

TERMS OF REFERENCE

Service providers to provide Psycho-social Support in the form of Debriefing Support Services in Secondary Schools

CALL FOR PROPOSALS | November 2021

REFERENCE: CFP-65-AGYW-11-2021



SUMMARY	
Title	Service providers to provide debriefing support in schools
Reference	CFP-65-AGYW-11-2021
Description	NACOSA seek the services of a company to provide psychosocial support in the form of debriefing services to learners and educators in schools. The Adolescent Girls and Young Women (AGYW) programme is already implemented in schools, the psychosocial support will be an additional COVID-19 response service. We work in 30 schools in Tshwane 1 (Gauteng), 24 schools in Klipfontein (Western Cape) and 31 schools in Rustenburg (North-West).
Questions by email only to	queries@nacosa.org.za
Submission by email to	proposals@nacosa.org.za
Summary of what Submission must include (Details below in the submissions section)	<ol style="list-style-type: none">1. A brief proposal2. A detailed quotation for the work3. The CVs of the psychosocial team4. Reference letters applicable to the application5. A company profile.6. PIN for Tax clearance certificate verification7. Valid B-BBEE Certification8. Signed Code of Conduct for Suppliers of services related to Global Fund financing (sign each page): https://www.nacosa.org.za/2017/03/14/code-of-conduct-for-suppliers9. Completed and Signed Declaration of Interest: https://www.nacosa.org.za/wp-content/uploads/2019/10/DECLARATION-OF-INTEREST.pdf10. Professional registration details, from SACSSP or HPCSA <p>Applicable for Company or CC</p> <ol style="list-style-type: none">11. Company documents detailed bellow <p>Applicable for Sole Proprietorship</p> <ol style="list-style-type: none">12. Owner documents detailed bellow
Deadline for questions	17h00 on Friday, 26th November 2021
Deadline for submissions	17h00 on Tuesday, 30th November 2021

1. BACKGROUND

NACOSA is one of three principal recipients managing a national **Adolescent Girls and Young Women (AGYW) Programme** funded by the **Global Fund**. Girls and young women are one of the populations most vulnerable to HIV in South Africa so the Adolescent Girls and Young Women programme aims to increase retention in school, decrease HIV incidence, teenage pregnancy and gender based violence, and increase economic opportunities for young women and girls. NACOSA's target areas are Gauteng, North West and Western Cape.

Adolescent girls and young women (AGYW) continue to be disproportionately at risk of HIV infection. HIV infections among young women aged 15-24 years globally are 60% higher than among young men of the same age. Every week, about 6200 young women aged 15-24 years are infected with HIV worldwide. The increased vulnerability of AGYW to HIV risk is linked to several inter-related biological, behavioral and

structural factors. These include: biological susceptibility to HIV infection, age-disparate relationships with unequal power dynamics that may prevent safer sex, transactional sex, lack of schooling and economic empowerment, gender-based violence including intimate partner violence, harmful traditional practices, and institutional or socio-cultural barriers to providing comprehensive sexuality education and sexual health services for adolescents and young women.

In the context of HIV and AIDS, mental health issues are especially relevant. Mental health problems have significant implications for the course and outcome of HIV infection, the early detection and attending to mental health problems in HIV positive and negative adolescents represents a key aspect of care.

Adolescents are especially affected by stressful life events. More recently the COVID-19 pandemic has exacerbated mental health issues with changes in lifestyle, the sporadic opening of schools, the loss of friends and family members and social distancing all taking a toll. Studies suggest an increase in mental health problems such as anxiety and depression amongst adolescents, indicating that the management of health issues under COVID-19 should include a focus on mental health (Sterling et al, 2021). Individuals cannot function effectively when health is affected and life is threatened. Brooks (2014), reports that good health and emotional competencies are among the major factors that enhance learner's performance in schools. The Psychosocial support services provided to schools we work in seek to support learners and educators that have been infected and affected by COVID-19 and HIV/AIDS.

