

Request for Proposals

Title: Psychology Services to Support Vulnerable Populations in Curaçao

Date Solicitation is Issued: November 22, 2023

Solicitation Number: 802-11.21.2023.PS

Closing Date: December 11, 2023

Closing Time: 10:00 PM UTC

Entitles That May Apply: Both Firms and Individuals

Contractual Mechanism: Cost Reimbursable

I. BACKGROUND

The Pan American Development Foundation (PADF) believes in creating a hemisphere of opportunity, for all. We work across Latin America and the Caribbean to make our region stronger— more healthy, peaceful, just, inclusive, resilient, and sustainable for current and future generations. For 60 years, we have served the most vulnerable communities, investing resources throughout the hemisphere. We partner with and enable civil society, governments, and the private sector for the greater good of the region.

With 60 years of experience across Latin America and the Caribbean and strong partnerships with local communities, civil society, and public and private sectors, we have an impeccable track record of success with extensive in-country networks and sound financial controls. We are uniquely positioned to develop and implement adaptable programs across multiple technical areas, quickly deploy to any country in Latin America and the Caribbean and activate existing local networks, measure, and evaluate our impact with comprehensive performance indicators, and communicate our progress through integrated communications strategies.

PADF has been active since September 2021 in Aruba and Curaçao, implementing the project *Integrando Horizontes*. The main objective of this project is to strengthen local capacity to protect and provide support to the integration of migrants in Aruba and Curaçao. This is achieved by increasing access to protection mechanisms, health, education, and livelihoods. PADF works with several local implementing partners and collaborates with government entities, and other international organizations to respond to the needs of migrants in both Aruba and Curaçao.

II. PROJECT OVERVIEW

The consultant or firm will be responsible for providing psychological assistance to vulnerable populations in Curaçao, including Spanish-speaking migrants, for an estimated six (6) months, with the possibility for extension. This includes, but is not limited to, diagnosing mental health issues, designing, and implementing treatment plans, and promoting psychological wellness. The supervision of the work will be done via the PADF local team (reporting to the Project

Director). The psychologist will provide services to beneficiaries of the project *Integrando Horizontes* with a priority on Spanish-speaking clientele.

III. LOCATION(S) OF ASSIGNMENT

Willemstad, Curaçao

IV. TERMS OF REFERENCE, DELIVERABLES AND DELIVERABLES SCHEDULE (All applicable Taxes, Fees, and other costs should be included in the price proposal.)

Responsibilities

- Conduct intakes and psychological evaluations with clients.
- Diagnose mental health issues and design and implement individual treatment plans to address them.
- Make appropriate mental health recommendations based on psychological assessments, behavioral observations, and other techniques.
- Participate in and/or lead group therapy sessions.
- Promote psychological wellness through preventative activities.
- Participate in multidisciplinary consultations to discuss and assess treatment plans.
- Refer clients to other care providers or agencies if necessary.
- Stay informed about social developments and developments in mental health care, as well as legislation and regulations relevant to the provision of psychological support.
- Coordinate with local and regional actors to identify best practices and intervention opportunities.
- Evaluate the results of psychological treatments on a regular basis and adjust interventions as needed.
- Prepare and share timely progress reports on implemented activities.
- Support monitoring activities by registering client data and project indicators in accordance with organizational policy.
- Take necessary measures to protect and promote client confidentiality and privacy.
- Other tasks as identified by the supervising agency.

Competencies

- Specialized knowledge in the field of psychology.
- Knowledge of and skills in the application of psychological diagnostic counseling and treatment methods.
- Knowledge of the health care system in Curaçao.
- Knowledge and insight into government policy in the field of mental health care and welfare.
- Insight into relevant social developments.
- Insight into developments in the field.
- Social and communication skills.

Personal Characteristics

- Client oriented and professional.

- Flexible in a fast-paced environment.
- Motivated and works well in a multidisciplinary team.
- Problem solving skills, solution-oriented and positive attitude.
- Independent and takes initiative.
- Demonstrated interest in supporting the mental health needs of vulnerable migrants.

