



REFERENCE NUMBER:	ESF.02.161/01
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TENDER FOR THE PROVISION OF A RESEARCH ON SUICIDE IN MALTA AND EVALUATION OF SPOT SERVICE

This project is being financed through EU funds.

IMPORTANT:

- No Bid Bond is requested for this tender.

Date Published:	[Monday 19th September 2022]	at 09:30am CET/CEST
Deadline for Submission:	[Tuesday 24th October 2022]	at 09:30am CET/CEST
Tender Opening:	[Tuesday 24th October 2022]	At 10:00am CET/CEST

VICTIM SUPPORT MALTA

24, Triq Luigi Ellul, Attard, ATD3021

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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



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## SECTION 1 - INSTRUCTIONS TO TENDERERS

### **1. General Instructions**

1.1

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.

**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.**

**Prospective tenderers must submit their offer by depositing it in the tender box, located at 24, Triq Luigi Ellul, Attard, ATD 3021.**

**Prospective tenderers take full responsibility to submit their offer by the set tender submission deadline.**

**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.**

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 €18,698 excluding VAT.

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.

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.

1.2

The purpose of this tender is for the selected tenderer to conduct 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 carry out an internal and external evaluation of Victim Support Malta's SPOT (Suicide Prevention, Outreach and Therapeutic Services) service, identifying potential deficiencies and ways to improve the service. The SPOT service provides free emotional support to all persons aged 18yrs+ who have been affected or have attempted/plan to attempt suicide. The support is provided in

the form of SLO (Suicide Liaison Officer), Psychotherapy, Counselling, Family Therapy, Psychiatric evaluation, and follow-up services.

Data from the general public will be collected in a quantitative manner, through questionnaires while data from mental health professionals will be collected through qualitative research by interviewing them online.

- 1.3 The place of acceptance of the services shall be 24, Triq Luigi Ellul, Attard and the time-limits for the execution of the contract shall be 60 days. The INCOTERM<sup>2020</sup> applicable shall be **Delivery Duty Paid (DDP)**.
- 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 a reserved contract.

## 2. Timetable

|                                                                                                                                                                                                    |              |           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-----------|
| Clarification Meeting (Refer to Clause 6.1)                                                                                                                                                        | [N/a]        | [N/a]     |
| Deadline for request for any additional information from the NGO<br><br>Clarification requests should be addressed to:<br><a href="mailto:info@victimsupport.org.mt">info@victimsupport.org.mt</a> | [11.10.2022] | [09:30am] |
| Last date on which additional information can be issued by the NGO                                                                                                                                 | [16.10.2022] | [10:00am] |
| Deadline for submission of tenders/Tender opening session (unless otherwise modified in terms of Clause 10.1 of the General Rules Governing Tendering for NGOs)                                    | [24.10.2022] | [10:00am] |

### **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 *co-financed* by the European Union, in accordance with the rules of the European Social Fund: Cohesion Policy 2014-2020 Operational Programme II.
- 5.2 The Contracting Authority of this tender is Victim Support Malta.

### **6. Clarification Meeting/Site Visit**

- 6.1 No clarification meeting/site visit is planned.
- 6.2 Bidders are to submit clarifications concerning this CFT on [info@victimsupport.org.mt](mailto:info@victimsupport.org.mt) by the deadline stipulated on the cover thereof. Replies to clarifications will be posted on the website: <https://victimsupport.org.mt> and the official Facebook page of Victim Support Malta: <https://www.facebook.com/victimsupportmalta>

### **7. Selection and Award Requirements**

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.

#### **(A) Eligibility Criteria**

Economic Operators are to complete the Eligibility Section through the ESPD and the necessary documents as follows: <sup>(Note2)</sup>

- (i) No Bid Bond is required. <sup>(Note 1)</sup>
- (ii) 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. <sup>(Note 2)</sup>

- (iii) Power of Attorney (if applicable) <sup>(Note 2)</sup>
- (v) Information re Joint Venture/Consortium <sup>(Note 2)</sup>

**(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 *Selection Criteria*

### **(C) Technical Specifications**

(i) Tenderer's Technical Offer in response to specifications. (Note 3)

Key Expert 1 (Project Manager and Lead Expert) Minimum requirements:

- 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.