In-school Psychosocial support: Overview

The purpose of this Terms of Reference is to build on the existing psychosocial support provided in schools by the implementing organizations, by providing additional debriefing support to a minimum of 20 learners per school infected and affected by COVID-19.

The duration of the service will be from 03 January 2022 / (when the schools re-open).

NACOSA aims to appoint a service provider per province, to offer PSS as per the secondary school numbers as indicated in the table below. The service provider has to include the services of professionally registered counseling psychologists or clinical social workers and have an existing practice offering individual as well as group counseling and debriefing support to the 15 to 24-year age learners.

Table 1. Scope of Work with Learners and Educators

	KLIPFONTEIN	RUSTENBURG	TSHWANE 1
No of schools	24	31	31
No of learners to be reached per school	20	20	20
Total # of learners to be reached by 31 March '22	480	620	620
No of educators to be reached per school	1	1	1
Total # of educators to be reached by 31 March '22	24	31	31

The sessions should adhere to the following guidance:

	MINIMUM LENGTH OF THE SESSION	MAXIMUM LENGTH OF THE SESSIONS
Individual session: learner or educator	45 minutes	1 hour
Group sessions for learners/ educator. Minimum of 6 people, maximum of 10 people	1 hour	1h30

The costing for all sessions must be inclusive of all direct costs which will be incurred to provide the services to these schools. All rates for sessions should be exclusive of VAT.

Cost Per Session	Western Cape (Klipfontein)	North West (Rustenburg)	Gauteng (Tshwane 1)
Session price (Learners)			
• Individual session (each)			
Session price (Learners)			
• Group session (each)			
Total Cost Learner sessions (only)			
Session price (Educator)			
• Individual session (each)			
Session price (Educator)			
• Group session (each)			
Total Cost Educator Sessions (only)			
Total Cost Excl. Vat			

Bidders are advised to complete costing for only one province. In addition, bidders will also be allowed to bid on either learner sessions or educator sessions or both. It is advised that bidders submit costings for the sub-district they are situated in to best service these communities. The cost quoted should include incidental costs such as travel, refreshments, admin and overheads etc.

Beneficiaries:

Debriefing support services will be provided to learners and educators, who have been diagnosed with COVID-19 or/and those that have been negatively affected by COVID-19 including the fear of contracting COVID-19, experiencing increased vulnerability due to alert level limitations on movement, HIV and related challenges, in need of psychosocial support services.

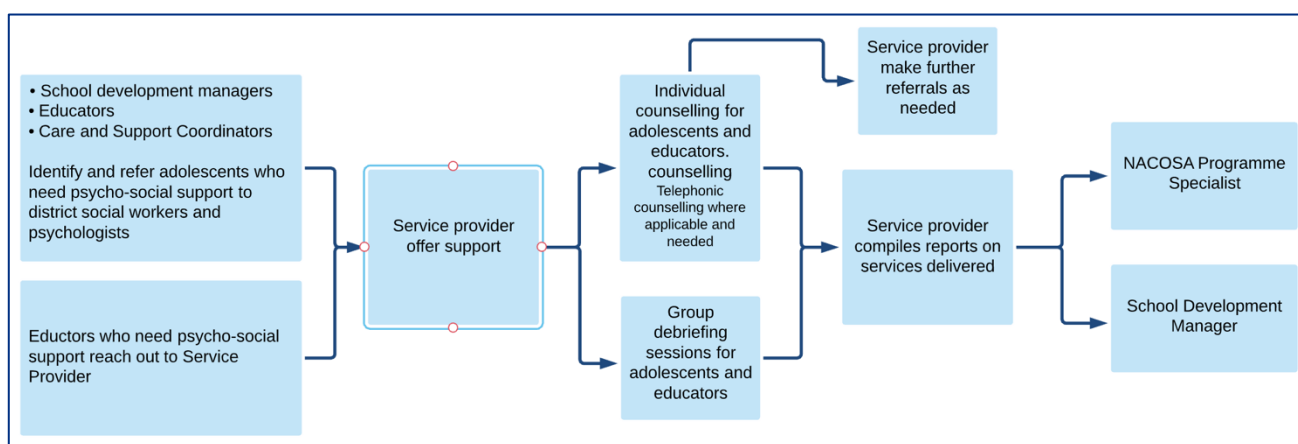
Reporting and monitoring:

Service providers will report to the AGYW Programme Specialist and the School Development Manager in their area. Reports will be accompanied by an invoice and attendance registers, and followed up by NACOSA.

2. SCOPE OF WORK

Service providers will function as a support arm to schools in offering psycho-social support to learners who need it. Care and Support Coordinators (staff of organisations operating in the schools and funded by NACOSA) and School Development Managers will identify learners who need support and will refer them to the service provider using an agreed referral mechanism. Educators will be informed about the available psychosocial services and the service providers contact details will be shared with educators for direct contact. Service providers will schedule and conduct individual, group counselling and telephonic counselling where applicable to identified learners and develop a monthly schedule for group activities for these and other learners.

A typical workflow is illustrated below but may be enhanced based on recommendations in the service provider's proposal:



Service providers offering the above-mentioned support to learners are expected to:

- Understand adolescent developmental stages and how it may affect risk behaviours and mental health of individuals, including disorders such as attention deficit hyperactivity disorder (ADHD), mood disorders, anxiety disorders, substance use disorders, psychotic disorders, bipolar mood disorder.
- Understand relevant risk factors, including the effects of trauma and grief due to systemic violence and limited familial support; the impact of COVID-19 and related factors such as being HIV positive, parental/caregiver loss may have on the mental health of adolescents;
- Perform mental health screening, diagnosis, and support including using appropriate counselling and debriefing approaches and methods, especially for adolescents;
- Be experienced in providing psychosocial support to adolescents and adults within the relevant geographical areas;
- Be experienced with working with school going adolescents;
- Have qualified and registered staff members to provide the services;
- Have knowledge of and relationships for onward referral of adolescents as necessary;
- Deliver quality products at a reasonable cost;
- Have good administration and project management ability;
- Submit reports on work delivered as per NACOSA guidance.

Timeframes

The psychosocial support service will need to start on 10 January 2022. Relevant actions and dates are provided below for further information.

ACTION	RESPONSIBLE	DATE
Submission of questions	Service provider	26 th November 2021
Responses to questions	NACOSA	29 th November 2021
Submit -proposal	Service provider	30 th November 2021
Selections, Contracts, initiation and introduction meeting	NACOSA & designated SR	10 th December 2021
Planning meetings with SRs	NACOSA, SR & Service providers	TBA
Implementation	Service provider	10 January 2022
Reporting, invoice and monthly payments	NACOSA	Ongoing, till 31 st March 2022

Budget

NACOSA is a non-profit and public benefit organisation with a limited budget, entirely funded by donors. This means we need a high quality but cost-effective and competitive service. Service providers will be paid on a monthly basis based on a payment schedule included in the contract.

3. SUBMISSION OF BIDS

- Bids must be submitted by email to proposals@nacosa.org.za
- No hard copy bids may be delivered.
- Please use reference number: CFP-65-AGYW-11-2021 in the email subject line
- Address to be put on the Quote:

NACOSA

3rd Floor
 East Office Tower
 Canal Walk
 Century Boulevard
 Century City
 7441
 VAT nr: 4730273234

Tender Bids must be submitted by email by no later than 17h00 on Tuesday, 30th November 2021.

PLEASE NOTE: No telephonic queries will be entertained by any NACOSA staff member. Written questions may be mailed to queries@nacosa.org.za with the tender reference in the subject line (*The system automatically allocates questions to the relevant person based on the reference number, without the reference number your question might not be answered*). All questions and answers will be replied to by posting online at (<https://www.nacosa.org.za/latest/>).

