

TENDER NOTICE

For a service provider to design and deliver a Stress Management course

The Eastern Partnership (EaP) is a joint policy initiative between the European Union and its six Eastern neighbours: Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine.

This Notice is composed of two parts: the Tender Notice and Specifications.

The Tender is open to all legal entities in the EU, Neighbourhood and Pre-Accession countries. The Contracting Authority is GDSI Limited. All enquiries about the tender should be addressed to tenders@gdsi.ie

The deadline for receipt of proposals is **January 3, 2023, at 12.00 CET.**

Proposals should be sent by email to tenders@gdsi.ie in two files: **Technical Offer - name of applicant and Financial Offer – name of applicant.**

In the sections below we provide background information on the tender, including brief information about the EaP Civil Society Facility project and the Digital Competence course.

1. About Eastern Partnership Civil Society Facility project:

The overall objective of the project is to strengthen and promote civil society's role in reforms and democratic changes taking place in the Eastern Neighbourhood countries, through increased participation in the fulfilment of Neighbourhood Policy objectives.

The purpose of this project is to act as an integrator and capitalisation centre, creating synergies between the various bilateral and regional initiatives for civil society and contributing to the replication and sustainability of their results.

The project aims to collect and develop initiatives for capitalisation on the previous experience of EU projects/ grants along with the following main results areas: mapping studies, e-learning for and training of Civil Society Organisations (CSOs), hackathons on IT applications for CSO's better involvement in holding governments to account, Civil Society Fellowships and promoting the role of CSOs in the democratic changes in their countries.

The project is funded by the European Union and is implemented by the consortium led by GDSI Limited.

2. The Stress Management Course

The double impact of a Covid pandemic and war in Ukraine has forced the project to change its operations and to address changing priorities of the targeted civil society. Thus, the capacity-building activities are now delivered 'remotely' through online platforms and remote

coaching, and a newly identified priority is the need to build capacity for stress management among CSO staff, volunteers, and the communities they are supporting.

The Stress Management course will be based on a type of 'training-of-trainers' approach, with a group of 20 CSO managers/staff capacitated to provide a basic-to-intermediate level of support on stress management and psychological first aid to their staff, volunteers, and selected members of the communities that they are working with. The course will involve the online delivery of a number of modules, with participants being coached between modules on 'homework assignments', and on completion of the modules, participants will be coached through some initial support activities.

In addition to training materials to support the delivery of the course, the service provider is also expected to produce a brief 'good practice' document, focussed on the context of EaP, to be disseminated within the project's beneficiary groups.

Target Group

Participants for the course will be selected from an 'open call' with selection criteria as follows:

- 5 years+ experience in organised civil society and/or humanitarian assistance
- Manager/staff of a CSO of any of the EaP countries (but the target will be to have a quota of between 10-12 participants from Ukraine and between 1-2 participants from each of the other 5 EaP countries)
- Completion of a stress management needs assessment survey
- Working knowledge of English
- Demonstrated commitment to providing stress management support to a group of staff/volunteers/community members over a 12-month period.

3. Objectives of the Work

The objectives are:

- To have an online modular Stress Management course, with elements of ToT, supported with materials, exercises and online workshops, based on the findings of a basic stress management needs assessment. The course will be developed and delivered by specialists experienced in stress management and provision of psychological first aid (PFA), as well as experience in delivering online learning and coaching.
- To have 20 selected participants who have successfully completed the course online and at least 60% implemented home-work assignments and provided some post-course support to their staff/community members guided by individual coaching.
- To produce a brief 'good practice' document and evaluation of the course through Online workshop(s) to explore experience from the assignments and collection of 'good practices'

Details of the required services and expected outputs are described in the attached 'Specifications'

4. **Timing of activities:**

The planned timing for the assignment is from **March-November 2023**.

5. **Expertise required:**

The contractor is required to deliver the outputs described in the Specifications. The expertise to achieve this should be described by the contractor and proof of such capacity, including CVs of experts, should be included in the proposal. The contractor is wholly responsible for ensuring sufficient capacity to deliver the requested outputs.

6. **Language requirements:**

The primary language of the assignment is English. All written outputs shall be provided in English.

7. **Tender evaluation:**

The selection of the Contractor for this assignment will be carried out in line with the simplified procedure (for contracts under EUR20,000) and will include the following:

The technical offer must meet/include all the requirements below:

- Demonstrated specific experience in the design and delivery of e-learning activities, including the use of online learning platforms, such as 'Cities of Learning' platform or similar.
- Demonstrated specific experience in building capacities of CSOs for supporting stress management and psychological first aid.
- Capacity to provide training/facilitation/coaching services as described in the Specifications
- Timetable for the preparation, delivery and reporting for the course and homework assignments

All valid technical offers will then be subject to a review of the financial offers.

