

**INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
REQUEST FOR PROPOSAL (RFP)**

Reference: RFP No. HQ-2024-156	Date: August 9, 2024
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Dear Sir/ Madam,

The International Development Law Organization (IDLO) kindly requests your Company/ Organization to submit a Proposal for the provision of **Occupational Counselling Services (Health & Well-being)**. The full requirement is described in Annex B (Terms of Reference).

We also request that your Proposal is submitted using the format specifically detailed in Annex D (Proposal Submission Form), E (Bidder Information Form) and F (Bidder's Proposal).

Proposals submitted by email must be limited to a maximum of 10MB, virus-free and in no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the proposals shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex C (Technical Evaluation Criteria).

IDLO is not bound to accept any Proposal, nor award a contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Bidder to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Terms of Reference (TOR)	Annex B
c.	Technical Evaluation Criteria	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Bidder's Proposal	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/ clarifications related to this RFP before the Deadline for Submission of Proposals, please contact IDLO on tenders@idlo.int and mention **Clarification RFP NO. HQ-2024-156** in the subject section of your email.

Deadline for Submission of Proposals:

On or before

Date: September 9, 2024

Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your proposal.

Sincerely yours,

International Development Law Organization | IDLO
Headquarters in Rome, Italy

ANNEX A INSTRUCTIONS TO BIDDERS

1. General Considerations	<p>In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal.</p> <p>The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.</p>
2. Cost of the Proposal	<p>The Bidder shall bear all costs associated with the preparation and submission of the Proposal.</p> <p>IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.</p>
3. Currency of Proposals	Proposals shall be nominated exclusively in EURO .
4. Language of the Proposal	The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.
5. Deadline for Submission of Proposals	<p>The Proposal shall be addressed to IDLO on or before:</p> <p>Date: September 9, 2024 Time: 15:00 hours Rome, Italy local time.</p> <p><i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and in no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the proposals shall be rejected.</i></p>
6. Delivery Term and Place	<p>Services are expected to be provided either online/remotely or face-to-face. For details, please refer to Annex B (Terms of Reference).</p> <p>If any onsite work is necessary, the terms and conditions of IDLO Travel Policy would apply.</p>
7. Documents comprising the Bidder's Proposal	<p>The Proposal shall comprise the following components:</p> <ol style="list-style-type: none"> 1. Proposal Submission Form (Annex D); 2. Bidder Information Form (Annex E); 3. Bidder's Proposal divided into: <ol style="list-style-type: none"> a. Technical Proposal (Annex F1);

	b. Financial Proposal / Price Schedule (Annex F2).
8. Contents of Solicitation Documents	<p>Proposals must offer services for the total requirement, unless specified otherwise in this RFP. Proposals offering only part of the requirement will be rejected.</p> <p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
9. Clarification of Solicitation Documents	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the Deadline for Submission of Proposals.</p> <p>Please mention Clarification ITB NO. HQ-2024-156 in the subject section of your email.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
10. Amendments of Solicitation Documents	<p>At any time prior to the Deadline for Submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the Deadline for Submission of Proposals.</p>
11. Technical Proposal	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p>Proposed methodology:</p>

	<p>This section should demonstrate the Bidder's responsiveness to the TORs/ specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/ documents themselves may be provided as annexes to the Proposal.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text, and it will then be treated as such accordingly.</p>
12. Format, signing sealing, marking and submission of Proposals	<p>The Proposal shall be signed by the Bidder, or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D (Proposal Submission Form), E (Bidder Information Form) and F (Bidder's Proposal).</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named "Technical Proposal" and "Financial Proposal".</p> <p>The "Financial Proposal" file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p>

	<p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to the following e-mail address: tenders@idlo.int (ONLY)</p> <p>with the Subject: “Technical Proposal for RFP No. HQ-2024-156” and with the Subject: “Financial Proposal for RFP No. HQ-2024-156”</p> <p>before the deadline stipulated in this RFP.</p>
13. Joint Venture, Consortium, or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that:</p> <ul style="list-style-type: none"> (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture. <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ul style="list-style-type: none"> a) those that were undertaken together by the JV, Consortium or Association; and b) those that were undertaken by the individual entities of the JV, Consortium or Association.

