

Terms of reference (ToRs) for the procurement of services below the EU threshold

WSPR Psychosocial support research

**Project number/
cost centre:**

20.2106.1-001.00

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0. List of abbreviations

AG	Commissioning party
AN	Contractor
AVB	General Terms and Conditions of Contract for supplying services and work
FK	Expert
FKT	Expert days
KZFK	Short-term expert
ToRs	Terms of reference
WSPR	Whistleblowers Support Platform for Reform

1. Context

Since the end of the apartheid regime in 1994, South Africa has developed into a stable democracy with a progressive constitution. However, it faces growing governance challenges: lack of good governance at all levels of government as well as endemic corruption in all sectors and mismanagement of public finances. The Transparency, Integrity and Accountability Programme (TIP) supports state and non-state actors to contribute towards the implementation of the National Anti-corruption Strategy (NACS) in a whole-of-government and societal manner. The TIP provides capacity development for anti-corruption actors in the state, civil society and the business sector. The project supports:

- Active citizenry where citizens can contribute actively to activities and initiatives in favour of transparency, integrity and accountability (output 1);
- The strengthening of institutional capacity of collaborative mechanisms, particularly the National Anti-corruption Advisory Council to coordinate the implementation of the NACS (output 2); and
- Multi-stakeholder partnerships to improve transparency, integrity and accountability meet the requirements of the human rights-based approach, including gender equality (output 3).

The lead executing agency for the TIP is the Department of Planning, Monitoring and Evaluation (DPME). The TIP is implemented by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ). The TIP is co-financed by the Swiss State Secretariat for Economic Affairs (SECO). The programme is part of the newly established Peaceful and Inclusive Societies cluster of BMZ and the action field Good Governance.

These ToRs form part of the TIP's implementation mandate.

Background of assignment

In 2022, various organisations working within the whistleblower support space came together to tackle this problem. The initial "Reflection Meeting on the Whistleblower Support Value Chain in South Africa" took place in April 2022 and a second meeting on "The Whistleblower Support Value Chain" took place on 7 September 2022. The aim was to foster collaboration and identify concrete actions that could be taken to support whistleblowers. From these meetings, the Whistleblower Support Platform for Reform (WSPR), a multi-stakeholder partnership, was established in January 2023. The WSPR aims to work with others within the whistleblower support space with the shared vision of developing expertise and initiatives to improve the whistleblower support system. The areas of focus for WSPR are:

- Awareness, Education and Data Interventions to increase awareness of the value of whistleblowing and to promote positive attitudes towards whistleblowers,
- Psycho-Social Support Interventions to support the psychological well-being of whistleblowers, including career counselling and coaching,
- Technical Support Interventions focusing on legal, security, and investigative support as well as legal reform,
- Guidance for Whistleblowers Including the dissemination of general and specific advice/support to prospective whistleblowers.

TIP, on behalf of WSPR, is looking for an organisation with a team of clinical psychologist, trauma counsellors and mental health experts or similar, to conduct comprehensive nationwide research. This research will focus on understanding the psychosocial impact experienced

by whistleblowers and their support structures (family, friends, colleagues etc.) throughout their whistleblowing journeys. Secondly, the research will delve into the experiences of psychologists and or mental health experts as they provide treatment or support to whistleblowers. The research will have to include both qualitative and quantitative research methodologies, validation workshops and reports.

The insights gathered from this research will serve as a foundation for the development of a Wellness toolkit. This toolkit will be designed to provide guidance and support not only to individual (potential) whistleblowers but also to the mental health professionals who play a crucial role in their care. Furthermore, the report will need to be adapted into interactive digital tools that can be hosted on various digital platforms. Another key objective of the research is to produce a discussion paper on the patterns, trends and gaps experienced by psychologists and or mental health experts when treating whistleblowers.

TIP is seeking to appoint an institution that possesses multidisciplinary expertise capable of applying both practical and academic perspectives to this research endeavour.

The primary objectives of this research project are to:

- Investigate the psychosocial impact experienced by whistleblowers and their support structures during their whistleblowing journeys
- Gain insights into the challenges and trends faced by psychologists and other mental health practitioners when providing support to whistleblowers.
- Develop a Wellness Toolkit based on the research findings to guide and support both individual (potential) whistleblowers and mental health professionals involved in their care.

