



Request for Information (RFI) | Provision of Psychological Support Consultancy

1 ABOUT GOAL

GOAL is an international humanitarian and development INGO dedicated to alleviating the suffering of the poorest and most vulnerable. GOAL was established in 1977 and is currently operational in 14 countries world-wide. GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL has been contributing to the urban refugee responses in Turkey since 2016 with a focus on responding to needs in health service delivery and protection of vulnerable and marginalized refugees in southern Turkey.

GOAL Turkey has been implementing an ECHO funded protection program (LINK), LINK aims to connect vulnerable and marginalized communities to available state and non-state services in Adana, Gaziantep, Mersin, Hatay and Şanlıurfa using outreach, advocacy, and Individual Protection Assistance (IPA) approaches. In all locations, the program particularly targets refugees from nomadic/semi-nomadic backgrounds including Dom and Abdal communities and refugees engaged in seasonal agricultural labor along with other vulnerable refugees.

One of the committed activities under LINK program is to provide individual psychological counselling sessions for IPA beneficiaries through an external service provider with psychology, and MHPSS expertise. Through this consultancy ToR, GOAL is seeking to identify experienced service providers (company or individuals) to provide psychological counseling services for referred beneficiaries.

GOAL is currently operational across five provinces in Southeastern Turkey – **Adana, Gaziantep, Hatay, Mersin and Sanliurfa**. GOAL has gained considerable experience working with the most marginalised refugees in SE Turkey – including seasonal agricultural workers (SAW) and communities from nomadic cultural backgrounds (NCB). Through consecutive years of programming, and an active field presence, GOAL has built up an in-depth contextual understanding of the specific vulnerabilities, risks, needs, and challenges faced by these communities, as well their capacities, cultural norms, and priorities. GOAL has built up strong relationships with these communities, and benefits from broad levels of community acceptance and trust. In addition GOAL have established strong working relationships, and a reputation for quality programming, with key government stakeholders, provincial authorities, universities, and humanitarian actors. GOAL has an open-ended nationwide registration to work across all areas of Turkey – permitting the organization to effectively navigate some of the challenges faced by other INGOs operating in the country. Our administrative offices are located in Ankara, Hatay and Gaziantep.

Over 3.76m Syrians are now under Temporary Protection in Turkey—47% children, 46% female. Turkey also hosts ~400,000 refugees/asylum seekers from other countries. Most live in protracted displacement and need both humanitarian and development support. The refugee crisis response is led by GoT who also mobilised a national health response to COVID-19, which has widespread socioeconomic impacts on vulnerable groups, including refugees. 48% of Syrian refugees (1,818,025) live in LINK implementation areas. LINK targets refugees engaged in SAW and SNC, among the most marginalised refugee communities. Many live in hard-to-reach areas, face challenges accessing services, social exclusion, and discrimination, and have limited opportunities for livelihoods and participation in society.

Both SAW and SNC are also under severe risks against their mental and psychosocial well-being due to social exclusion, lack of regular access to their basic needs, and lack of dignified and humane living and working conditions as refugees in Turkey who also experienced psychological hardships of war, loss, and displacement. High levels of unawareness and cultural prejudices are observed among both groups regarding psychological issues, which further aggravates the ability of individuals to seek for mental healthcare. Access to mental healthcare services and psycho-social support is rare among SNC & SAW. As protection monitoring efforts showed, around 10% of respondents reported they or a family member were experiencing psychological distress, but few received support. The rest found MHPSS unnecessary or lacked awareness (Annex 5-6). In the Inter-Agency Needs Assessment, 63% of participants observed increased stress in their community and 60% were

experiencing increased stress. Main causes were uncertainty about future in Turkey (25%), inability to meet expenses (24%) and fear of losing job (13%); other factors were discrimination and domestic violence. 55% did not attempt to access services. Of 45% who accessed support, 82% reported satisfaction with services received.

During LINK III psycho-education sessions and IPA interventions, GOAL case teams have identified a high need for specialized and individual psychological counselling support among the protection cases they are supporting to manage the stress, trauma, anxiety that individuals are experiencing. GOAL therefore proposes to support these individuals' access to specialized mental health care services, in collaboration with an external service provider. This support will be complementary to IPA and will be provided in the form of individual counselling. It is expected that identified beneficiaries from IPA caseload who are facing protection risks will receive up to 16 face-to-face individual counselling support sessions.

