



REFERENCE NUMBER: ESF.02.161/01

TENDER FOR THE PROVISION OF A RESEARCH ON SUICIDE IN MALTA AND EVALUATION OF SPOT SERVICE

This project is being financed through the European Structural and Investment Funds 2014-2020.

IMPORTANT:

- No Bid Bond is requested for this tender.

Date Published: Tuesday 11th January 2022 at 12:00pm CET/CEST

Deadline for Submission – extended for clarification purposes: Wednesday 2nd March 2022 at 2:00pm CET/CEST

Tender Opening: Monday 7th March 2022 at 09:00am CET/CEST



Operational Programme II - European Structural and Investment Funds 2014-2020
"Investing in human capital to create more opportunities and promote the well-being of society"
Project part-financed by the European Social Fund
Co-financing rate: 80% European Union; 20% National Funds



IMPORTANT

Clarifications shall be uploaded and will be available to view/download from www.victimsupportmalta.com/procurements

VICTIM SUPPORT MALTA

Telephone no: 21228333 Email address: info@victimsupport.org.mt

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	<h1>SECTION 1 – INSTRUCTIONS TO TENDERERS</h1>
	<h2>1. General Instructions</h2>
1.1	<p>In submitting a tender, the tenderer accepts in full and in its entirety, the content of this tender document, including subsequent Clarifications issued by the Non-Governmental Organisation (NGO), whatever the economic operator's own corresponding conditions may be, which through the submission of the tender is waived. Tenderers are expected to examine carefully and comply with all instructions, forms, contract provisions and specifications contained in this tender document. These Instructions to Tenderers complement the General Rules Governing Tenders for NGOs.</p> <p>No account can be taken of any reservation in the tender in respect of the procurement documents; any disagreement, contradiction, alteration or deviation shall lead to the tender offer not being considered any further.</p> <p>Prospective tenderers must submit their offer by email to info@victimsupport.org.mt. Prospective tenderers take full responsibility to submit their offer by the set tender submission deadline.</p> <p>Note: Where in this tender document a standard is quoted, it is to be understood that the Contracting Authority will accept equivalent standards. However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by the Contracting Authority.</p> <p>The Estimated Procurement Value for this Call for Tenders has been based on comprehensive research including appropriate financial analysis. In the context of this procurement, the Estimated Procurement Value, based on market research, is that of €10,000 excluding VAT.</p> <p>The purpose of this value shall be the guidance of prospective bidders when submitting their offer and is not to be considered as a binding capping price.</p> <p>Therefore, the published Estimated Procurement Value is not restrictive and final on the Contracting Authority. Economic Operators are free to submit financial offers above or below the Estimated Procurement Value. However, the Contracting Authority reserves the right to accept or reject Financial Offers exceeding the Estimated Procurement Value.</p>
1.2	<p>The subject of this tender is the conducting of a research study to assess the situation regarding Suicide in Malta and Gozo, in order to understand the current situation and needs of those affected by suicide, also in terms of stigma, raising awareness and to assess current service provision available. The research also includes an evaluation of VSM's SPOT Service.</p>
1.3	<p>The place of acceptance of the services shall be the premises of Victim Support Malta, the address of which would be disclosed to the successful bidder upon signing of contract, the time-limits for the execution of the contract shall be 10 Months, and the INCOTERM²⁰²⁰ applicable shall be Delivery Duty Paid (DDP).</p>

1.4	This is a global price contract.																				
1.5	This call for tenders is being issued under an open procedure.																				
1.6	The beneficiary of this tender is Victim Support Malta																				
1.7	This tender is not a reserved contract.																				
	2. Timetable																				
2.	<table border="1"> <tr> <td>Date of Clarification publication</td> <td>28.1.2022</td> <td>2:00pm</td> </tr> <tr> <td> Deadline for request for any additional information from VSM <i>20 calendar days before deadline for tenders below the threshold of Euro139,000 net of VAT</i> Clarification requests should be addressed to: info@victimsupport.org.mt </td> <td>10.2.2022</td> <td>12:00pm</td> </tr> <tr> <td> Last date on which additional information can be issued by VSM <i>8 calendar days before deadline for tenders below the threshold of Euro139,000 net of VAT</i> <i>11 calendar days before deadline for tenders above the threshold of Euro139,000 net of VAT</i> </td> <td>22.2.2022</td> <td>12:00pm</td> </tr> <tr> <td> Deadline for submission of tenders (unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering for NGOs) </td> <td>2.3.2022</td> <td>12:00pm</td> </tr> <tr> <td> Tender opening session (unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering for NGOs) </td> <td>7.3.2022</td> <td>09:00am</td> </tr> <tr> <td colspan="3">All times Central European Time (CET) / Central European Summer Time (CEST) as applicable</td> </tr> </table>			Date of Clarification publication	28.1.2022	2:00pm	Deadline for request for any additional information from VSM <i>20 calendar days before deadline for tenders below the threshold of Euro139,000 net of VAT</i> Clarification requests should be addressed to: info@victimsupport.org.mt	10.2.2022	12:00pm	Last date on which additional information can be issued by VSM <i>8 calendar days before deadline for tenders below the threshold of Euro139,000 net of VAT</i> <i>11 calendar days before deadline for tenders above the threshold of Euro139,000 net of VAT</i>	22.2.2022	12:00pm	Deadline for submission of tenders (unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering for NGOs)	2.3.2022	12:00pm	Tender opening session (unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering for NGOs)	7.3.2022	09:00am	All times Central European Time (CET) / Central European Summer Time (CEST) as applicable		
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	3. Lots																				
3.1	This tender is not divided into lots, and tenders must be for the whole of quantities indicated. Tenders will not be accepted for incomplete quantities.																				
	4. Variant Solutions																				
4.1	Variant solutions are not permissible.																				