Key Expert 2: Research Coordinator Minimum requirements:

- 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.

Key Experts Form, the Statement of Availability Form, the Self-declaration form for Key Experts (relating to public employees) and CVs (Note 2)

(ii) Tenderer's Technical Offer (Organization and Methodology) (Note 3)

Qualifications required are defined with reference to the Malta Qualifications Framework (MQF) or the European Qualifications Framework (EQF) (or equivalent) level descriptors issued through the Malta Qualifications Council (<https://ncfhe.gov.mt/en/Pages/MQF.aspx>).

It shall be the Tenderers' obligation to ascertain that the qualifications possessed by the Key Experts proposed by them are equivalent to the established MQF/EQF Level prior to tender submission. The Evaluation Committee reserves the right to request the determination of the Malta Qualifications Council (MQC) in checking the equivalency of the qualifications, which shall be final. The Malta Qualifications Recognition Information Centre (MQRIC) is the competent body within the NCFHE that recognises qualifications against the Malta Qualifications Framework (MQF) and whose portal can be accessed here <https://ncfhe.gov.mt/en/services/Pages/All%20Services/mqric.aspx>



Tenderers are to substantiate their claims, in respect to the proposed Key Expert/s, by complying with and submitting the following at tendering stage:

1. relevant up-to-date CVs;
2. duly filled-in Professionals Declaration form;

Key Experts whose qualifications do not meet the minimum requirements in terms of equivalency, or the equivalency of which is dubious or cannot be determined, shall be rejected.

(iii) No samples are required to be submitted

Notes:

- A Quantitative Research, carried out with a minimum of 750 members of the general public aged 18 and over, via telephone. The research would focus on the relationship between adverse childhood abuse, alexithymia, lifelong suicidal ideation and awareness of services. The questionnaire is a blend of the Toronto Alexithymia Scale, Adverse Childhood Experiences (ACEs) Questionnaire and The Suicide Behaviors Questionnaire-Revised (SBQ-R). With 41 questions roughly taking 10 seconds for each question it should take 6.8 minutes to complete, these questions will be provided by VSM. The score of each scale needs to be added up and compared to one another along with the demographics in order to establish whether any patterns emerge from the data using SPSS.
- A Qualitative Study by means of interviewing 10 Mental Health Professionals who deal with issues related to suicide such as a warranted Psychiatrist, Psychologist, Counsellor, Psychotherapist, Family Therapist, Supervisor, or Psychiatric Nurse who have been practicing in the field for more than 5 years. These mental health professionals will be selected by VSM. Semi-structured interviews with 8 questions to each participant need to be carried out. The questions will be prepared by VSM and the interviews will be carried out online due to busy schedules. Interpretative Phenomenological Analysis (IPA) will be the methodology of choice for interpreting qualitative data. The report should take the form of a research paper which would ideally include the following sections:
  - Preamble
  - Context

- Research methodology
  - Literature review
  - Presentation of raw data
  - Analysis of raw data
  - Recommendations
  - Conclusion
- Desk Research exercise of at least 20 hours needs to be carried out in order to determine best practices abroad and to identify possible tried and tested solutions to any identified gaps in the current SPOT service. This would also need to include a comprehensive report with a minimum of 5 pages.

-The internal evaluation has to be undertaken by carrying out five (5) qualitative interviews. This qualitative exercise shall involve discussion with individuals familiar with SPOT services, including members of staff and professionals who have worked or work closely with SPOT. The interviews could be conducted with the following members: the Head of Service of SPOT, the Suicide Liason Officer (SLO), two SPOT therapists and one supervisor. The questions for the interviews will be prepared by VSM and the interviews will be held online.