GOAL case teams will refer cases to dedicated psychologists working in the project who will determine the need for referral to external psychological support. When necessary, GOAL psychologists will intervene to provide emergency psychological support. However longer-term support will be provided to most at risk refugees through external experts in coordination with GOAL psychologists.

According to the needs observed in the field, GOAL is planning to refer at least 20 and at most 150 individuals to the external experts following identification by GOAL psychologists throughout the contract period.

2 TIMELINES

Line	Item	Date, year, time, and time-zone
1	RFI published	3 rd January 2023
2	Closing Date for Clarifications (10 days after publishing)	12 th January 2023, 13:00 (GMT+3)
3	RFI Closing Date and Time	16 th January 2023, 23:59 (GMT+3)

3 SERVICE REQUIREMENT

GOAL invites prospective service providers to submit their requests for information **to the Provision of Psychological Support Consultancy.**

Timeframe for Provision of Services	From 1 March 2023 to 1 March 2024
Objectives	<ul style="list-style-type: none"> To provide specialized clinical mental healthcare to referred GOAL beneficiaries in five provinces, namely Gaziantep, Şanlıurfa, Adana, Mersin, and Hatay To further support community members' psychosocial well-being by addressing the mental health-related issues through targeted service provision To alleviate relevant stakeholders' caseload which provide psychological support
Scope of the Required Services	<p>The service provider is expected to perform these duties:</p> <ul style="list-style-type: none"> Conducting psychological and/or psychiatric intake interviews with referred persons by collecting relevant background information on patients as well as contextual details on their health status, such as family histories, past substance abuse or pre-existing conditions Assessing the mental health-related status and need of the person with biological, psychological, and behavioral data and drafting a structured assessment report, and detailed treatment plans for each patient Providing specialized services of psychological counselling, psychotherapy, planning and following the drug treatment, referring the person to relevant institutions when in need of intramuscular or intravenous medicine interventions. When there is need, service provider shall make referral to other service providers for psychiatric counselling.

	<ul style="list-style-type: none"> • Referring persons to public hospitals when in case of an acute psychosis, manic episode or any other severe condition that could potentially lead to endanger the individual, their close ones, or other persons. • Referring persons to public hospitals when in need of inpatient treatment, closely following the process and the status of the patient, regularly communicating with the institution and the family of the person and continue following the case after the discharge. • Conforming the obligation of notification in cases with juridical aspects. • Ensuring that all services and activities are in line with relevant laws and regulations, and ethical obligations of the members of profession. • Monthly reporting to GOAL’s focal points, within limits of the data confidentiality, regarding the number and type of sessions, and other professional remarks about each referred patient • Meeting and informing GOAL psychologists and/or other focal persons regarding the cases as requested. • Timely provision of supporting documents along with financial documents (invoice, bills, treatment report etc.) to GOAL for payment purposes.
Expected Outputs (for each beneficiary referred for service provision)	<ul style="list-style-type: none"> • Initial assessment report • Detailed treatment plan including timeline • Monthly reports including the general status of the cases in line with GDPR. Short status reports as requested by GOAL

The detailed required description shall be found in **Appendix-3 Terms of Reference**.

4 HOW TO SUBMIT YOUR RESPONSE TO REQUEST FOR INFORMATION

GOAL, acting in its capacity as Contracting Authority, invites prospective service providers from suitably qualified interested parties that wish to participate in the **RFI of Provision of Psychological Support Consultancy**.

In order to participate, companies/consultants are required to provide the following:

1. **Appendix 1 - Company Information and Signed Statement**
2. **Appendix 2 - RFI Response Form**
3. **Appendix 3 - Terms of Reference**

Any queries about this RFI should be addressed in writing to GOAL via email on

TurkeyProgramsprocurement@sy.goal.ie. Please include the reference number **RFI - Provision of Psychological Support Consultancy** and the words **“CLARIFICATION REQUIRED”** in the subject line

5 SUBMISSION OF Request for Information

Prepared RFI must be delivered electronically by email:

Email to TurkeyProgramsprocurement@sy.goal.ie and in the subject field state:

1. **RFI - Provision of Psychological Support Consultancy**
2. **Name of your company with the title of the attachment**
3. **Number of emails that are sent e.g. 1 of 3, 2 of 3, 3 of 3.**

Please note that ALL documents attached to emails must either be in PDF format, or scans of hard copy documents. No excel, word or other ‘soft copy’ documents will be accepted, and RFI submitted using soft copy documents may be rejected.