	5. Financing	
5.1	The project is <i>co-financed</i> by the European Union, in accordance with the rules of the European Social Fund as part of the project ESF 02.161 - 'START - Suicide Training, Action, Recovery and Therapy'.	
5.2	The Contracting Authority of this tender is Victim Support Malta (VSM).	
	6. Clarification Meeting/Site Visit	
6.1	No clarification meeting/site visit is planned.	
	7. Selection and Award Requirements	
7.1	In order to be considered eligible for the award of the contract, economic operators must provide evidence that they meet or exceed certain minimum criteria described hereunder.	
7.1.1	(A) Eligibility Criteria Economic Operators are to complete the Eligibility Section through the European Single Procurement Document (ESPD) and the necessary documents as follows: (Note2)	
	(i)	No Bid Bond is required. (Note 1)
	(ii)	Declare agreement, conformity and compliance with the provisions of the Statement on Conditions of Employment by submitting a declaration to this effect.
	(iii)	Declare agreement, conformity and compliance with the provisions of the Statement on Conditions of Employment by completing the minimum hourly workers' costs declaration involving the provision of the employees' services. (Note 2)
	(iv)	Power of Attorney (if applicable) (Note 2)
	(v)	Information re Joint Venture/Consortium (Note 2)
7.1.2	(B) Exclusion (including Blacklisting) and Selection Criteria – information to be submitted through the completion of the following declaration forms:	
	(i)	Declaration concerning exclusion grounds
	(ii)	Declaration concerning <i>Selection Criteria</i>

7.1.3	<p>(C) Technical Specifications</p> <p>(i) Tenderer's Technical Offer in response to specifications. (Note 3)</p> <p>Team of Research Officers lead by a Key Expert as follows:</p> <p>Key Expert 1 (Project Research Manager and Lead Expert)</p> <p>Minimum requirements:</p> <ul style="list-style-type: none"> · A recognised PHD at MQF level 8 qualification or equivalent in: Social Policy and Social Work; Social Sciences; Social Studies; Social Wellbeing; Personal and Social Development; Community Studies; Sociology; Family Studies; or an equivalent comparable professional qualification. · Have excellent written and spoken skills in English and Maltese. <p>Key Expert 2: Research Officer</p> <p>Minimum requirements:</p> <ul style="list-style-type: none"> · A recognized Bachelor's qualification at MQF Level 6 qualification or equivalent in: Anthropology; Sociology; Public Policy; Youth and Community Studies; Personal and Social Development; Social Policy and Social Work, Psychology; Family Studies; or an equivalent comparable professional qualification. · Have excellent written and spoken skills in English and Maltese. <p>The Key Experts Form, the Statement of Exclusivity and Availability Form, the Self-declaration form for the Key Expert, the Key Experts' CVs and the proof of qualifications are to be submitted at the Tendering submission stage. The Self-declaration form for Key Experts (relating to public employees) is also to be provided, where applicable.</p>	
7.1.4	<p>(D) Financial Offer</p>	
	(i)	<p>A financial offer is to be submitted by filling in the Financial Bid Form, and is to be calculated on the basis of Delivered Duty Paid (DDP)²⁰²⁰ (Grand Total) for the services tendered.]^(Note 3)</p>
	(ii)	<p>Notes to Clause 7:</p> <p><i>1. Tenderers will be requested to clarify/rectify, within five (5) working days from notification, the tender guarantee only in the following four circumstances: incorrect validity date, and/or incorrect value, and/or incorrect addressee and incorrect name of the bidder. Rectification in respect of the Tender Guarantee (Bid Bond) is free of charge.</i></p>

