of bids.

2.5 Bid Prices & Terms of Payment

- 2.5.1** The bids shall indicate on the Price Schedule the unit prices where applicable and total bid prices of the goods or services it proposes to provide under the contract. Price quoted by the bids shall be fixed and not subjected to variations on any account.
- 2.5.2** Prices shall be quoted in ETB.
- 2.5.3** ILRI is duty and VAT exempt. Offers should show a breakdown of the VAT amount.

2.6 Period of Validity of Bids

Bids shall remain valid for 90 days from the final date of Bid Submission prescribed by ILRI pursuant to clause 2.10 of Instructions to Bidders (ITB). A Bid valid for a shorter period may be rejected as non-responsive. In exceptional circumstances, ILRI may solicit the Bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. Bidders granting the request will not be required nor permitted to modify their Bids.

2.7 Bidders Eligibility and Qualifications.

The documentary evidence of the bidder's qualifications and experience to perform the contract if its bid is accepted shall establish to ILRI's satisfaction that the bidder has the financial and technical capability necessary to perform the contract.

2.8 Submission of Bids:

Soft copy of the technical and financial proposal must be submitted on or before February 29, 2024 to a separate secured email accounts ILRIETEAPTechnical@cgiar.org for technical proposal and ILRIETEAPFinancial@cgiar.org for financial proposal. ILRI may, at its discretion, extend this deadline for the submission of bids by amending the RFP, in which case all rights and obligations

of the procuring entity and candidates previously subject to the deadline will thereafter be subject to the deadline as extended Deadline for Submission of Bids.

2.9 Modification and withdrawal of bids

- 2.9.1** The bidder may modify or withdraw its bid after the bid submission, provided that written notice of the modification, including substitution or withdrawal of the bid received by ILRI prior to the deadline prescribed for the submission of bids.
- 2.9.2** No bid may be modified after the deadline for submission of bids.
- 2.9.3** No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity.
- 2.9.4** ILRI may at any time terminate procurement proceedings before contract award and shall not be liable to any person for the termination.
- 2.9.5** ILRI may give prompt notice of the termination to the bidders and will not give reasons for termination.

2.10 Clarification of Bids

To assist in the examination, evaluation, and comparison of bids ILRI may at its discretion, ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing, and no change in the prices or substance shall be sought, offered, or permitted.

2.11 Rejection points:

2.12.1 Bidders who are bankrupt or being wound up, having their affairs administered by the courts, have entered into an arrangement with creditors, suspended business activities, or are the subject of proceedings concerning those matters.

2.12.2 Bidders who are in any analogous situation arising from a similar procedure provided for in national legislation or regulations.

2.12.3 Bidders who have been convicted of an offence concerning their professional conduct by a judgment.

2.12.4 Bidders who have been guilty of grave professional misconduct proven by any means which the contracting authority can justify.

2.12.5 Bidders who have not fulfilled obligations relating to the payment of taxes in accordance with the legal provisions of the country in which they are established.

2.12.6 Bidders who have been the subject of a judgment which has the force of res judicata for fraud, corruption, involvement in a criminal organization, or any other illegal activity detrimental to the Communities' financial interests.

2.12.7 Bidders who, following another procurement procedure or grant award procedure financed by the Community budget, have been declared to be in serious breach of contract for failure to comply with their contractual obligations.

Bidders must certify that they are not in one of the situations listed above.

2.11.1.1 Other reasons for not awarding the Contract

Contracts may not be awarded to Candidates or Tenderers who, during the procurement procedure:

- Are in a conflict of interest,
- Are guilty of misrepresentation in supplying the information required by the contracting authority as a condition of participation in the contract procedure or fail to supply this information,
- Any attempt by a tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the evaluation committee or ILRI during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his offer and may result in administrative penalties. Award will be made to the lowest priced responsive and responsible bidder, whose offer is most advantageous to ILRI, after a thorough evaluation of all offers, considering the following evaluation factors:

2.11.2 Award criteria

All bids will be evaluated on the basis of evaluation criteria below. Proposals will be assessed as follows:

The technical and financial proposals shall have a 60% and 40% weight, respectively.