	<p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p>
14. Only One Proposal	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the others; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; or e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; or f) some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
15. Late Proposals	<p>Any Proposal received by IDLO after the Deadline for Submission of Proposals, pursuant to Clause 5 (Deadline for the Submission of Proposals), will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.</p>
16. Validity Period of Proposals	<p>All Proposals will be valid for 90 days from the Deadline for Submission of Proposals.</p>

	<p>In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.</p>
17. Modification and withdrawal of Proposals	<p>The Bidder may modify/ withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.</p> <p>The Bidder's modification/ withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals.</p> <p>No Proposal may be modified nor withdrawn after the Deadline for Submission of Proposals. No Proposal may be modified/ withdrawn in the interval between the Deadline for Submission of Proposals and the expiration of the period of Proposal Validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the Proposal	<p>At any time prior to the Deadline for Submission of Proposals, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for Submission of Proposals to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<input checked="" type="checkbox"/> No
20. Right to accept, reject, or render non-responsive any or all Proposals	<p>IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to the award of the contract, without incurring any liability or obligation to inform the affected Bidder(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest-priced offer.</p>
21. Clarification of Proposals	<p>To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.</p>

22. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions for the Procurement of Services; e) They do not have a consistent history of court/ arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D (Proposal Submission Form) and Annex E (Bidder Information Form with its attachments) to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation.
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) verification of accuracy, correctness and authenticity of information provided by the Bidder; b) validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) inquiry and reference checking with government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) inquiry and reference checking with previous clients on the

	<p>performance on on-going or completed contracts, including physical inspections of previous works, as necessary;</p> <p>e) physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder;</p> <p>f) other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.</p>
27. Responsiveness of Proposals	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>A non-responsive Proposal shall be deemed unsuitable and rejected.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
28. Evaluation of Proposal	<p>A two-stage procedure is utilized in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 49 points of the maximum obtainable 70 points.</p> <p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> - Technical Proposal: 70% (70 points maximum), - Financial Proposal: 30% (30 points maximum). <p>Technical Evaluation</p> <p>The Technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p>Financial Evaluation</p> <p>In the second stage the Financial Proposals of all Bidders who attained a minimum 49 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial</p>

	<p>Proposal will be awarded maximum 30 points and other Financial Proposals will be awarded points in accordance with the following formula:</p> <p>Financial Proposal score = (Lowest Price / Price under consideration) x 30.</p>
29. Right to Vary Requirements at the time of the Award	<input checked="" type="checkbox"/> N/ A for Framework Agreement
30. Contract Award	The contract will be awarded to the Proposal with the highest combined score obtained in Technical and Financial Evaluation.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the contract, the successful Bidder shall sign and date the contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the contract to the Second Ranked Bidder or call for new Proposals.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
33. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of the services and upon submission of the invoice by the Provider .
34. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.</p>
35. Liquidated Damages	<p><input checked="" type="checkbox"/> Yes - For late delivery of Services, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the contract, IDLO may, without formal notice and without prejudice to its other remedies under the contract, be entitled to liquidated</p>

	damages for every day of delay in the provision and completion of the Services.
36. Partial Bid	<input checked="" type="checkbox"/> Not permitted (All or Nothing)

ANNEX B TERMS OF REFERENCE

A. Occupational Counselling Services About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

IDLO promotes an organizational culture of continuous learning and high performance by developing an inclusive, non-judgmental, and psychologically safe work environment, ultimately creating a culture of Engagement and Performance.