	<p>2. A) <i>Tenderers will be requested to either clarify/rectify any incorrect and/or incomplete documentation, and/or submit any missing documents within five (5) working days from notification.</i></p> <p>3. <i>No rectification shall be allowed. Only clarifications on the submitted information may be requested.</i></p> <p><i>Request for Clarification and / or rectifications concerning a previous request dealing with the same shortcoming shall not be entertained.</i></p>
8.1	<p>8. Tender Guarantee (Bid bond)</p> <p>No tender guarantee (bid bond) is required.</p>
	<p>9. Criteria for Award</p>
9.1	<p>The sole award criterion will be the price. The contract will be awarded to the tenderer submitting the cheapest priced offer satisfying the administrative and technical criteria.</p>

SECTION 2 – EXTRACTS FROM THE PUBLIC PROCUREMENT REGULATIONS

Part X of the Public Procurement Regulations

270. Any tenderer or candidate concerned, or any person, having or having had an interest or who has been harmed or risks being harmed by an alleged infringement or by any decision taken including a proposed award in obtaining a contract, a rejection of a tender or a cancellation of a call for tender after the lapse of the publication period, may file an appeal by means of an objection before the Review Board, which shall contain in a very clear manner the reasons for their complaints.

271. The objection shall be filed within ten calendar days following the date on which the NGO has by fax or other electronic means sent its proposed award decision or the rejection of a tender or the cancellation of the call for tenders after the lapse of the publication period.

272. The communication to each tenderer or candidate concerned of the proposed award or of the cancellation of the call for tenders shall be accompanied by a summary of the relevant reasons relating to the rejection of the tender as set out in regulation 242 or the reasons why the call for tenders is being cancelled after the lapse of the publication period, and by a precise statement of the exact standstill period.

273. The objection shall only be valid if accompanied by a deposit equivalent to 0.50 per cent of the estimated value set by the NGO of the whole tender or if the tender is divided into lots according to the estimated value of the tender set by the NGO for each lot submitted by the tenderer, provided that in no case shall the deposit be less than four hundred euro (€400) or more than fifty thousand euro (€50,000) which may be refunded as the Public Contracts Review Board may decide in its decision.

274. The Secretary of the Review Board shall immediately notify the Director and/or the NGO as the case may be that an objection had been filed with his authority thereby immediately suspending the award procedure.

275. The NGO involved, as the case may be, shall be precluded from concluding the contract during the period of ten calendar days allowed for the submission of appeals. The award process shall be completely suspended if an appeal is eventually submitted.

276. The procedure to be followed in submitting and determining appeals as well as the conditions under which such appeals may be filed shall be the following:

- (a) any decision by the General Contracts Committee or the Special Contracts Committee or by the NGO shall be made public by affixing it to the notice-board of the same NGO as the case may be or by uploading it on Government's e-procurement platform prior to the award of the contract if the call for tenders is administered by the NGO;
- (b) the appeal of the complainant shall also be affixed to the notice-board of the Review Board and shall be communicated by fax or by other electronic means to all participating tenderers;
- (c) the NGO and any interested party may, within ten calendar days from the day on which the appeal is affixed to the notice-board of the NGO and uploaded if/where applicable on the Government's e-procurement platform, file a written reply to the

appeal. These replies shall also be affixed to the notice-board of the Review Board and where applicable it shall also be uploaded on the Government's e-procurement platform;

- (d) within three working days of the publication of the replies, the Secretary of the Review Board shall prepare a report (the Analysis Report) analysing the appeal and any reply to it. This report shall be circulated to the persons who file an appeal and to all parties who submitted a reply to the appeal;
- (e) after the preparatory process is duly completed, the Director or the Head of the NGO shall forward to the Chairman of the Review Board all documentation pertaining to the call for tenders in question including files, tenders submitted, copies of deposit receipts and any motivated letter;
- (f) The secretary of the board shall inform all the participants of the call for tenders, the NGO of the date or dates as the case maybe when the appeal will be heard;
- (g) When the oral hearing is concluded, the Public Contracts Review Board, if it does not deliver the decision on the same day, shall reserve decision for the earliest possible date to be fixed for the purpose, but not later than six weeks from the day of the oral hearing:
Provided that for serious and justified reasons expressed in writing by means of an order notified to all the parties, the Public Contracts Review board may postpone the judgment for a later period.
- (h) The secretary of the board shall keep a record of the grounds of each adjournment and of everything done in each sitting;
- (i) After evaluating all the evidence and after considering all submissions put forward by the parties, the Review Board shall decide whether to accede or reject the appeal.