TECHNICAL EVALUATION GRID FOR SUBMITTED TENDERS

Criteria	Evaluation Score
Demonstrated specific experience in the design and delivery of e-learning activities, including the use of online learning platforms	/20
Demonstrated specific experience in building capacities of CSOs for supporting stress management and psychological first help	/30
Capacity to provide training/facilitation/coaching services as described in the Specifications	/40
Timetable for the preparation, delivery and reporting of the course and homework assignments	/10
	Total out of a possible total of 100

The tender will be awarded on the principle of best value, applying the ratio of 80/20 for technical offer/financial offer.

No subcontracting is allowed in the implementation of this assignment.

Successful applicants will be invited for contract negotiation.

Please note: This invitation to tender is in no way binding on the contracting authority. The contracting authority's contractual obligation commences only when the contract with the successful tenderer is signed by both parties. Up to the signature of the contract, the contracting authority may cancel the procurement procedure without tenderers being entitled to claim any compensation. Any such decision must be substantiated and tenderers notified.

The validity period of the tender, during which tenderers may not modify the terms of their tenders in any respect, is 90 days from the deadline of tender submission.

Submission of a tender implies acceptance of all the terms and conditions set out in the procurement documents and, where appropriate, waiver of the tenderer's own general or specific terms and conditions. The submitted tender is binding on the tenderer to whom the contract is awarded for the duration of the contract.

8. Deadline:

Interested individuals/organisations can request clarifications on this assignment by writing to the above address up to **December 13, 2022, before 12:00 pm CET**.

The deadline for submitting the applications is **January 3, 2022, at 12:00 pm CET** by e-mail to tenders@gdsi.ie

EU Contract: ENI/2021/425-150

Title: Regional Technical Assistance to Build Civil Society Capacities

**Specifications for a service provider to design and deliver a
Stress Management course**

Background

The overall objective of the *Regional Technical Assistance to Build Civil Society Capacities* project is to strengthen participatory and inclusive democracy in the Eastern Partnership countries (Armenia, Azerbaijan, Belarus, Georgia, Moldova and Ukraine).

The purpose of this project is to strengthen the role and increase the capacity of civil society organisations (CSOs) and activists in the Eastern Partnership to engage in the policy making processes and policy dialogue, promote reforms and public accountability, foster local democracy, local development and engage citizens in public debate, through a Regional Technical Assistance project. The project runs from 2021 to 2024.

The project is structured around the following activities:

- **Capacity Building Activities including e-learning**
- Civil Society Hackathons and Civic Tech Activities
- Civil Society Fellowships (120 new civil society activists will be supported throughout the duration of our project)
- Civil Society Networking and Ad-hoc Support, including to EU Delegations and DG NEAR Headquarters
- Communication Activities are meant to increase the public awareness of CSOs, improve their public image and promote EU support to civil society.
- Studies and Research on Civil Society Issues across the Region at the request of the EU.

The double impact of the Covid pandemic and war in Ukraine has forced the project to change its operations and to address changing priorities of the targeted civil society. Thus, the capacity-building activities are now delivered 'remotely' through online platforms and remote coaching, and a newly identified priority is the need to build capacity for stress management among CSO staff, volunteers, and the communities they are supporting.

Objective and Target Groups

Objective

A group of 20 CSO managers/staff are capacitated to provide a basic-to-intermediate level of support on stress management and psychological first aid to their staff, volunteers, and selected members of the communities that they are working with. A secondary objective is that

a brief 'good practice' document, focussed on the context of EaP, is produced and disseminated within the project's target groups.

Target Group

Participants for the course will be selected from an 'open call' with selection criteria as follows:

- 5 years+ experience in organised civil society and/or humanitarian assistance
- Manager/staff of a CSO of any of the EaP countries (but the target will be to have between 10-12 participants from Ukraine, and between 1-2 participants from each of the other 5 EaP countries)
- Completion of a stress management needs assessment survey
- Working knowledge of English
- Demonstrated commitment to providing stress management support to a group of staff/volunteers/community members over a 12-month period.