Required Qualifications

- A university degree in psychology with a background in clinical psychology.
- Registered to practice psychology within Curaçao.
- Flexible schedule, including willingness to work with client communities on certain weekends.
- Experience working with vulnerable populations using a gender equality and human rights approach.
- A minimum of five (5) years of work experience in clinical psychology.
- Strong command of Spanish (oral and written) and also good command of Dutch, English, and Papiamentu.
- Proficiency with Windows systems (Word, Excel, and PowerPoint), telecommunications platforms (Zoom), and technological hardware (laptops, projectors, audiovisual systems).

Expected Products

- Completion of a determined number of sessions per week with clients as specified in the contract.
- Monthly report to include number of consultations provided, including unique clients seen and non-confidential disaggregated information regarding nationality, gender, age of clients, and treatments implemented.

BUDGET

Please include a budget using the table below:

Cost Reimbursable

Description	Unit of measure (hour or session)	Quantity	Unit cost/rate
Consultant 1			
Consultant 2			
Sub-total Personnel			
VAT or other taxes (as applicable)			
Other related Cost (please specify)			

Total Cost of Financial Proposal			
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V. EVALUATION CRITERIA

Evaluation Criteria	Score (out of 100)
Does the proposal clearly explain, understand, and respond to the objectives of the project as stated in the Scope of Work?	20
Demonstrated expertise and experience with similar projects.	20
Personnel qualifications – do the proposed team members / or individual, have the necessary experience and capabilities to carry out the Scope of Work?	20
Demonstrated commitment through previous experience in supporting vulnerable populations	20
Proposal clearly delineates cost for services and indication of available services’ hours	20

VI. SUBMISSION DETAILS

- a. **Deadline.** Proposals must be received no later than December 11, 2023, 10:00 PM UTC Time Zone. Late submissions will not be accepted. Proposals must be submitted via email to rmartis@padf.org. All proposals are to be submitted following the guidelines listed in this RFP.
- b. **Validity of bid;** proposals, including cost/price, shall remain valid for 120 days, from the submission deadline.
- c. **Clarifications.** Questions may be submitted to rmartis@padf.org by the specified date and time in the timeline below. The subject of the email must contain the RFP number and title of the RFP. PADF will respond in writing to submitted clarifications by the date specified in the timeline below. Responses to questions that may be of common interest to all bidders will be posted to the PADF website and/or communicated via email.
- d. **Amendments.** At any time prior to the deadline for submission of proposals, PADF may, for any reason, modify the RFP documents by amendment which will be posted to the PADF website and/or communicated via email.
- e. **Timeline of Events**

Request for Proposals Issued	November 22, 2023
Clarifications submitted to PADF	November 29, 2023
Clarifications provided to known bidders	December 4, 2023

Complete Proposals Due	December 11, 2023
Approximate Selection Made	January 5, 2024

VII. MINIMUM REQUIREMENTS

Qualified consultants or firms must meet or satisfactorily cover the following critical requirements:

No.	Requirement	Level of importance
1	The consultant or firm is located in Curaçao and is legally authorized or registered to work and practice psychology in Curaçao.	Consultants or firms must meet this criteria to be eligible for consideration.
2	The consultant or firm has a university degree in psychology and at least five (5) years of work experience in clinical psychology.	Preference will be given to consultants or firms who meet this requirement.
3	The consultant or firm has strong command of Spanish (oral and written) and a good command of Dutch, English, and Papiamentu.	Preference will be given to consultants or firms who meet this requirement.

VIII. PROPOSAL DOCUMENTS TO INCLUDE

- a. Signed cover page on bidder's letterhead with the bidder's contact information.
- b. Technical Proposal.
 - i. Corporate Capabilities, Experience, Past Performance, and 3 client references. Please include descriptions of similar projects or assignments and at least three client references.
 - ii. Qualifications of Key Personnel. Please attach CVs that demonstrate how the team proposed meets the minimum requirements listed in section 7 (Minimum Requirements).
 - iii. Technical Approach, Methodology and Detailed Work Plan. The Technical Proposal should describe in detail how the bidder intends to carry out the requirements described in the Terms of Reference and clearly delineate available hours.
 - iv. Please include completed Budget Template provided with this RFP.