SECTION 3 – SPECIAL CONDITIONS

	<p>These conditions amplify and supplement, if necessary, the General Conditions governing the contract. Unless the Special Conditions provide otherwise, those General Conditions remain fully applicable. The numbering of the Articles of the Special Conditions is not consecutive but follows the numbering of the Articles of the General Conditions. Other Special Conditions should be indicated afterwards.</p> <p>For the purposes of contracts issued by NGOs, the term ‘approval from the Central Government Authority’ shall be substituted by the term ‘approval by the Head responsible for that NGO’; Furthermore, any references to the Contracting Authority throughout the General Conditions shall be deemed to be referring to the NGO responsible for that procurement.</p>
	<h3>Article 2: Notices and Written Communications</h3>
2.1	<p>Further to the contents in the General Conditions, all written communication in relation to this contract between VSM and the Contractor must state the Contract title and identification number.</p> <p>(i) All communication must be addressed in the English language</p> <p>(ii) During the tender period, all communication must be sent through email and be addressed to the Project Leader Johann Agius on johann@victimsupport.org.mt, copying in the Project Manager Charlotte Portelli on charlotte@victimsupport.org.mt.</p> <p>(iii) During the execution of the contract, all communication must be carried out through phone and/or email. The specific phone number(s) and email address(es) to be used will be communicated to the Selected Bidder by VSM. The final report is to be submitted in soft copy to the Project Leader by email on johann@victimsupport.org.mt and copying in the Project Manager on charlotte@victimsupport.org.mt.</p>
	<h3>Article 5: Supply of Information</h3>
5.1	As per General Conditions.
	<h3>Article 6: Assistance with Local Regulations</h3>
6.1	As per General Conditions.
6.2	Further to the General Conditions, the Contractor is responsible to abide by national law/policies regarding the right of minors to confidentiality and informed consent, and will be taking all necessary measures to ensure that no national, regional or international law is broken in this regard.
	<h3>Article 7: Obligations of the Contractor</h3>

7.1	<p>The Contractor shall, within fifteen (15) calendar days of receipt of the contract, sign and date the contract and return it together with a copy of the Performance Guarantee. The Contractor is further obliged to forward the original performance guarantee to the Contracting Authority.</p> <p>The Contract will not be endorsed by the Contracting Authority until the performance guarantee is submitted. The amount of the guarantee shall be 4% where the amount of the total contract value is between €10,000 and €500,000 ex VAT, and 10% where the amount of the total contract value is €500,000 or above.</p> <p>The performance guarantee shall be held against payment to the Contracting Authority for any loss resulting from the Contractor's failure to perform his contractual obligations fully and properly.</p>
7.15	The performance Guarantee shall be released within 30 days from settlement of the final Invoice.
	Article 13: Medical, Insurance and Security Arrangements
13.2	Not Applicable
	Article 14: Intellectual and Industrial Property Rights
14.1	All deliverables, reports, data and any other supporting material compiled or prepared by the Contractor in the performance of the contract shall be the absolute property of the Contracting Authority. No part of the publications, including the findings, analysis or recommendations that come out of such studies, may be reproduced in any format or by any means without prior consent from the Contracting Authority..
	Article 15: Scope of the Services
15.1	The scope of the services is defined in Section 4 (Terms of Reference).
	Article 16: Personnel and Equipment
16.1	As per General Conditions.
16.2	Further to the provisions of the General Conditions, any equipment which may be deemed necessary by the Contractor for the execution of the contract shall be at the cost of the contractor.
	Article 18: Execution of the Contract

18.1	<p>The commencement date of the Contract is 2 weeks from the date of award issued by the Contracting Authority. The Contract shall have a delivery period of 10 months.</p> <p>Unless otherwise stated, should the period of execution of works be extended for any reason, the period of execution of the present contract shall be extended accordingly. The contractor shall not be entitled to request any additional payment in this respect in a court or tribunal.</p>
Article 19: Delays in Execution	
19.1	<p>Failure to execute the tender will incur a 25% compensation payment. Delay in executing the tender at the agreed upon date will be at a rate of €50 per day for penalty of delay and the maximum aggregate amount for such compensation will be up to a limit of €2,500.</p> <p>Furthermore, the same daily penalty applies if the contractor fails to satisfactorily provide the requested services/reports as stipulated in the contract, and/or the service is found to be seriously lacking in quantity, quality or efficiency and/or the Contractor breaches any of the conditions stipulated in the contract.</p>
Article 20: Amendment of the Contract	
20.1	As per General Conditions.
Article 24: Interim and Final Progress Reports	
24.1	<p>An Interim Progress Report would be required halfway through, meaning around 5 months into the process.</p> <p>This would be followed by the Final Cohesive Report at the end of the process, meaning around 10 months into the process.</p>
Article 26: Payments and Interest on Late Payment	
26.1	<p>This is a global-price contract. Further to the provisions of the General Conditions, The full payment, carried out on the presentation of an invoice provided by the supplier, will be satisfied upon the completion of the research and the project itself 10 months after the opening of the tender on 7th March 2022, meaning 7th January 2023, and upon approval of the Final Cohesive Report as outlined in Section 4.2 of the Terms of Reference by the Contracting Authority.</p>