IDLO recently issued its Values and Behaviors Framework that defines and shapes the Organization's current and aspirational culture. Six core values are at the heart of the Organization:

1. *Purpose*: We are passionate about our mission, committed to our mandate and strive to deliver quality results.
2. *Integrity*: We commit to upholding the highest standards of ethics and integrity.
3. *Respect*: We treat each other with dignity and respect at all times.
4. *Collaboration*: We value collaboration. We work together and in partnership with each other.
5. *Innovation*: We are open to new ideas, keen to create and embrace new possibilities, agile and flexible in our approach.
6. *Empathy*: We demonstrate empathy and understanding towards each other.

B. Background

As a field-based intergovernmental organization, IDLO's environment is often impacted by many external forces and occurrences, such as political tensions, in-country conflicts and other high-risk security issues often resulting in restricted movement and emergency related activities. Internally, given the nature of its work, some personnel deal with heavy workloads, also against a compressed schedule or a tight deadline. As a workforce comprising of various diversities, some IDLO personnel also may accumulate work related stress due to challenges of complex relations among colleagues and navigating through cultural, generational, and socioeconomical differences that may comprise work teams.

IDLO is aiming to achieve a culture of health, well-being, and safety through an internal Health and Well-being Strategy (under development) focused on strengthening IDLO personnels' awareness of health and well-being and *creating a high performing, resilient, and safe work environment*.

In order to provide to IDLO personnel robust psychosocial support, promote self-awareness and provide advice on management of stress to maintain their health and well-being, IDLO is seeking a Provider who can deliver counselling, coaching and training services to IDLO personnel as detailed below.

C. Expected Output

IDLO is looking to establish a Framework Agreement with the selected Provider.

A Framework Agreement is a type of agreement which sets the terms and conditions under which procurement of goods or services can be affected over a specified period, but which places no obligation on IDLO to order any minimum or maximum quantity. All terms and conditions, including prices, will remain unchanged throughout the agreement period.

When IDLO decides to make a commitment against a Framework Agreement (i.e., order a specific service), a Work Order will be issued. The Work Order will provide information on the exact items, quantities and unit prices (lifted from the Framework Agreement) in addition to other logistic details.

This RFP is for the provision of counselling, coaching and training services to IDLO personnel as detailed below.

The selected Provider is expected to deliver the following on-demand services:

Lot 1: Individual and group counselling and coaching sessions

Lot 2: Design and delivery of *online* group workshops and webinars on Health & Well-being

Lot 3: Design and delivery of *face-to-face* group workshops and trainings on Health & Well-being

All services must be provided in **English**. Services in additional languages (Spanish, French, Arabic, Ukrainian, Italian and Dutch) are desirable and can be proposed by the Bidder in their Technical

Proposal. Such proposals will receive favorable consideration during the technical evaluation (see Annex C: Technical Evaluation Criteria – Establishment and Experience).

For Lot 1 services (**Individual and group counselling sessions**), the Provider is expected to deliver confidential counselling sessions to IDLO personnel.

Individual and group counselling sessions should address a range of themes, including personal and professional stress, working relationships, conflicts, trauma, grief, and loss. These sessions should also provide psychological first aid to clients as needed. Bidders should outline their proposed themes and approaches in their Technical Proposal, ensuring they are relevant and tailored to IDLO's needs. The exact themes covered should be specified in the methodology section of the Proposal (see Annex C: Technical Evaluation Criteria – Methodology).

For Lot 2 and 3 services (**Online and face-to-face group workshops, webinars and trainings**), the Provider is expected to design and facilitate well-being related webinars and capacity building online workshops.

These online and face-to-face group workshops, webinars and trainings shall be developed based on needs identified in partnership with IDLO, and shall be provided in English. Services in additional languages (Spanish, French, Arabic, Ukrainian, Italian and Dutch) are desirable and can be proposed by the Bidder in their Technical Proposal. Considering the specialized nature of these services, Bidders are invited to detail their proposed themes and approaches for developing online and face-to-face group workshops, webinars and trainings in their Technical Proposal (see Annex C: Technical Evaluation Criteria - Methodology).