(Proof of sending does not equal proof of receipt. GOAL is not responsible for any technical faults that may prevent reception of your email.)

Important: Offers transmitted in any other manner or offers received after the deadline date and time will not be considered.

APPENDICES & ANNEXES

Appendix 1 – Company information

Appendix 2 – RFI Response Form

Appendix 3 – Terms of Reference

Annex A – Copy of Company's Registration Documents (attached as separate PDF (a copy of company registration certificate with the Chamber of Commerce and VAT registration certificate))

APPENDIX – 1 COMPANY INFORMATION – THESE SECTIONS MUST BE COMPLETED

Name		
Company Name		
Address		
Registration Number		
Telephone		
E-mail address		
Website address		
Year Established		
Legal Form. Tick the relevant box	<input type="radio"/> Company <input type="radio"/> Partnership <input type="radio"/> Joint Venture	<input type="radio"/> Other (specify):
VAT Number (where applicable)		
Tax registration number (if different to VAT number)		
Directors names and titles		
Please state name of any other persons/organisations (except tenderer) who will benefit from this contract.		
Parent company		
Ownership		
Do you have associated companies? Tick relevant box. If YES – provide details for each company in the form of additional tables in this format.		
<input type="radio"/> Yes <input type="radio"/>No		
Provide details of contracts of a similar nature carried out in the last two years (please state customer name, delivery location, value of contract, and dates)		
Provide details of any applicable Quality Assurance certificates or qualifications your company or employees have:		
Please include at least 2 (two) references who may be contacted on a confidential basis to verify satisfactory execution of contracts:		
Reference 1		
Name		
Organisation		
Address		
Phone		
Fax		
Email		
Nature of supply		
Approximate value of contract		

Reference 2	
Name	
Organisation	
Address	
Phone	
Fax	
Email	
Nature of supply	
Approximate value of contract	

APPENDIX 2: RFI RESPONSE FORM – THESE SECTIONS MUST BE COMPLETED

Please provide a brief description on how you can satisfy each requirement. Kindly note that the purpose of this exercise is to take a generic note of what you are able to provide.

	List of requirements to satisfy GOAL needs	Supplier/Vendors/Service Provider's responses
1	<p>For companies, do you have at least one staff member of profession on Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or staff member graduated from psychology degree with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents?</p> <p><i>(Availability of multiple staff members is strongly preferred with differing expertise areas such as Psychological Counselling, Cognitive and Behavioral Therapy, EMDR, etc. For individuals, psychotherapist with Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or psychologist with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents)</i></p>	
2	<p>Do you have at least 2 years of professional experience in the context of refugees on provision of individual psychological counselling for each staff member/individual applicant?</p>	
3	<p>Do you have availability of a supervised child-friendly space in the office building is a strong asset since GOAL beneficiaries may need to be accompanied by their children?</p> <p><i>(At least one person needs to be responsible for the children during</i></p>	

	<i>session who also must sign all GOAL policy documents and take safeguarding training from GOAL)</i>	
4	Do you have demonstrable experience and/or certification on working with anxiety disorders, mood disorders, trauma-related stress, and trauma-related disorders among both adults and children?	
5	Do you have experience with substance use treatment?	
6	Do you have experience working with refugees?	
7	Do you have the experience to provide either a psychologist with professionally spoken Arabic skills, which will be given primary consideration, or a professional Arabic-Turkish translator with experience of interpretation during psychological counselling sessions/processes to support the psychologist during the therapy or counseling sessions? (<i>English competency is preferred</i>)	
8	Could you please select between the following cities where your company can provide the requested service?	<input type="checkbox"/> Tarsus,Mersin <input type="checkbox"/> Adana <input type="checkbox"/> Hatay <input type="checkbox"/> Gaziantep <input type="checkbox"/> Şanlıurfa