Only bids submitted by email to proposals@nacosa.org.za will be accepted and reviewed – no late bids will be reviewed.

Questions may be submitted until 26 November 2021

IMPORTANT: No telephonic or direct email queries (apart from those addressed to queries@nacosa.org.za) will be entertained by any NACOSA staff member.

The Suppliers will be expected to include the following information as part of their bid:

3.1 Documents required for initial proposal submission

Section	Title
1	Invitation to Bid Form
2	Company Profile/Consultant profile
3	3 Written Reference letters (Letters must be from schools in the district quoted on where similar services have been provided in relation to COVID-19)
4	Proposed Implementation Plan
5	Personnel Plan, Experience and Qualifications
6	Signed Code of Conduct for Suppliers of services related to Global Fund financing (sign each page): https://www.NACOSA.org.za/2017/03/14/code-of-conduct-for-suppliers
7	Completed and Signed Declaration of Interest

3.2 Shortlisted bidders will be required to submit the following documents

These documents are not required in the initial submission, but the schedule has been provided for information purposes indicative of the additional required documents if your bid is successful.

Section	Title
1	PIN for Tax clearance certificate verification (verification will be done with SARS eFiling).
2	Confirmation of Banking Details not older than 3 months, by means of a stamped letter from the bank, bank statement or cancelled cheque.
3	Company documents: Certified copy of Company Registration Document that reflect Company Name, Registration number, date of registration and list of active Directors or Members
4	Certified copy of ID documents of the Directors or Members
5	Proof of Public Indemnity Cover for minimum of R1 million
6	Valid B-BBEE Certification: <ul style="list-style-type: none">• Copy of a certificate from a SANAS accredited Verification Agency;• A signed Exempt Micro Enterprise (EME) affidavit with the required information; or• A signed Qualifying Small Enterprise (QSE) affidavit with the required information.

Bids must be submitted no later than 17h00 on Tuesday, 30th November 2021 to:
proposals@nacosa.org.za

4 Evaluation Criteria for Proposals

Only submissions that meet the technical specifications in all aspects as stipulated in this term of reference will be considered. Evaluation will be split into 3 stages:

Evaluation Stage 1: Correctness and completeness

Bidders must provide the above documentation as specified.

Please note: The absence of the following documentation automatically disqualifies the bid:

1. Professional SACSSP or HPCSA registration of the counseling staff
2. Proposed Implementation plan
3. Company Profile

Evaluation Stage 2: Technical Evaluation

Once the proposals have been evaluated on Correctness and Completeness, an evaluation panel will allocate points (on a points scale specified per function) according to the criteria set out in the functionality table below.

Bidders must obtain a minimum of 70 out of 100 to be shortlisted. Shortlisted bidders will be evaluated on Price & B-BBEE.

Function	Rating	Weighting
Technical Competency		35%
Experience of implementing similar Programme areas successfully	1 point = little experience documented 2 points = experience documented 3 points = experience documented with 1 reference letters 4 points = experience documented with 2 reference letters 5 points = experience documented with 3 reference letters	20%
Experience of working in the district	1 point = not in the district 2 points = based in the district 3 points = based in the sub-district	10%
Must be based in/ and around the sub-districts	1 point = not based in the district 2 points = based in the district 3 points = based in the sub-district	5%
Knowledge and Skills		35%
Understanding of impact of COVID-19 on mental health;	1 point = little experience documented 2 points = Experience documented but no reference or documents 3 points = worked in COVID and mental health support references and articles provided	10%
Understanding of debriefing support practices;	1 point = little mention made 2 points = experience but little clarity 3 points = Demonstrated some experience- 1 project example 4 points = well demonstrated with 2 project examples 5 points = Well demonstrated with 3+ examples provided	10%
Experience providing psychosocial support to adolescents and school-going learners.	1 point = up to 2 years 2 points = 3 to 5 years 3 points = 6 to 8 years 4 points = 9 to 10 years 5 points = more than 10 years	15%
Capacity		30%
A psychosocial team of at least three members	1 point = 1 member 2 points = 2 members 3 points = 3 members 4 points = 4 to 9 members 5 points = 10 or more members	10%