32.1	<p>Article 32: Breach of Contract</p> <p>Without prejudice to the General Conditions and to Contracting Authority's right to dissolve 'ipso jure' the contract in the case of infringement of any condition thereunder and apart from the deduction established for delay in delivery, any such infringement shall render the contractor, in each case, liable to a deduction by way of damages of 5% of the value of the contract, unless the Contracting Authority elects, with regard to each particular infringement, but not necessarily with regard to all infringements, to claim actual damages incurred.</p>
39.1	<p>Article 39: Further Additional Clauses</p> <p>Ethics clauses</p> <p>39.1.1 Any attempt by a candidate or tenderer to obtain confidential information, enter into unlawful agreements with competitors or influence the committee or the Contracting Authority during the process of examining, clarifying, evaluating and comparing tenders will lead to the rejection of his/her candidacy or tender and may result in administrative penalties.</p> <p>39.1.2 Without the Contracting Authority's prior written authorisation, the Contractor and his/her staff or any other company with which the Contractor is associated or linked may not, even on an ancillary or sub-contracting basis, supply other services, carry out works or supply equipment for the project.</p> <p>39.1.3 When putting forward a candidacy or tender, the candidate or tenderer is declaring that he/she is affected by no potential conflict of interest, and that he/she has no particular link with other tenderers or parties involved in the project.</p> <p>39.1.4 The Contractor must at all times act impartially and as a faithful adviser in accordance with the code of conduct of his/her profession. He/she must refrain from making public statements about the project or services without the Contracting Authority's prior approval. She/he may not commit the Contracting Authority in any way without its prior written consent.</p> <p>39.1.5 For the duration of the contract, the Contractor and his/her staff must respect human rights.</p> <p>39.1.6 The Contractor may accept no payment connected with the contract other than that provided for therein. The Contractor and his/her staff must not exercise any activity or receive any advantage inconsistent with their obligations to the Contracting Authority.</p> <p>39.1.7 The Contractor and his/her staff are obliged to maintain professional secrecy for the entire duration of the contract and after its completion. All reports and documents drawn up or received by the Contractor are confidential and remain so even after completion of contract.</p> <p>39.1.8 The contract governs the Parties' use of all reports and documents drawn up, received or presented by them during the execution of the contract.</p> <p>39.1.9 The Contractor shall refrain from any relationship likely to compromise his/her independence or that of his/her staff. If the Contractor ceases to be independent, the Contracting Authority may, regardless of injury, terminate the contract without further notice and without the Contractor having any claim to compensation.</p> <p>39.1.10 The tender(s) concerned will be rejected or the contract terminated if it emerges that the award or execution of a contract has given rise to unusual commercial expenses. Such unusual commercial expenses are commissions not mentioned in the main contract or not stemming from a properly concluded contract referring to the main contract, commissions not paid in return for any actual and legitimate service, commissions remitted to a tax haven, commissions paid to a recipient who is not clearly identified or commissions paid to a company which has every appearance of being a front company.</p> <p>39.1.11 The tenderer(s) concerned will be rejected or the contract terminated if it emerges that the award or execution of a contract is carried out, implemented or otherwise fulfilled in any manner which is contrary to Clause 39.1, entitled Ethics Clauses, herein stipulated.</p>