APPENDIX 3: TERMS OF REFERENCE

TERMS OF REFERENCE

Provision of Psychological Support Services

Under GOAL Turkey's Project of LINK IV - Facilitating Marginalized and Vulnerable Populations' Access to Services

1. INTRODUCTION

GOAL is an international humanitarian and development INGO dedicated to alleviating the suffering of the poorest and most vulnerable. GOAL was established in 1977 and is currently operational in 14 countries worldwide. GOAL has been working in Syria since 2013, responding to the acute needs of conflict-affected communities. GOAL has been contributing to the urban refugee responses in Turkey since 2016 with a focus on responding to needs in health service delivery and protection of vulnerable and marginalized refugees in southern Turkey.

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One of the committed activities under LINK program is to provide individual psychological counselling sessions for IPA beneficiaries through an external service provider with psychology, and MHPSS expertise. Through this consultancy ToR, GOAL is seeking to identify experienced service providers (company or individuals) to provide psychological counseling services for referred beneficiaries.

2. BACKGROUND AND RATIONALE

GOAL is currently operational across five provinces in Southeastern Turkey – **Adana, Gaziantep, Hatay, Mersin and Sanliurfa**. GOAL has gained considerable experience working with the most marginalised refugees in SE Turkey – including seasonal agricultural workers (SAW) and communities from nomadic cultural backgrounds (NCB). Through consecutive years of programming, and an active field presence, GOAL has built up an in-depth contextual understanding of the specific vulnerabilities, risks, needs, and challenges faced by these communities, as well their capacities, cultural norms, and priorities. GOAL has built up strong relationships with these communities, and benefits from broad levels of community acceptance and trust. In addition GOAL have established strong working relationships, and a reputation for quality programming, with key government stakeholders, provincial authorities, universities, and humanitarian actors. GOAL has an open-ended nationwide registration to work across all areas of Turkey – permitting the organization to effectively navigate some of the challenges faced by other INGOs operating in the country. Our administrative offices are located in Ankara, Hatay and Gaziantep.

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3. SERVICES REQUIRED

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	<p>addressing the mental health-related issues through targeted service provision</p> <ul style="list-style-type: none"> To alleviate relevant stakeholders' caseload which provide psychological support
Scope of the Required Services	<p>The service provider is expected to perform these duties:</p> <ul style="list-style-type: none"> Conducting psychological and/or psychiatric intake interviews with referred persons by collecting relevant background information on patients as well as contextual details on their health status, such as family histories, past substance abuse or pre-existing conditions Assessing the mental health-related status and need of the person with biological, psychological, and behavioral data and drafting a structured assessment report, and detailed treatment plans for each patient Providing specialized services of psychological counselling, psychotherapy, planning and following the drug treatment, referring the person to relevant institutions when in need of intramuscular or intravenous medicine interventions. When there is need, service provider shall make referral to other service providers for psychiatric counselling. Referring persons to public hospitals when in case of an acute psychosis, manic episode or any other severe condition that could potentially lead to endanger the individual, their close ones, or other persons. Referring persons to public hospitals when in need of inpatient treatment, closely following the process and the status of the patient, regularly communicating with the institution and the family of the person and continue following the case after the discharge. Conforming the obligation of notification in cases with juridical aspects. Ensuring that all services and activities are in line with relevant laws and regulations, and ethical obligations of the members of profession. Monthly reporting to GOAL's focal points, within limits of the data confidentiality, regarding the number and type of sessions, and other professional remarks about each referred patient Meeting and informing GOAL psychologists and/or other focal persons regarding the cases as requested. Timely provision of supporting documents along with financial documents (invoice, bills, treatment report etc.) to GOAL for payment purposes.
Expected Outputs (for each beneficiary referred for service provision)	<ul style="list-style-type: none"> Initial assessment report Detailed treatment plan including timeline Monthly reports including the general status of the cases in line with GDPR. Short status reports as requested by GOAL

4. STANDARDS AND PROCEDURES

The following standards should be mainstreamed throughout the assignment:

Adherence by external providers to GOAL's Code of Conduct, PSEA, Child and Adult Safeguarding and confidentiality policies throughout the process shall be ensured. GOAL shall deliver these documents and relevant informative sessions to the service provider; the service providers will be expected to read and sign all policy documents.