D. Institutional Arrangement

The Provider is expected to deliver services in partnership with IDLO Contract Coordinator, the Department of Human Resources and Office Services, and potentially other departments and/or offices, as advised and guided by HROS.

Bidders shall propose their approach to account/ client management, including how they will manage their relationship with IDLO, coordinate services, and ensure effective communication throughout the engagement, as part of their Technical Proposal (Annex C: Technical Evaluation Criteria – Account/ client management).

An Account Manager overseeing communication and interactions with IDLO, particularly one who has worked with international organizations, non-profit organizations, or multinational companies, will be viewed favourably.

E. Duration of the Work

The duration for Framework Agreement is 12 months with an option to extend at the same price, terms and conditions for two (2) additional periods of 24 months each, subject to satisfactory performance and agreement by both parties.

The targeted start date for the Framework Agreement is October 2024, allowing services to be requested and work orders to be placed from that date onwards.

F. Work Location and Delivery

The services shall be primarily delivered online.

Lot 1 services (individual and group counselling sessions) shall be delivered using the preferred means of IDLO personnel, such as telephone or video-conference applications with end-to-end encryption for confidentiality purposes (e.g., WhatsApp, FaceTime, Zoom, Teams, Skype, or similar tools). While face-to-face meetings may be offered, IDLO will not cover any associated costs related to those meetings, such as bus or taxi fares to the meeting location, or similar expenses.

Bidders should outline the platforms and communication methods they intend to use for service delivery, as well as their approaches for scheduling appointments and delivering individual and group counselling sessions, in their Technical Proposal.

For Lot 2 and 3 services (face-to-face group workshops, webinars and trainings), the Provider may be required to travel to IDLO HQ in Rome, Italy, or to one of the IDLO offices. A list of IDLO offices is available on our [website](#). In such cases, the terms and conditions of the IDLO Travel Policy will apply.

Lot 2 and 3 services (online and face-to-face group workshops, webinars and trainings) shall be delivered during business hours (local time at the IDLO office), while Lot 1 services (individual and group counselling sessions) may be requested outside of these hours, if needed.

G. Qualifications of the Successful Contractor

The Contractor must demonstrate sufficient financial, technical, and professional capacity to perform the contract. The following criteria will be used to select Bidders for further evaluation:

- 1) Financial and economic capacity:
 - (a) The Bidder must demonstrate a minimum annual average turnover of EUR 10.000.
 - (b) The Bidder must submit financial statements, including balance sheets and profit and loss accounts, for the last 2 completed financial years.
- 2) Technical and professional capacity:
 - (a) The Bidder must demonstrate experience in occupational counselling services. This shall be evidenced through a reference list (including contact details) of a minimum of 3 current or past clients to whom the Bidder has provided similar services in the past 3 years.
 - (b) The Bidder must demonstrate a diverse and gender-balanced pool of counsellors for the provision of services. This shall be evidenced by submitting CVs of proposed counsellors, outlining their qualifications, professional experience, and linguistics skills.

Each proposed team member should have completed an advanced university degree (master's or equivalent) in counselling psychology, clinical psychology, or related area; or a first level university degree in combination with 3 additional years of relevant experience in lieu of

advanced university degree. Additionally, they must possess a minimum of 3 years of relevant experience and demonstrate written and oral English proficiency at level B2 or higher.

The submission of at least 3 CVs is expected. For each counsellor, the Bidder must submit:

1. A copy of a degree in psychology;
2. A CV providing evidence of the professional experience required above;
3. A CV providing evidence of delivering training sessions/ conferences/ workshops on the theme of mental health and/ or discussion group management in English, including the following information: subject, number of participants, dates, languages, place of delivery.
4. A copy of a certificate proving knowledge of English at a minimum of B2 level; this certificate may be replaced by a statement in the dated and signed CV, which constitutes a declaration on their honor by the person in question.

The CVs must be dated and signed by the counsellors and constitute a declaration on their honor.

The Proposal must be accompanied by all the supporting evidence of technical and professional capacity specified above.