2. Tasks to be performed by the contractor:

The contractor must conduct research on the psychosocial impact of whistleblowing and is responsible for the following tasks:

- Conduct desktop research on the psychosocial impacts of whistleblowing from existing research
- Provide definitional clarity on what constitutes a whistleblower so as to form a common understanding for the research participants
- Identification of target groups and platforms for data collection
- Develop survey questions for whistleblowers
- Develop survey questions for whistleblowers' support structure
- Develop survey questions for practitioners (psychologists, mental health experts, trauma counsellors etc.)
- Analysis of research results
- Organise and conduct up to 10 focus groups and interviews (virtual or in-person)
- Prepare draft report based on research findings.
- Present draft report and validation workshop (hybrid)
- Final report
- Draft development of a printable pdf version of the Wellness Toolkit
- Finalize the Wellness Toolkit
- Development of interactive version (such a decision trees, links, infographics etc.) of the Wellness Toolkit

- Two publications of the discussion paper on various health related platforms such as journals, newsletters, magazines and platforms of the Health Professionals Council of South Africa
- 6 consulting days with the WSPR psychosocial support workstream.

The Wellness toolkit must be visually presentable with graphic design and visuals. The proposal submission needs to include any foreseen travel and accommodation costs as well as venue hire and catering.

Certain milestones, as laid out in the table below, are to be achieved during the contract term:

Milestones/process steps/partial services	Deadline/place/person responsible
Inception meeting	26 February 2024
Desktop research report	26 March 2024
Qualitative and quantitative research	29 March 2024
Draft research report	30 May 2024
Final report	15 June 2024
Wellness toolkit	30 June 2024
Interactive version of the report	10 July 2024
Discussion paper	15 July 2024
Publication of discussion paper	20 July 2024
Consulting days	29 July 2024

Period of assignment: from February 2024 until 29 July 2024.

3. Concept

In the tender, the tenderer is required to show *how* the objectives defined in Chapter **Error! Reference source not found.** (Tasks to be performed) are to be achieved, if applicable under consideration of further method-related requirements (technical-methodological concept). In addition, the tenderer must describe the project management system for service provision.

Technical-methodological concept

Strategy (1.1): The tenderer is required to consider the tasks to be performed with reference to the objectives of the services put out to tender (see Chapter 1 Context) (1.1.1). Following this, the tenderer presents and justifies the explicit strategy with which it intends to provide the services for which it is responsible (see Chapter **Error! Reference source not found.** Tasks to be performed) (1.1.2).

The tenderer is required to describe the key **processes** for the services for which it is responsible and create an **operational plan** or schedule (1.4.1) that describes how the services according to Chapter **Error! Reference source not found.** (Tasks to be performed by the contractor) are to be provided. In particular, the tenderer is required to describe the necessary work steps and, if applicable, take account of the milestones and **contributions** of other actors (partner contributions) in accordance with Chapter 2 (Tasks to be performed) (1.4.2).

The tenderer is required to describe its contribution to knowledge management for the partner (1.5.1).

Project management of the contractor (1.6)

The tenderer is required to explain its approach for coordination with the GIZ project. In particular, the project management requirements specified in Chapter 2 (Tasks to be performed by the contractor) must be explained in detail.

The tenderer is required to draw up a **personnel assignment plan** with explanatory notes that lists all the experts proposed in the tender; the plan includes information on assignment dates (duration and expert months) and locations of the individual members of the team complete with the allocation of work steps as set out in the schedule.

Further requirements (1.7)

The service provider must ensure personal data is kept confidential and all research reports are anonymised and not include any details of a whistleblowers case. The research should also include demographic data.

4. Personnel concept

The tenderer is required to provide personnel who are suited to filling the positions described, on the basis of their CVs (see Chapter 6), the range of tasks involved and the required qualifications.

The below specified qualifications represent the requirements to reach the maximum number of points in the technical assessment.

Team leader

Tasks of the team leader

- Overall responsibility for the advisory packages of the contractor (quality and deadlines)
- Coordinating and ensuring communication with GIZ, partners and others involved in the project
- Personnel management
- Regular reporting in accordance with deadlines

Qualifications of the team leader

- Education/training (2.1.1): Post-graduate university degree in Psychology or health or social sciences
- Language (2.1.2): C2-level language proficiency in English
- General professional experience (2.1.3): 5 years mental health, trauma counselling psychology or related.
- Specific professional experience (2.1.4): 10 years research expertise in behavioural sciences or similar Specific
- Leadership/management experience (2.1.5): 5 years of management/leadership experience as project team leader or manager in a company
- Other (2.1.8): Evidenced experience in working with whistleblowers
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Researcher one

Tasks of Researcher one

- Develop research methodology and instruments
- Ensure data is representative, reliable and valid
- Analyse data and draw inferences from the data and ability to present it in a simple manner
- Methodological and ethical requirements are adhered to when conducting the research