- The external evaluation has to be undertaken to evaluate SPOT services from the external perspective. This shall be done through a quantitative exercise by using a questionnaire which will be distributed to 30 VSM SPOT clients, given that they give us their consent. The list of clients would be provided by VSM and the data collected will be kept anonymously. The questionnaire could be distributed to VSM Clients via email.

#### (D) Financial Offer

- (i) The Tender Form and Tenderer's Declaration are to be completed and submitted with the offer; a separate Tender Form is to be submitted for each option tendered, each form clearly marked 'Option 1', 'Option 2' etc.; <sup>(Note 3)</sup>
- (ii) A financial offer is to be submitted by filling in **Financial Bid Form**, and is to be calculated on the basis of **Delivered Duty Paid (DDP)<sup>2020</sup> (Grand Total)** for the **services** tendered. <sup>(Note 3)</sup>

**Notes to Clause 7:**

*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.*

*2. 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.*

*3. No rectification shall be allowed. Only clarifications on the submitted information may be requested.*

*Request for Clarification and / or rectifications concerning a previous request dealing with the same shortcoming shall not be entertained.*

**8.1 8. Tender Guarantee (Bid bond)**

No tender guarantee (bid bond) is required.

**9.1 9. Criteria for Award**

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.

## SECTION 2 - EXTRACTS FROM THE PUBLIC PROCUREMENT REGULATIONS

### *Part IX of the Public Procurement Regulations - S.L. 601.03*

#### *Appeals from decisions taken after the closing date for the submissions of an offer (applicable to procurement where the estimated value meets or exceeds Euro5K)*

*270. Where the estimated value of the public contract meets or exceeds five thousand euro (€5,000) 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 Public Contracts Review Board, which shall contain in a very clear manner the reasons for their complaints.*

*271. The objection shall be filed within ten (10) calendar days following the date on which the contracting authority or the authority responsible for the tendering process 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 contracting authority of the whole tender or if the tender is divided into lots according to the estimated value of the tender set by the contracting authority 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 Public Contracts Review Board shall immediately notify the Director, the Sectoral Procurement Directorate and, or the contracting authority, as the case may be, that an objection had been filed with his authority thereby immediately suspending the award procedure.*

*275. The Department of Contracts, the Sectoral Procurement Directorate or the contracting authority involved, as the case may be, shall be precluded from concluding the contract during the period of ten (10) 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, the Sectoral Procurement Directorate or the Special Contracts Committee or by the contracting authority, shall be made public by affixing it to the notice-board of the Department of Contracts, the Sectoral Procurement Directorate or of the office of the contracting authority, 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 Department of Contracts;*

*(b) the appeal of the complainant shall also be affixed to the notice-board of the Public Contracts Review Board and shall be communicated by fax or by other electronic means to all participating tenderers;*

*(c) the contracting authority and any interested party may, within ten (10) calendar days from the day on which the appeal is affixed to the notice board of the Review Board and uploaded 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 they shall also be uploaded on the government's eProcurement platform;*

*(d) the authority responsible for the tendering process shall within ten (10) days forward to the chairman of the Public Contracts Review Board all documentation pertaining to the call for tenders in question including files and tenders submitted;*

*(e) the secretary of the Review Board shall inform all the participants of the call for tenders, the Department of Contracts, the Sectoral Procurement Directorate and the contracting authority of the date or dates, as the case may be, when the appeal will be heard;*

*(f) 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 (6) 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 judgement for a later period;*

*(g) the secretary of the Review Board shall keep a record of the grounds of each adjournment and of everything done in each sitting;*

*(h) after evaluating all the evidence and after considering all submissions put forward by the parties, the Public Contracts Review Board shall decide whether to accede or reject the appeal or even cancel the call if it appears to it that this is best in the circumstances of the case.*

## SECTION 3 - SPECIAL CONDITIONS

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.