IX. TERMS AND CONDITIONS

Resulting Award

This RFP does not obligate PADF to execute a contract, nor does it commit PADF to pay any costs incurred in the preparation or submission of the proposals. Furthermore, PADF reserves the right to reject any and all offers, if such action is considered to be in the best interest of PADF. PADF will, in its sole discretion, select the winning proposal and is not obligated to share individual evaluation results.

Confidentiality

All proprietary information provided by the bidder shall be treated as confidential and will not be shared with potential or actual applicants during the solicitation process. This includes but is not limited to price quotations, cost proposals and technical proposals. PADF may, but is not obliged to, post procurement awards on its public website after the solicitation process has concluded, and the contract has been awarded. PADF's evaluation results are confidential and applicant scoring will not be shared among bidders.

Protection from Sexual Exploitation and Abuse (PSEA)

As part of the contractor's internal controls and standards of employee conduct, the contractor must ensure that its employees adhere to these standards of conduct in a manner consistent with the standards for United Nations (UN) employees in Section 3 of the UN Secretary-General's Bulletin – Special measures protection from sexual exploitation and sexual abuse (ST/SGB/2003/13).

Contracting with Small, Minority, and Women's Businesses

PADF will take all necessary steps to assure that minority businesses, women's business enterprises, and labor surplus area firms are used when possible.

Debarment and Suspension

Entities that appear on any exclusion lists, System for Award Management (SAM), Office of Foreign Assets Control (OFAC), UN Sanctions List, and other watchlists, will not have their bid evaluated and will not be eligible to receive any subaward that may result from this Request for Proposals.

ANNEX I, VENDOR INFORMATION

Please Annex the following information in your submitted proposal:

VENDOR INFORMATION FORM		
1.	Vendor Type (Please indicate if a Firm or Individual Consultant)	
2.	Registration Status (Please indicate Employer Identification Number, Social Security Number, or other registration number)	
3.	Vendor's Legal Name	
4.	Company Contact full name	
5.	Email Address	
6.	Full Business Address (Including city, country, and postal code, if applicable)	
7.	Category (Not-For-Profit, For-Profit, Other)	
8.	Based in Curaçao? (Yes or No)	
9.	Phone Number	
10.	Government Owned Business? (Yes or No)	
11.	Signed and Printed Name	

12.	Date	
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ANNEX II, PADF CODE OF CONDUCT

PADF has an intrinsic set of values which can be categorized by H.E.A.R.T, which are categorized as:

Honesty: We work and express ourselves in an open, transparent, and clear manner.

Excellence: We strive for the highest results and standards, and work with clear and transparent processes deliverables, evidence and rigor. We are committed to those we serve, giving our time, energy and dedication to what we believe in.

Accountability: We pride ourselves on our integrity. We accept responsibility for our actions. We rigorously manage our results, our deliverables, our documentation, and our knowledge.

Respect: We value diversity and other points of view. We are inclusive and empathetic. We foster cooperation, collegiality and teamwork, working together toward the same ends. We seek to create a work environment of decency, working fairness, sincerity and trustworthiness.

Teamwork: We work as ONE PADF committing to our common goals and objectives. We foster cooperation, collegiality and teamwork. We make high-quality decisions as a team. We proactively and openly share knowledge, materials, and expertise. We foster and embrace innovation, creativity and diverse points of view. We are one team.

Offerors and their agents shall at all times act with integrity. Offerors and their agents shall not:

- Offer gifts, employment, and other benefits to Pan American Development Foundation employees and others who are in a position to influence the award of a contract.
- Attempt to seek confidential information in respect to tendering and contract formation processes associated with this RFP from Pan American Development Foundation employees and others who have access to confidential information.

All Offerors are expected to exercise the highest standards of conduct in preparing, submitting and if selected, eventually carrying out the specified work in accordance with PADF's H.E.A.R.T. values.

Any violation of the Code of Conduct, as well as concerns regarding the integrity of the procurement process and documents, should be reported to PADF via its Ethics Hotline at www.safecall.co.uk/report

ANNEX III, FLOW DOWN PROVISIONS

The U.S. Department of State Standard Terms and Conditions

A full list of the terms and conditions may be viewed at the following link:

<https://www.state.gov/wp-content/uploads/2020/10/U.S.-Department-of-State-Standard-Terms-and-Conditions-10-21-2020-508.pdf>