Qualifications of Researcher one

- Education/training (2.2.1): Master's degree in psychology or behavioural sciences
- Language (2.2.2): C2 -level language proficiency in English
- General professional experience (2.2.3): At least 5 years' experience in research methodologies and data analysis

Researcher two

Tasks of Researcher two

- Develop research methodology and instruments
- Ensure data is representative, reliable and valid
- Analyse data and draw inferences from the data and ability to present it in a simple manner
- Methodological and ethical requirements are adhered to when conducting the research

Qualifications of Researcher two

- Education/training (2.3.1): Honours University degree in Social or health sciences, health
- Language (2.3.2): C2 -level language proficiency in English
- General professional experience (2.3.3): 5 years' research experience psychology, mental and or behavioural sciences
- Specific professional experience (2.3.4): At least 3 publications in journals or mass media articles

Graphic designer

Tasks of Graphic designer

- Design Wellness Toolkit in pdf printable version and digital format

Qualifications of Graphic designer

- Education/training (2.4.1): University degree in graphic design
- Language (2.4.2): C2 -level language proficiency in English
- General professional experience (2.4.3): 3 years in designing, layout and publication of handbooks

Soft skills of team members

In addition to their specialist qualifications, the following qualifications are required of team members:

- Sensitivity when interacting with respondents
- Team skills
- Initiative
- Communication skills
- Socio-cultural skills

- Efficient, partner- and client-focused working methods
- Interdisciplinary thinking

5. Costing requirements

Assignment of personnel and travel expenses

Per-diem and overnight accommodation allowances are reimbursed as a lump sum up to the maximum amounts permissible under tax law for each country as set out in the country table in the circular from the German Federal Ministry of Finance on travel expense remuneration (downloadable at <https://www.bundesfinanzministerium.de>).

Accommodation costs which exceed this up to a reasonable amount and the cost of flights and other main forms of transport can be reimbursed against evidence

All business travel must be agreed in advance by the officer responsible for the project.

Sustainability aspects for travel

GIZ would like to reduce greenhouse gas emissions (CO₂ emissions) caused by travel. When preparing your tender, please incorporate options for reducing emissions, such as selecting the lowest-emission booking class (economy) and using means of transport, airlines and flight routes with a higher CO₂ efficiency. For short distances, travel by train (second class) or e-mobility should be the preferred option.

If they cannot be avoided, CO₂ emissions caused by air travel should be offset. GIZ specifies a budget for this, through which the carbon offsets can be settled against evidence.

There are many different providers in the market for emissions certificates, and they have different climate impact ambitions. The [Development and Climate Alliance \(German only\)](#) has published a [list of standards \(German only\)](#). GIZ recommends using the standards specified there.

Specification of inputs

Fee days	Number of experts	Number of days per expert	Total	Comments
Team Leader	1	15	15	
Researcher one	1	8	8	
Researcher two	1	46	46	
Designation of graphic designer	1	4	4	Designing the Wellness toolkit
Travel expenses	Quantity	Price	Total	Comments
Transport	Quantity	Price	Total	Comments

Domestic flights				Return flights for two project team members to attend the presentation and validation workshop
CO₂ compensation for air travel <i>Link to working aid and table for determining the budget and Guidance for GIZ service providers on avoiding, reducing and offsetting GHG emissions on setting the budget.</i>				A budget is earmarked for settling carbon offsets against evidence.
Travel expenses (train, car) • Car hire •	4			Travel within the country of assignment, transfer to/from airport etc.
Other travel expenses Kilometres travelled to interview and focus group participants	500	4.64		Depending on the survey results the bidder may be required to have in-person focus groups and/ or interviews
Accommodation	4			
Other costs	Number	Price	Total	Comments
Flexible remuneration <i>Please calculate a number corresponding to approximately 10% of the contract value and specify this amount in the specification of inputs.</i> <i>In accordance with Section 3.3.5.7 AVB, when the flexible remuneration item is used, the contractually agreed amounts may be exceeded up to the amount of this budget item. This can be used only for cost items specified in the original agreement.</i> <i>The contractually agreed individual rates (e.g. amount of air travel expenses) and type of settlement (against evidence or flat rate) may not be changed.</i>				A budget of EUR is foreseen for flexible remuneration. Please incorporate this budget into the price schedule. Use of the flexible remuneration item requires prior written approval from GIZ.
Workshops Hybrid workshop for presentation and validation	1	50 849	50 849	The budget contains the following costs Venue hire and catering.