- (a) Conformance with Technical Requirements.
- (b) Conformance with the Terms and Conditions of the RFP
- (c) Total Offered Price
- (d) Past Performance

- i. It is only responsive and responsible bidders that are eligible for the award. “Responsive offer” is one which complies with all the terms and conditions of the RFP without material modifications. A material modification is one which affects the price, quantity, quality, delivery or installation date of equipment or materials, or which limits in any way responsibilities, duties or liabilities of the Bids or any rights of ILRI, as any of the foregoing have been specified or defined in the RFP.
- ii. A “responsible bidder” is one who has the technical expertise, management capability, workload capacity, and financial resources to perform the work.

- iii. ILRI reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time prior to contract award, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for the procuring entity's action.
- iv. A bidder who gives false information in the bid document about its qualification or who refuses to enter into a contract after notification of contract award or who is not fully qualified to provide the goods and services as specified in the contract or who has demonstrated prior difficulties in providing goods and services in a timely fashion shall be considered for debarment by ILRI from participating in future procurement.

a. Governing Law

Contract agreement shall be made in accordance with the laws and regulations of the Federal Democratic Republic of Ethiopia.

b. Notices

Any notices or other communications given by either party shall be in writing or fax, shall be in English.

The signing of the Service contract Agreement:

- i. Within 30 days of receipt of the service contract agreement, the successful Bidder shall sign, date and return it to the purchaser.
- ii. Failure of the successful Bidder to comply with the requirement of clause 2.16.1 shall constitute sufficient grounds for the annulment of the award and forfeiture of the Bid Security, in which event the Purchaser may make the award to the next lowest evaluated Bidder or call for new Bids.

Section III - TERMS OF REFERENCE

1.1. Background

The International Livestock Research Institute (ILRI) is a non-profit institution helping people in low- and middle-income countries to improve their lives, livelihoods and lands through the animals that remain the backbone of small-scale agriculture and enterprise across the developing world. Specifically, ILRI works with partners to improve food and nutritional security and to reduce poverty and environmental degradation in developing countries through research for efficient, safe, and sustainable use of livestock. Employing more than 600 people, including scientists from more than 40 countries, ILRI is a CGIAR research center co-hosted by Kenya and Ethiopia and operating 11 other regional (4) and country (7) offices across Africa and Asia.

ILRI is currently seeking for a credible institution and provider to offer the institutionalized EAP to support the mental, emotional, and physical well-being of its employees. This includes counseling and/or other therapy sessions. EAPs are becoming increasingly common place in organizations and support the value of putting people first. These programs can support stress-related conditions, whether through life or work events, and promote a healthier work-life balance.

ILRI is committed to supporting staff to thrive, through meaningful work in a healthy working environment. Therefore, putting people first remains a priority for us, particularly their mental health and emotional well-being. It is against this background that ILRI is seeking an experienced mental health and wellness organization to provide Employee Assistance Program services for its staff.

1.2. Invitation to Service Providers

This Employee Assistance Program (EAP) is an invitation to prospective service providers to submit proposals for the provision of the service.

2. Objective

The specific objective of this programme is to put in place a robust support programme that will assist ILRI-Ethiopia employees who may be going through periods of distress or struggling emotionally to:

- Cope, manage, and balance their personal and work-related problem.
- Reduce absenteeism, unsatisfactory work performance,
- Minimize loss of concentration on the job and address perceived workload issues.
- Develop a proper way of managing emotions.

3. Scope

- The successful individual/organization will provide a range of services targeted at managing distress arising from family situations, and social & professional relationships, as well as mental wellness support, recovery from substance abuse, and post-traumatic stress counselling.
- Unlimited access to 24/7/365 confidential services via phone call/ email/ text/WhatsApp and other means possible, including an anonymous, toll-free hotline that staff can call if they feel overwhelmed at work or home.
- Able to provide these services in different locations where ILRI Ethiopia staff are based across the country.
- Recommend other interventions employees may need as necessary beyond the EAP.
- Provide any follow-up service required to keep track of the employee's progress.
- Provision of quarterly and annual management reports that do not disclose employees' confidential details.
- Capacity to adapt services to changing and varying demands.
- Have mental health awareness sessions with ILRI Ethiopia staff twice a year one of such sessions to coincide with ILRI Ethiopia Wellbeing Day.