In the event of the departure of one or more counsellors proposed, the Contractor is expected to promptly provide IDLO with CVs of replacement candidates possessing qualifications and experience at least equivalent to those of the departing counsellors. IDLO will assess the CVs and experience within 5 working days to determine whether to accept the replacements or reject them and request alternate candidates.

H. Scope of Tender Price and Schedule of Payments

The prices tendered must be quoted in EURO, to two decimal places, exclusive of VAT and including all costs related to the services described in the present Terms of Reference.

Any software license, hardware or any additional tools needed to meet the requirements shall be managed by the Contractor and shall be included in the offered price. IDLO will not accept any additional license fees.

IDLO will process payment within 30 days after the satisfactory receipt of the services, submission of an invoice, and written acceptance of the services by IDLO.

I. Annexes to the TOR

IDLO Personal Data Protection Policy:

https://www.idlo.int/sites/default/files/personal_data_protection_policy_2021.pdf

ANNEX C TECHNICAL EVALUATION CRITERIA

Scoring Weight and Point

Summary of Technical Proposal		Score Weight	Points Obtainable
Part 1	Establishment and experience		
1.1	Demonstrated knowledge and experience in supporting corporate counselling and health and well-being programs, as evidenced by details of similar engagements from the past three (3) years.	35%	24.5
1.2	Diverse and gender-balanced pool of counsellors with a minimum of three (3) CVs, meeting or exceeding professional and language requirements. Candidates with proficiency in Spanish, French, Arabic, Ukrainian, Italian, or Dutch will be considered favorably.		
1.3	Experience in working with international organizations, non-profit organizations and/or multinational companies, especially in fragile states and crisis-prone areas, possibly with a focus on advancing sustainable development in alignment with the Sustainable Development Goals. Ability to cater to global clients, from multicultural backgrounds.		
Part 2	Methodology		
2.1	Methodology for delivering individual and group counselling sessions (Lot 1), including the platforms and communication methods for service delivery, as well as approaches for scheduling appointments and conducting the sessions.	50%	35
2.2	Methodology for delivering workshops, webinars, and trainings (Lots 2 and 3), including the processes for preparation, delivery, and post-evaluation.		
2.3	Relevance and variety of proposed themes for individual and group counselling sessions, and their alignment to IDLO values.		
2.4	Relevance and variety of proposed themes for online and face-to-face group workshops, webinars, and training sessions, and their alignment to IDLO values.		

2.5	Ability to offer resources with accessibility options for a diverse community of learners.		
Part 3	Account and individual client management		
3.1	Proposed management of the overall account relationship with IDLO and individual client relationships, including the support services (support services in English are required; French and Spanish desirable).	15%	10.5
3.2	Role and responsibilities of a dedicated account manager, if proposed, including an assessment of their qualifications and experience relevant to managing the account relationship.		
3.3	Methodology, approach and/or internal structure in place to guarantee quality assurance in overall account management and support services.		
	Total	100%	70
	Minimum Score to determine Pass/ Fail		49
	Bidder's Score		
	Bidder Pass/ Fail to proceed to opening of Financial Proposal		

ANNEX D
PROPOSAL SUBMISSION FORM

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/ Organization

Name

Title

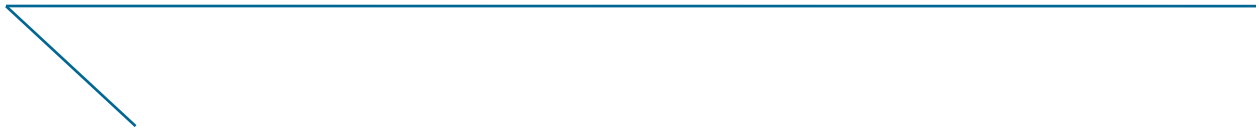
Date

Signature

Duly authorized to sign this Bid

ANNEX E
BIDDER INFORMATION FORM

Name of Bidder:		Date:	Select date
RFP reference:			
Legal name of Bidder			
Legal address			
Year of registration			
Bidder's Authorized Representative Information	Name: Title: Telephone numbers: Email:		
Bank Account Details	Bank Name: IBAN:		
Countries of operation			
No. of full-time employees			
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):			
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: Title: Telephone numbers: Email:		
Please attach the following documents:	1. Certificate of Incorporation/ Business Registration 2. Tax Registration Certificate 3. Audited financial statements (balance sheets and profit and loss accounts) for the last 2 financial years 4. Reference list of a minimum of 3 current or past clients from the last 3 years		