<p>Placements of articles</p> <p>If envisaged, please specify the fixed budget and break down descriptions (e.g. interpreting services)</p>	<p>2</p>	<p>3051</p>	<p>6102</p>	<p>The budget contains the following costs:</p> <ul style="list-style-type: none"> - Purchasing space in health magazine, journals and newsletter for the discussion paper
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Workshops and training

The bidder is required to organise the presentation and validation workshop. The venue must be in either Johannesburg and Pretoria and must cater for a hybrid meeting of a maximum of 30 in person participants. Should the bidder prefer to have in-person interviews and focus groups, travelling costs, venue hire and catering should also be included.

Please describe in your concept how you implement GIZ's minimum standards for sustainable event management (see annexes to the terms of reference).

6. Requirements on the format of the tender

The structure of the tender must correspond to the structure of the ToRs. In particular, the detailed structure of the concept (Chapter 3) should be organised in accordance with the positively weighted criteria in the assessment grid (not with zero). The tender must be legible (font size 11 or larger) and clearly formulated. It must be drawn up in English (language).

The complete tender must not exceed 10 pages (excluding CVs). If one of the maximum page lengths is exceeded, the content appearing after the cut-off point will not be included in the assessment. External content (e.g. links to websites) will also not be considered.

The CVs of the personnel proposed in accordance with Chapter 4 of the ToRs must be submitted using the format specified in the terms and conditions for application. The CVs shall not exceed 4 pages each. They must clearly show the position and job the proposed person held in the reference project and for how long. The CVs can also be submitted in English (language).

Please calculate your financial tender based exactly on the parameters specified in Chapter 5 Quantitative requirements. The contractor is not contractually entitled to use up the days, trips, workshops or budgets in full. The number of days, trips and workshops and the budgets will be contractually agreed as maximum limits. The specifications for pricing are defined in the price schedule.

7. Outsourced processing of personal data

The service provider must ensure personal data is kept confidential and all research reports are anonymised and not include any details of a whistleblowers case.

8. Other Requirements

- Please submit your proposal (technical and price proposal) in separate files/folder to ZA_Quotation@giz.de no later than **16th February 2024** all documents must be in PDF.
- **Submission to any other email address may invalidate your bid.**
- Please do not mention any price for this measure on your cover letter/Technical proposal.
- Please submit your tax clearance certificate with the bidding documents.
- Please submit your price proposal in **ZAR**.
- Our General Terms of Conditions (attached) shall not be changed/amended should you be the winner of this tender. These General Terms and Conditions will form part of the contract should you be awarded this contract. By submitting your proposal, we will conclude that you have read and accepted these terms and conditions.

- Participating more than once in same tender is not allowed and it will lead to your proposal as well as that of the company where you appear more than once being disqualified. The responsibility rests with the companies to ensure that their partners/experts are not bidding/participating more than once in same tender.

- **Bidders are not allowed to communicate directly with any other person regarding this bid other than the procurement official/s. Failure to comply with this requirement may lead to your bid being disqualified.**
- Bidders must strictly avoid conflicts with other assignments or their own interests. Bidders found to have a conflict of interest shall be disqualified. Without limitation on the generality of the above, Bidders, and any of their affiliates, shall be considered to have a conflict of interest with one or more parties in this EOI and tender process, if they:
 - a) are or have been associated in the past, with a firm or any of its affiliates which have been engaged by GIZ or the Interim Supply Chain Management Council to provide services for the preparation of the design, specifications, Terms of Reference, cost analysis/estimation, and other documents to be used for the procurement of the services in this selection process;
 - b) were involved in the preparation and/or design of the programme/project related to the services requested under this EOI and tender;
 - c) are serving or have been serving in the past three months in the structures of the Interim Supply Chain Management; or
 - d) are found to be in conflict for any other reason, as may be established by, or at the discretion of GIZ.

Scientific data

In the event of any uncertainty in the interpretation of a potential conflict of interest, Bidders must disclose to GIZ, and seek GIZ's confirmation on whether or not such a conflict exists.

- Similarly, the Bidders must disclose in their proposal their knowledge of the following:
 - a) if the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel are family members of GIZ staff involved in the procurement functions and/or the Interim SCM Council or any Implementing partner receiving services under this EOI or tender; and
 - b) all other circumstances that could potentially lead to actual or perceived conflict of interest, collusion or unfair competition practices.
- **Failure to disclose such an information may result in the rejection of the proposal or proposals affected by the non-disclosure.**
- **Bids sent via Dropbox and WeTransfer will not be accepted.**