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.

|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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|     | <b>Article 2: Notices and Written Communications</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 2.4 | <p>Contact details of the contracting Authority are as follows:<br/>Victim Support Malta, Attard<br/>Email: info@victimsupport.org.mt<br/>Contact Number: 21228333</p> <p>All communication is to bear the tender title and reference number. Communications between the Contracting Authority and/or the Project Leader on one hand, and the Contractor on the other, shall be exclusively in writing and in the English language.</p>                                                                                                                                                                                                      |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|     | <b>Article 5: Supply of Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 5.1 | As per General Conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|     | <b>Article 6: Assistance with Local Regulations</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 6.1 | As per General Conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|     | <b>Article 7: Obligations of the Contractor</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| 7.1 | <p>The Contractor shall, within 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. The Contract will not be endorsed by the Contracting Authority/Central Government 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> |

|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>7.2</b>  | <p>The Contractor shall, within 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. The Contract will not be endorsed by the Contracting Authority/Central Government 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>Where the contract is a Framework Contract, or when a contract is awarded to one contractor over a period of years for recurrent services, the Performance Guarantee may cover the yearly/annual total contract value.</p> |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>13.1</b> | Not Applicable                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|             | <b>Article 14: Intellectual and Industrial Property Rights</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>14.1</b> | 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 Foundation.                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|             | <b>Article 15: Scope of the Services</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>15.1</b> | The scope of the services is defined in Section 4 (Terms of Reference).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|             | <b>Article 16: Personnel and Equipment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>16.1</b> | As per General Conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>16.2</b> | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

|                                                                                                                                                                                                                                        | <b>Article 18: Execution of the Contract</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-----------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| <b>18.1</b>                                                                                                                                                                                                                            | <p>The commencement date of the Contract is 2 weeks from the date of award issued by the Contracting Authority.<br/>         The Contract shall have a delivery period of <b>3 months</b>.<br/>         Unless where 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
|                                                                                                                                                                                                                                        | <b>Article 19: Delays in Execution</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
| <b>19.1</b>                                                                                                                                                                                                                            | As per General Conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
|                                                                                                                                                                                                                                        | <b>Article 20: Amendment of the Contract</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
| <b>20.1</b>                                                                                                                                                                                                                            | As per General Conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
|                                                                                                                                                                                                                                        | <b>Article 24: Interim and Final Progress Reports</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
| <b>24.1</b>                                                                                                                                                                                                                            | As per general provisions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
|                                                                                                                                                                                                                                        | <b>Article 26: Payments and Interest on Late Payment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
| <b>26.1</b>                                                                                                                                                                                                                            | <p>This is a global-price contract.</p> <p>Further to the provisions of the General Conditions, the payments that shall be carried out as follows on the presentation of an invoice provided by the supplier, will be made according to the following schedule:</p> <p><b>Global Price Contract</b></p> <table border="1"> <thead> <tr> <th>Narrative</th> <th>Percentage (%)</th> </tr> </thead> <tbody> <tr> <td> <b>Pre-financing Payment - 1<sup>st</sup> Payment</b><br/>           Upon completion of Activity 1 (minutes of the Kick-off meeting and adoption of methodology) as outlined in Section 4.2 of the Terms of Reference by the Contracting Authority         </td> <td style="text-align: center;"><b>10%</b></td> </tr> <tr> <td> <b>Interim Payments - 2<sup>nd</sup> Payment</b><br/>           Upon approval of Activity 2 (Literature Review &amp; Interview Script) as outlined in Section 4.2         </td> <td style="text-align: center;">30%</td> </tr> </tbody> </table> |  | Narrative | Percentage (%) | <b>Pre-financing Payment - 1<sup>st</sup> Payment</b><br>Upon completion of Activity 1 (minutes of the Kick-off meeting and adoption of methodology) as outlined in Section 4.2 of the Terms of Reference by the Contracting Authority | <b>10%</b> | <b>Interim Payments - 2<sup>nd</sup> Payment</b><br>Upon approval of Activity 2 (Literature Review & Interview Script) as outlined in Section 4.2 | 30% |
| Narrative                                                                                                                                                                                                                              | Percentage (%)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
| <b>Pre-financing Payment - 1<sup>st</sup> Payment</b><br>Upon completion of Activity 1 (minutes of the Kick-off meeting and adoption of methodology) as outlined in Section 4.2 of the Terms of Reference by the Contracting Authority | <b>10%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |
| <b>Interim Payments - 2<sup>nd</sup> Payment</b><br>Upon approval of Activity 2 (Literature Review & Interview Script) as outlined in Section 4.2                                                                                      | 30%                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |           |                |                                                                                                                                                                                                                                        |            |                                                                                                                                                   |     |