<p>39.2 39.2.1</p> <p>39.2.2</p> <p>39.3 39.3.1</p>	<p>Data Protection and Freedom of Information</p> <p>Any personal data submitted in the framework of the procurement procedure and/or subsequently included in the contract shall be processed pursuant to the Data Protection Act (2018). It shall be processed solely for the purposes of the performance, management and follow-up of the procurement procedure and/or subsequent contract by the Contracting Authority without prejudice to possible transmission to the bodies charged with a monitoring or inspection task in conformity with National and/or Community law.</p> <p>The provisions of this contract are without prejudice to the obligations of the Contracting Authority in terms of the Freedom of Information Act (Cap. 496 of the Laws of Malta). The Contracting Authority, prior to disclosure of any information to a third party in relation to any provisions of this contract which have not yet been made public, shall consult the contractor in accordance with the provisions of the said Act, pertinent subsidiary legislation and the Code of Practice issued pursuant to the Act. Such consultation shall in no way prejudice the obligations of the Contracting Authority in terms of the Act.</p> <p>Gender Equality</p> <p>In carrying out his/her obligations in pursuance of this contract, the tenderer shall ensure the application of the principles of gender equality and equal opportunities to all and shall thus 'inter alia' refrain from discriminating on the grounds of sex/gender and family responsibilities, sexual orientation, age, religion or belief, racial or ethnic origin, and gender identity, gender expression or sex characteristics in employment; banks and financial institutions, as well as education. All publicity and marketing relating activities are also to be free from stereotypes and any form of discrimination. This will ensure that any publicity and marketing activities are socially inclusive.</p>
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SECTION 4 – SPECIFICATIONS / TERMS OF REFERENCE

Note:

Where in this tender document a standard, brand or label is quoted, it is to be understood that the NGO will accept equivalent standards, brands or labels. However, it will be the responsibility of the respective bidders to prove that the standards they quoted are equivalent to the standards requested by the NGO.

1. Background Information

1.1 - Beneficiary Country

Malta

1.2 - NGO

Victim Support Malta

1.3 - Relevant Country Background

This project seeks to raise awareness on suicide with the aim to increase identification and prevention, combat stigma, and encourage those vulnerable to seek assistance.

A research study, seeking to determine the level of awareness of the issue of suicide amongst the general public, to identify gaps leading to under-reporting and to conduct an internal and external evaluation of Victim Support Malta's SPOT service, identifying potential hinderances. No such research has ever been conducted on this scale in Malta.

1.4 - Current State of Affairs in the Relevant Sector

Suicide remains a prevailing issue locally, in Europe and worldwide. In fact, the WHO reports that worldwide approximately 800,000 people die by suicide each year. Suicide is a global phenomenon that affects people of all ages and from all regions of the world, regardless of gender.

In Malta, while the reported suicide rate (per 100,000 inhabitants) is lower than the European average, it has significantly increased over the past decades, as opposed to the overall European and international decline between 2000 and 2021, according to Health Ministry's Mental Health Services in Malta.

Further research needs to be undertaken nationally to clearly determine the possible gaps and hindrances in the current system which are leading to under-reporting.

1.5 - Related Programmes and Donor Activities

N/A

2. Contract Objectives and Expected Results

2.1 - Overall Objectives

The overall objectives of the project, of which this contract will be a part of, are as follows:

- To understand the level of awareness amongst the general public on topics pertaining to suicide in Malta, such as the availability of services;
- To conduct interviews with professionals in the field of mental health to identify any current gaps and hindrances in national reporting; and
- To carry out an internal and external evaluation of Victim Support Malta's SPOT service.

2.2 - Specific Objectives

The objectives of this contract are as follows:

- Objective 1 - To conduct a Quantitative Research of 750 sample using around 30 questions with analysis and reporting of results
- Objective 2 - To conduct a Qualitative Research of 10 professionals in the field using around 30 questions with analysis and reporting of results
- Objective 3 - To conduct a Desk Research on suicide in Malta, its awareness and services currently being provided in Malta and best practices abroad on the issue, in order to identify possible tried and tested solutions to the gaps and hindrances identified from the Quantitative and Qualitative Research. At least 20 hours of Desk Research with a comprehensive report of minimum of 5 pages.
- Objective 4 - To undertake an Internal Evaluation of Victim Support Malta's SPOT Service using qualitative interviews with the singular Head of Service of SPOT and 5 of the therapists working under SPOT
- Objective 5 - To undertake an External Evaluation of Victim Support Malta's SPOT Service using a quantitative survey with 50 other professionals and 750 members of general public about the availability and services provided by Victim Support Malta under SPOT

2.3 - Results to be Achieved by the Consultant

- Result 1 - Interim Progress Report developed from:
 - Data gathered from the Quantitative Research determining current level of awareness of suicide in Malta, current available services, and any gaps and hindrances
 - Data gathered from the Qualitative Research determining current level of awareness of suicide in Malta, current available services, and any gaps and hindrances
 - Desk Research on suicide in Malta, its awareness and services currently being provided in Malta and best practices abroad on the issue, in order to identify possible tried and tested solutions to the gaps and hindrances identified from the Quantitative and Qualitative Research
- Result 2 - Final Cohesive Report developed from:
 - Data gathered from the Internal Evaluation of Victim Support Malta's SPOT Service