Tools used by the external provider should be sensitive to conflict, culture, age, and gender. All tools used with children should be child-friendly in its content and method. Informed consent and/or assent of all is a must.

All forms of data gathering should be conducted in a safe and ethical manner. Data should be protected in line with the Law on the Protection of Personal Data (Kişisel Verilerin Korunması Kanunu – KVKK) with EU's GDPR.

The principles of inclusiveness, non-discrimination, meaningful participation as well as accountability, should be central throughout the process.

GOAL complaints and feedback mechanism (CRM) must be available inside clinic. GOAL will be providing relevant materials and it is expected for service provider to put them inside center and communicated to all individuals. It should be made clear that their feedback is valuable and important to ensure a service of highest quality possible, and accountability by GOAL, its staff, and the individual.

5. GOAL'S ROLES AND RESPONSIBILITIES

- GOAL, through its dedicated focal points will actively be involved throughout the processes and oversight the course of service provision through all steps.
- Referring identified cases to service provider and follow up treatment plan and schedule,
- Review the outputs provided by the service provider regarding each case and provide feedback accordingly.
- Review and approve the content of structured tools such as Intake Form and Assessment Reports.
- Provision of induction and its Child and Adult Safeguarding Policy to contractor's team members.
- Explain GOAL's CFM materials to service provider, provide written materials demonstrating GOAL's CFM channels and ensure that they are being put inside clinic, explained to beneficiaries.
- Provision of necessary inductions on GOAL safeguarding and other policies as required.
- Provision of technical and financial supporting documents templates to be used for cases referred to ensure financial and legal compliance.

6. REQUIRED QUALIFICATIONS/ ESSENTIAL CRITERIA

- For companies, at least one staff member of profession on Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or staff member graduated from psychology degree with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents, is a must. Availability of multiple staff members is strongly preferred with differing expertise areas such as Psychological Counselling, Cognitive and Behavioral Therapy, EMDR, etc. For individuals, psychotherapist with Clinical Psychology (with a master's and/or doctorate degree on Clinical Psychology) or psychologist with more than 2 years of experience in provision of individual psychological counselling and completed Trauma training along with at least one of the related trainings on EMDR and Resilience for Children and Adolescents.
- At least 2 years of professional experience in the context of refugees on provision of individual psychological counselling for each staff member/individual applicant

- Availability of a supervised child-friendly space in the office building is a strong asset since GOAL beneficiaries may need to be accompanied by their children. At least one person needs to be responsible for the children during session who also must sign all GOAL policy documents and take safeguarding training from GOAL.
- Demonstrable experience and/or certification on working with anxiety disorders, mood disorders, trauma-related stress, and trauma-related disorders among both adults and children
- Experience with substance use is a strong asset
- Experience working with refugees is a strong asset
- The firm is required to provide either a psychologist with professionally spoken Arabic skills, which will be given primary consideration, or a professional Arabic-Turkish translator with experience of interpretation during psychological counselling sessions/processes to support the psychologist during the therapy or counselling sessions. English competency is preferred.

7. Terms of Employment

GOAL will sign a Framework Agreement with selected applicant covering the period between 1 March 2023 and 1 March 2024. Number of cases referred will be depending on needs identified throughout project. Each referred individual can take up to 16 sessions maximum.

8. Confidentiality and Proprietary Interests

The consultant and their staff shall not either during the term or after termination of the contract, disclose any proprietary or confidential information related to GOAL Global and the beneficiaries without prior written consent. Proprietary information on all materials and documents prepared by the consultant under the contract shall become and remain confidential documents of GOAL Global.

- (a) Code of Conduct;
- (b) PSEA Policy;
- (c) Child and Adult Safeguarding Policy;
- (d) Child Protection Policy;
- (e) Conflict of Interest Policy;
- (f) Anti-Fraud Policy;
- (g) Whistleblowing Policy;
- (h) IT Acceptable Use Policy;
- (i) Expenses Policy;
- (j) Turkish Occupational Health and Safety and
- (k) Data Protection Policy.
- (l) Social Media and Online Messaging Policy 2020