	5. CVs of Proposed Key Personnel
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ANNEX F1 - TECHNICAL PROPOSAL

A. Establishment and experience

This section evaluates the technical skills and professional experience of the provider and the proposed team, considering their impact on the quality of services. It should include:

1. Company profile, including information on the number of years in operation, country of incorporation, management structure, and the extent to which any work would be subcontracted (with details if applicable).
2. Description of your knowledge and experience in supporting corporate counselling and health and well-being programs, including details of similar engagements from the past 3 years and contactable references.
3. Presentation of the pool of counsellors, including at least 3 CVs (additional CVs may be proposed by the provider), highlighting how the counsellors meet or exceed the specified professional and language requirements.
4. Description of your experience working with international organizations, non-profit organizations and/or multinational companies, especially in fragile states and crisis-prone areas, possibly with a focus on advancing sustainable development in alignment with the Sustainable Development Goals and the ability to cater to global clients, from multicultural backgrounds.

B. Methodology

This section should demonstrate the responsiveness to the Terms of Reference (TOR) and has the highest percentage of points. It should include:

1. A clear, informative and detailed explanation of the methodology for delivering individual and group counselling sessions (Lot 1), including the platforms and communication methods for service delivery, as well as approaches for scheduling appointments and conducting the sessions.
2. A clear, informative and detailed explanation of the methodology for delivering workshops, webinars, and trainings (Lots 2 and 3), including the processes for preparation, delivery, and post-evaluation.
3. Proposed themes for individual and group counselling sessions (Lot 1).
4. Proposed themes for online and face-to-face group workshops, webinars, and training sessions (Lots 2 and 3).
5. Accessibility options for diverse community of learners.

C. Account and client management

This section evaluates account and client management. It should include:

-
1. A description of the proposed management of the overall account relationship with IDLO and individual client relationships, including the support services (support services in English are required; French and Spanish desirable).
 2. If proposed, details about a dedicated account manager, including their CV, and a description of their role in managing the account relationship.
 3. A description of the methodology, approach and/or internal structure in place to ensure quality assurance in overall account management and support services.

ANNEX F2 - FINANCIAL PROPOSAL

Fees Table

Service	Duration	Price
Online individual counselling/ coaching session	1 hour	
Online group counselling/ coaching session	1 hour	
Online group workshops and webinars on Health and Well-being topic, including preparation and facilitation	1 hour	
Online group workshops and webinars on Health and Well-being topic, including preparation and facilitation	90 minutes	
Face-to-face* group training/ coaching on Health and Well-being topic, including preparation and facilitation	1 hour	
Face-to-face* group training on Health and Well-being topic, including preparation and facilitation	4 hours	
Face-to-face* group workshop and training on Health and Well-being topic, including preparation and facilitation	8 hours (one full day)	
Face-to-face* group workshop and training on Health and Well-being topic, including preparation and facilitation	8 hours (two half days)	

*When and if a professional is requested to travel on behalf of IDLO, IDLO shall be responsible for the payment of the following in accordance with IDLO policies and procedures:

- One round trip travel;
- Visa fees;
- Accommodation;
- Per diem.

Any other travel-related reimbursement shall be subject to IDLO's written approval.

The Bidder is requested to prepare the Financial Proposal/ Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

Prices submitted in response to this RFP must be inclusive of all costs involved in the performance of the contract. Prices shall be submitted only in Euro and VAT excluded.

ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

Not applicable.

ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>