TERMS OF REFERENCE

**Psychological Support/Counseling Service**

**1. Introduction**

Founded in 2012, SARD is a non-governmental organization dedicated to building resilience and self-reliance in those affected by conflict and natural disasters while championing the localization of humanitarian assistance. We strive to provide critical resources and innovative opportunities to affected people and communities so they can reach a future in which they can thrive. We work in the sectors of Food Security, Non-Food Items, Shelter, WASH, Protection, and Early Recovery and Livelihood. In 2023, after the devastating earthquakes, our geographic area grew to include a response in Türkiye.

SARD has been actively operating in Syria and Turkey since 2013, with a dedicated team of around 150 staff members. SARD is committed to providing essential humanitarian aid, development services, and emergency response in the region.

While incredibly resilient, the focus of SARD’s work exposes staff to traumatic material and circumstances on a routine basis. Additionally, events like political unrest and natural disasters directly impact many staff (and their families), leading to feelings of instability and uncertainty.

**2. Purpose and Objectives**

SARD is seeking to contract with a company or individual to provide individual psychological counselling/support (talk therapy) session, in 2 languages (Arabic & Turkish) for the employees as part of its duty of care commitment, as well as capacity building (see expected outputs and deliverables).

**3. Expected Outputs and Deliverables**

**Initial Assessment Report:**

Conduct an initial assessment of the staff's psychological well-being through individual or group consultations. This report should include a summary of the key findings, identified stressors, and recommended focus areas for the therapy sessions.

*Delivery Timeframe:* Within the first month of the contract.

**Customized Therapy Plans:**

Develop and implement tailored counseling or therapy plans for each staff member based on the initial assessment. These plans should address specific needs, including stress management, trauma recovery, and coping mechanisms.

*Delivery Timeframe*: Ongoing throughout the duration of the service.

**Regular Progress Reports:**

Provide regular progress reports detailing the staff's psychological improvements, any challenges encountered, and adjustments made to the therapy plans. Reports should also include anonymized data and overall trends observed.

*Delivery Timeframe:* Monthly.

**Training and Capacity Building:**

Provide training sessions or workshops for staff to build resilience, develop coping strategies, and maintain mental well-being beyond the counseling period. Include materials and resources for ongoing support. In addition, provide sessions to sector leaders/managers on methods to assist employees regarding employee well-being, resilience and psychosocial health.

*Delivery Timeframe:* As scheduled during the contract period.

**Feedback and Recommendations:**

Collect and analyze feedback from participants regarding the effectiveness of the counseling services. Provide recommendations for future mental health and well-being initiatives within the organization.

*Delivery Timeframe:* End of the contract period.

**Final Report:**

Deliver a comprehensive final report at the end of the contract, summarizing the outcomes of the counseling sessions, the overall impact on staff well-being, and any recommendations for ongoing psychological support.

*Delivery Timeframe:* Within two weeks after the completion of the service.

**Selection Criteria**

**Proposals will be scored according to the criteria below:**

Total Price of the Offer: 50%

Any price submitted more than SARD's available budget will be completely ignored and rejected

Experience and Qualifications: 50%

Reference letters, contracts for similar Service (Each contract needs to be signed and stamped by both parties **or it won’t be considered valid**/ reference letter needs to be signed by the Donor/Organization **or it won’t be considered valid**).

The maximum points are 25 (5 points for each contract, or letter).

Any experience and reference score that is less than 15 of 25 will be rejected.

**6. Exclusion Criteria**

Offers submitted after the deadline will not be evaluated.

Any financial offer that is not clear will be rejected.

Any experience and reference score that is less than 15 of 25 will be rejected.

Any proposal that does not include the requested deliverables within the requested timeline will be rejected.

**7**. Offers Submission

* **All Offers should be submitted to SARD via email:** [**sard.tenders@sardngo.org**](mailto:sard.tenders@sardngo.org)
* Offers should include a detailed agenda outlining the training program.
* Offers should also include five of the following to demonstrate appropriate experience and qualifications in smiler Service : reference letters, contracts
* The deadline to submit Offers is 20 Oct 2024, by 11:59 PM Turkey time. offers submitted after the deadline will not be evaluated.
* For inquiries, please email: [procurement@sardngo.org](mailto:procurement@sardngo.org)  The email inquiries subject line should start with: “Inquiries – Psychological Support/Counseling Service”.