Experience working in school setting	1 point = up to 1 year 2 points = up to 2 years 3 points = between 2 and 5 years 4 points = between 5 and 10 years 5 points = more than 10 years	10%
One or more team member, aged below 35	0 point = No 5 points = Yes	10%

Evaluation Stage 3: Price

Bidders whose bids achieve a minimum of 80% on the above technical evaluation will be evaluated on price. Bids that do not meet the 80% threshold will be excluded from the process.

Preference Point system applicable to this bid is 80/20 (PPS)

A maximum of 80 points is allocated for price on the following basis:

Criteria	Number of Points
Price	80
B-BBEE	20
Total Points	100

Price points calculation formula as follows:

The calculation for price points will be conducted as follows:

$$PS = P \left[\frac{1 - (Pt - Pmin)}{Pmin} \right]$$

Where:

PS = Points scored for comparative price of tender/offer under consideration

P = Maximum points

Pt = Comparative price of tender/offer under consideration

Pmin = Comparative price of lowest acceptable tender/offer. Points scored will be rounded-off to the nearest 2 decimal places

Example

P = Maximum points to be obtained is 80.

Pt = Comparative price of tender/offer under consideration, for example John Smith Inc. quoted R520 000.00.

Pmin = Comparative price of lowest acceptable tender/offer, for example Jane Wesson Inc. quoted R430 000.

$$PS = 80 \left[\frac{1 - (520\,000 - 430\,000)}{430\,000} \right]$$

PS = 63.26 scored out of 80 for John Smith Inc.

B-BBEE points calculation as follows:

B-BBEE Status Level of Contributor	Number of Points
1	20
2	18
3	16
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

PRICING

Prices proposed should be EXCLUSIVE OF VALUE ADDED TAX (VAT). It is an expressed requirement of this CFP that Bidders provide transparency in respect of their pricing approach. In this regard, Bidders must indicate the basis upon which they have calculated their pricing by giving a detailed quotation. There must be no hidden costs.

Appointment of service providers

1. A NACOSA-constituted Selection Committee will select the service provider. The Committee reserves the right to request any, or all, of the bidders to meet to clarify their proposal.
2. The Committee is not bound to accept the lowest or any proposal.
3. The proposal will be evaluated against the review matrix provided above.
4. The Committee may, entirely at its discretion, decide to:
 - Award contracts to different bidders for different sections of the scope of work.
 - Award contracts for particular sections of the scope of work, but invite new proposals for other sections of the work.
 - Delay the award contracts for certain sections of the scope of work (taking into account, inter alia, timing of funding availability).
 - Make award of contracts subject to such conditions as NACOSA may determine at the stage of awarding the contracts.
 - Commission the work in two phases should it become evident that this is necessary.
 - Review and modify the evaluation criteria.
 - Not award contracts.

These terms of reference is issued by:

NETWORKING HIV & AIDS COMMUNITY OF SOUTHERN AFRICA NPC NACOSA

3rd Floor, East Tower | Century Boulevard | Century City | Cape Town

t. 021 552 0804 | f. 021 552 7742 | e. info@nacosa.org.za

Non Profit Organisation: NPO 190-030 | Public Benefit Organisation: PBO 930056308

Non Profit Company: 2015/448924/08 | VAT Number: 473 0273 234 | Section 18A Tax Exempt

Accredited by the Health & Welfare SETA | Level 1 B-BBEE Entity (135% recognition)

Nacosa.org.za