	<ul style="list-style-type: none"> ○ Data gathered from the External Evaluation of Victim Support Malta's SPOT Service <p>Both reports should take the form of research papers which would ideally include the following sections:</p> <ul style="list-style-type: none"> ● Preamble ● Context ● Research methodology ● Literature review ● Presentation of raw data ● Analysis of raw data ● Recommendations ● Conclusion <p>The final research paper is to be submitted as a draft to the CA. In turn, the CA will send the draft research paper to the project partners and copy the Selected Bidder and provide a deadline by when feedback is to be sent to the Selected Bidder (on an email address specified by the Selected Bidder).</p> <p>The Selected Bidder will then be required to gather all feedback received and discuss it during a meeting organised by the CA and involving representatives from the other project partners. The CA is to approve any and all changes subsequently made to the research paper before it is finalised.</p>
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3. Assumptions and Risks

3.1 - Assumptions Underlying the Project Intervention

	Due to the sensitive nature of the topic, the general public may not be willing to be open and truthful when answering the survey.
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3.2 – Risks

	<p>The main causes for under-recording and under-reporting of suicides, such as stigma and shame, may ultimately affect an individuals' response to the research questions. In order to mitigate such risk, the interview guide/questions will be co-developed by key stakeholders.</p> <p>Additionally, we envisage that the anonymity of the quantitative research component which will be targeted at the general public will allow individuals to report their personal experiences without fear of shame and stigma. The awarded research company, through its experience, will ensure that the appropriate tools and methods are used in relation to the sensitive subject matter, in order to guarantee the highest reliability and validity.</p>
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4. Scope of the Work

4.1 – General

4.1.1	<i>Project Description</i>
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	<p>The project was created due to the larger societal problem of under-reporting of suicides. This issue is both a cause and effect of the issue of suicide; further exacerbating the public health crisis.</p> <p>As such, we have sought to tackle this subject directly within this project through this research component. It is envisaged that qualitative interviews with professionals and experts in the field will be a main channel through which the death in suicide reports will be investigated.</p> <p>The research component will identify the baseline level of awareness amongst the general public on suicides in Malta.</p> <p>The project proposes to primarily conduct a quantitative research exercise amongst a sample of 750 members of the general public who are aged 18 and over. Such a sample would provide an in-depth analysis into specific profiles/segments of the national population.</p> <p>It is expected that interviews will take place by means of a mixed methodology approach, which means that the survey will be carried out partially online and partially by telephone. In order to ensure that the sample is representative of the general population, a quota will apply on age and gender variables to reflect the proportions of the general public as per the Census figures. Moreover, the researchers will ensure that the sample includes a spread of geographical regions and education levels.</p> <p>Following the quantitative research, this project proposes to proceed with a qualitative study by means of 5-10 in-depth interviews with professionals who deal with mental health issues (particularly those relating to suicide), seeking to determine any current gaps and hindrances in national reporting. In addition, a desk research exercise will be carried out to determine best practices abroad on the issue, in order to identify possible tried and tested solutions to the identified gaps and hindrances.</p> <p>An internal and external evaluation of Victim Support Malta's SPOT service will be undertaken, involving a more qualitative approach to determine any current gaps and hindrances in the service. This evaluation will help strengthen the current service, allowing VSM to continue to provide the support service in a professional and highly effective manner. An evaluation report will be compiled in this respect.</p> <p>A report will be developed providing statistical data on the issue of suicide in Malta. This will provide valuable insight into the issue of suicide in Malta and will be used to better target various relevant audiences in the proposed awareness raising campaign. Also, the aim is to develop a policy document, detailing possible recommendations, based on the in-depth interviews with mental health professionals and the desk research.</p>
4.1.2	<i>Geographical Area to be covered</i>
	Malta and Gozo
4.1.3	<i>Target Groups</i>
	<ul style="list-style-type: none"> - General Public of Malta - Professionals working with clients who are suicidal or who had a family member who passed on due to suicide - Clients who are suicidal or had a family member who passed on from suicide
4.2 - Specific Activities	

A clear and detailed list of tasks to be undertaken in order to achieve the contract objectives and/or consultant's job description. The tasks should be listed either in order of importance or in chronological order. They should include any reports which the Consultant must prepare (in addition to the interim and final reports referred to in Section 7.1 of these Terms of Reference). Any tasks requiring specific expertise should be clearly identified. If appropriate, the time schedule for completion of the various activities should be stipulated here.

This section should contain only major managerial, economic, institutional, and technical requirements (+criteria) regarding this project's activities. It may address the question of phasing of the project, or its organisation into distinct components. It should not be too prescriptive. It is up to bidders to prepare their own detailed organisation and methodology and technical proposals such that they fulfil the general requirements described in these Terms of Reference.