4. Expected Output

- Prompt service
- 24/7 accessibility
- Dedicated experienced personnel.
- Staff satisfaction feedback
- Quarterly and annual report

5. Contract Period

The initial duration of the contract is 24 months subject to satisfactory performance and review prior to renewal.

PROPOSAL SUBMISSION REQUIREMENTS

Requirements

- The service provider must be capable of providing a comprehensive range of services, covering family and lifestyle situations, social & professional relationships, mental wellness support, recovery from substance abuse and traumatic events, and lifestyle management services.
- The service provider must provide unlimited access to 24/7/365 confidential services. The service provider typically should have an anonymous, free hotline that anyone can call if they feel overwhelmed by stress at work.
- The service provider must be geographically accessible to all ILRI employees in different locations in Ethiopia.
- The service provider shall offer services communicated in English, 1 or 2 local languages.
- The service provider should have a minimum of two years of experience in providing Employee Assistance Programmes and be registered with a relevant Professional Body or Association recognized locally or internationally.
- The service provider is required to provide proof that they have successfully facilitated or performed similar assignments previously, with client lists. This must be in the form of testimonial(s) or reference letter(s) proving that such services were executed.
- The service provider should allow for adaptability and agree on how and when the service can be adjusted or enhanced for maximum effectiveness. The EAP service provider must showcase a team of trained/professional counsellors with valid credentials in treating a variety of conditions. i.e. mental ill health, stress, depression, substance abuse, grief/bereavement etc.

Qualifications

- Team Leader/EAP Coordinator should have a university Degree, with a major in Clinical Psychology or Psychiatry, and a minimum of 2 years' experience in providing EAP services.
- Team members should have a university degree or its equivalent with three years' experience in Clinical Psychology, Psychiatry, or Social Work.
- Registration with recognized professional bodies.

Service Plan (Technical and Financial)

Technical:

- The service provider's technical proposal should clearly demonstrate that they understand the TOR requirements and have adequate infrastructure (offices with contact number and physical address) to execute the job.

- The service provider should have a call centre (toll-free line), consulting rooms, materials, and equipment.

Financial

The Financial Proposal should cover the cost of services, materials, and staffing for the EAP plan. The billing should provide 3 options as outlined below.

- At a flat rate per staff per month,
- At a rate per session per month
- Flat rate per staff with unlimited contact.

Confidentiality

The service provider shall provide a confidentiality statement for data protection purposes. Staff sensitive information and bio-data shared during the process and in the course of implementing this assignment shall be kept secret and cannot be used or shared with third parties.

Service Provider Management

ILRI Ethiopia will be responsible for:

1. Facilitating awareness sessions with staff by agreeing on dates and methodology for presentations to staff.
2. Prompt payment of invoice received from the service provider.
3. Quarterly review of employee satisfaction survey report and provide recommendations to the EAP service provider for improvement.

The Service Provider shall:

1. Assign an EAP Coordinator to liaise with ILRI Ethiopia People and Organisational Development (P&OD) or his/her designate on all matters related to the EAP service provision to ILRI Ethiopia.
2. Make presentations to sensitize employees on the EAP and how to access services. This could be done virtually or face to face.
3. Submit monthly service utilization reports of level/types of requests (individual/formal referral cases) and number of service requisitions undertaken.
4. Hold Quarterly meetings to highlight and or escalate potential life-threatening or dangerous situations.

Method of Application

The proposal should be detailed and not limited to the following.

Number of years of service, experience, references, current clients list, evidence of experienced and professional staff, detailed implementation approach, technology readiness, and network coverage.

The proposal should also include certified copies of qualifications for key personnel and registration certificates (Health Professional Bodies) for team members.

Submission of proposal

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