Required Services and Outputs

To achieve the objectives of the assignment the contractor will need to provide the following services and outputs:

Services

1. Preparation

- 1.1 Design and administer a basic stress management needs assessment with a selection of the Project's target groups. It is expected that the assessment will be conducted remotely and that the number of informants will be proportionate to the expected number and location of course participants. The assessment findings will result in recommendations for the design and structure of the course and will be used to set a specific capacity baseline against which the course impact will be measured at a later stage.
- 1.2 Development of a modular course on stress management, based on a ToT approach, with accompanying training materials, exercises for participants, and additional reading. The contractor may propose formats according to their favoured methodology for delivering the course. It is expected that there will be three modules:
 - Introduction to Stress Management and psychological first aid, and formation of participant learning groups
 - Sources & Symptoms of Stress, and Strategies for Stress Management
 - Getting Ready for the Practice of Stress Management

The structure and duration of the modules, and methodology of delivery, are to be proposed by the contractor, bearing in mind the need to use remote learning and that

selected participants are likely to have limited availability to join plenary sessions. Likewise, the contractor is expected to propose a specific online learning platform.

2. Course Delivery

- 2.1 Support the Project to promote the course, with promotional materials, an application form/process, and a set of selection criteria agreed upon with the Project team.
- 2.2 Assist the Project team with the selection of participants (approximately 20 participants are expected to take the course) and inform them of the course agenda, timeframe, and any pre-course preparation that they need to complete.
- 2.3 Deliver the modular course and support participants with homework assignments between modules. It is expected that delivery of the modules will be completed over a three-month period, with course materials and any recordings of online workshops being made available to participants through an online platform.
- 2.4 At the conclusion of the course, the contractor will work with the Project Team to ensure that all suitable materials/recordings from the course can be edited/ packaged and uploaded to the Project's dedicated e-learning hub.

3. Coaching

- 3.1 In between the online modules, participants will be required to undertake homework assignments and should have access to the trainers and/or other experts to provide coaching support on a limited basis.
- 3.2 At the end of the course, in consultation with the Project team, the trainers will recommend up to 12 participants who will be further supported by coaching. This additional coaching support will assist the participants to implement their own stress management support work with their own staff and/or community members. This stress management practice will be guided by the coaches and will culminate in an evaluation exercise explained in section 4 below. The stress management practice is expected to be completed within a two-month period.

4. Evaluation & Follow-Up

- 4.1 At the conclusion of the stress management practice, there will be an online workshop with all participants to explore the experiences of being trained and providing stress management support. The workshop will be used to make a qualitative evaluation of the course and to collect 'good practice' stories and ideas to include a 'good practice' paper.
- 4.2 The trainer/experts will draft a final report on the course, with evaluation feedback and a dedicated section, which can be separately published, to present the 'good practices' for the region.

Outputs

Activity	Services/Outputs	Timeframe
1.1	<ul style="list-style-type: none"> • Kick-off meeting between contractors trainers/experts and the Project Team • Stress management needs assessment • Stress management needs assessment brief report and baseline 	March-April 2023
1.2	<ul style="list-style-type: none"> • Stress management course curricula and methodology • Content (learning materials, exercise, reading) for the modular course (with at least 3 modules) 	April 2023
2.1	<ul style="list-style-type: none"> • Application form and selection criteria • Promotional material to be used by the Project team in the Project's social/digital media 	April 2023
2.2	<ul style="list-style-type: none"> • Review applications and with the Project team make a selection of approximately 20 participants • Inform selected participants (and unselected) 	May 2023
2.3	<ul style="list-style-type: none"> • Delivery of the modular online course over a period of up to 3 months. Number and duration of sessions within modules to be proposed by the contractor, as well as an online delivery platform 	June-August 2023
2.4	<ul style="list-style-type: none"> • Adapted/edited course materials uploaded to Project e-learning hub 	October 2023
3.1	<ul style="list-style-type: none"> • Provision of up to 10 coaching days to participants to support them with homework assignments between modules 	June-August 2023
3.2	<ul style="list-style-type: none"> • Coaching support to participants selected to undertake stress management practice - up to 2 days coaching to a maximum of 12 participants 	September-October 2023

4.1	<ul style="list-style-type: none"> Evaluation and good practice exploration online workshop for all participants 	October 2023
4.2	<ul style="list-style-type: none"> Final trainers/experts report, with a separate section on 'good practices in stress management' for the EaP countries 	November 2023

Inputs / Budget / Location

Interested service providers are requested to provide a detailed breakdown of the proposed inputs and corresponding budget to achieve the services and outputs listed above. In addition, offers should include the following:

- Brief description of the course, with learning objectives for each module and with an outline of the number and duration of sessions
- Description of the course delivery methodology, including the proposed online platform to host the course
- Description of options for 'coaching' support
- Brief description of the proposed 'stress management' practice services
- CVs/profiles of proposed expert(s) to deliver activities (training and coaching)

The required inputs should be presented broken down into hours/working days of experts, materials, equipment etc.

The estimated budget for the inputs should be provided in euros. The budget total should not exceed EUR20,000.00

The course and the coaching are all expected to be provided online/remotely, therefore the location of the experts/trainer is not relevant.