For contracts which include an element of supervision of progress of contractors on other contracts (eg, works or supplies), the tasks of the supervisor should include a description of the types of control which he/she must carry out. When the supervisor issues a certificate, he/she must be satisfied that relevant, reliable and sufficient evidence exists that:

- the tasks have been properly performed; and
- the amounts claimed by the contractor(s) have actually and necessarily been incurred in accordance with the requirements of the contract he/she is supervising.

In preparing this section, particular attention should be given to ensuring the sustainability and dissemination of project results.

[EU Funds: The Consultant must also observe the latest visibility guidelines concerning acknowledgement of EC financing of the project.

4.3 - Project Management

4.3.1 *Responsible Body*

Victim Support Malta

4.3.2 *Management Structure*

Project Manager - Charlotte Portelli
Project Leader - Johann Agius

4.3.3 *Facilities to be provided by the NGO and/or other parties*

N/A

5. Logistics and Timing

5.1 – Location

The Selected Bidder is to make use of their own selected location throughout the process, as Victim Support Malta's only physical location is its private premises which it uses on a daily basis to provide both its services to the public and house its staff to carry out required workings.

5.2 - Commencement Date & Period of Execution	
	The intended commencement date is 7th March 2022, and the period of execution of the contract will be 10 months from this date. Article 18.1 of the Special Conditions will determine the actual commencement date and period of execution.
6. Requirements	
6.1 – Personnel	
6.1.1	<i>Other Experts</i>
	<p>CVs for experts other than the key experts are not examined prior to the signature of the contract.</p> <p>All experts must be independent and free from conflicts of interest in the responsibilities accorded to them.</p> <p>The selection procedures used by the Consultant to select these other experts shall be transparent, and shall be based on predefined criteria, including professional qualifications, language skills and work experience. The findings of the selection panel shall be recorded. The selection of experts shall be subject to approval by the NGO.</p>
6.1.2	<i>Support Staff and Backstopping</i>
	As appropriate.
6.2 – Accommodation	
	N/A
6.3 - Facilities to be provided by the Consultant	
	The Consultant shall ensure that experts are adequately supported and equipped. In particular it shall ensure that there is sufficient administrative, secretarial and interpreting provision to enable experts to concentrate on their primary responsibilities. It must also transfer funds as necessary to support its activities under the contract and to ensure that its employees are paid regularly and in a timely fashion.
6.4 – Equipment	
	No equipment is to be purchased on behalf of the NGO as part of this service contract or transferred to the NGO at the end of this contract. Any equipment related to this contract which is to be acquired by the NGO must be purchased by means of a separate supply tender procedure.
7. Reports	

7.1 - Reporting Requirements

The Interim Progress Report must be prepared 5 months from the start date of execution of the contract.

There must then be a Final Progress Report accompanied by a final full invoice at the end of the period of execution. The draft of this Final Progress Report must be submitted at least one month before the end of the period of execution of the contract.

Note that these interim and final progress reports are additional to any required in Section 4.2 of these Terms of Reference.

7.2 - Submission & approval of progress reports

Two copies of the progress reports referred to above must be submitted to the Project Manager identified in the contract. The progress reports must be written in English. The Project Manager is responsible for approving the progress reports.

8. Monitoring and Evaluation

8.1 - Definition of Indicators

Specific performance measures chosen because they provide valid, useful, practical and comparable measures of progress towards achieving expected results. Can be quantitative: measures of quantity, including statistical statements; or qualitative: judgements and perception derived from subjective analysis.

8.2 - Special Requirements

As appropriate.

SECTION 5 – SUPPLEMENTARY DOCUMENTATION

1.1 – *Specimen Performance Guarantee*

These are available to view and download from the 'Resources Section' at: www.etenders.gov.mt

1.2 – *General Conditions of Contract*

The full set of General Conditions for Services Contracts (Version 4.2) can be viewed/downloaded from the 'Resources Section' at: www.etenders.gov.mt

It is hereby construed that the tenderers have availed themselves of these general conditions, and have read and accepted in full and without reservation the conditions outlined therein, and are therefore waiving any standard terms and conditions which they may have.

These general conditions will form an integral part of the contract that will be signed with the successful tenderer/s.

1.3 – *General Rules Governing Tendering*

The contents of this procurement document complement the latest version of the General Rules Governing Tenders applicable on the date of the publication of this tender, the Terms of Use and the Manual for Economic Operators applicable to Government's e-Procurement Platform (available from the Resources section of www.etenders.gov.mt).