|        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|        | Terms of Reference by the Contracting Authority                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |
|        | Balance - Final Payment                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | 60%         |
|        | <b>TOTAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>100%</b> |
| 26.2   | As per General Conditions.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |
|        | <b>Article 27: Pre-Financing Guarantee</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |
| 27.2   | Not applicable.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |
| 30.1   | <b>Article 30: Revision of Prices</b><br>As per General Conditions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |             |
| 32.1   | <b>Article 32: Breach of Contract</b><br>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 per cent 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. |             |
|        | <b>Article 39: Further Additional Clauses</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |
| 39.1   | <b>39.1 Ethics clauses</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |
| 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.                                                                                                                                                                                                                                                    |             |
| 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.                                                                                                                                                                                                                                                                                                              |             |
| 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.                                                                                                                                                                                                                                                                                                                                                                          |             |
| 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.                                                                                                                                                                                                                                                |             |

|         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 39.1.5  | For the duration of the contract, the Contractor and his/her staff must respect human rights.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 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.                                                                                                                                                                                                                                                                                                                                                                                      |
| 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.                                                                                                        |
| 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.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|         | <b>Data Protection and Freedom of Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 39.2    | 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.                                                                                                                                                                                           |
| 39.2.1  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 39.2.2  | 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.                                                                            |
|         | <b>Gender Equality</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 39.3    | 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. |
| 39.3.1  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## SECTION 4 -SPECIFICATIONS/TERMS OF REFERENCE (Note 3)

### 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

Suicide remains a prevailing issue locally, in Europe and worldwide. The WHO reported that worldwide approximately 800,000 people die by suicide each year. 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.

More worryingly, local experts suspect that this statistic is low. Psychiatrists and psychologists working within the field in Malta suggest that the true amount of completed suicides locally is likely more than double that reported. Under reporting has been attributed to religious beliefs and sanctions, social pressures, the sensitivity of suicide in the family and community, as well as underlying stigma and shame. Thus, research needs to be undertaken nationally to clearly determine the possible gaps and hindrances in the current system which are leading to under-reporting.

In the past, whilst a quick google search on suicide in Malta would lead to a couple of helplines and support services, one could quickly determine that there was no single tailored service available for assisting those having suicidal thoughts or those bereaved by suicide. Having identified this gap in local services, Victim Support Malta developed the Suicide Prevention, Outreach and Therapeutic service (SPOT), aimed to provide support and a space to process issues, such as complex grief and difficulty, helping individuals to establish a sense of identity; and to break the cycle of suicide amongst these at-risk groups, and thus to act as a preventative measure for potential future suicide attempts or completions. The service provides free emotional support to all persons aged 18yrs+ in the form of SLO (Suicide Liaison Officer), Psychotherapy, Counselling, Family Therapy, Psychiatric evaluation, and follow-up services. Whilst VSM would love to support all individuals it is important to note that VSM is not a crisis intervention service and all support is offered by appointment.

Through the years, VSM has consistently developed services where gaps were identified, in a bid to direct resources to avenues which are most needed in Maltese society. Project SPOT was developed under this same premise. A gap in local services was identified when VSM began to receive referrals for persons who were bereaved by suicide and VSM quickly found that there was nowhere to refer such persons. Through discussions with several stakeholders (such as the Richmond Foundation, Agenzija Apogġ, the Commissioner for Mental Health, and the Victim Support Unit, to name a few) it was confirmed that no such service existed in Malta, and all stakeholders highlighted the need for such a service. Through various meetings and correspondences, referral mechanisms to and from the SPOT service were set up. Since the launch of SPOT in February 2019, VSM have continued to work with the stakeholders highlighted above to ensure the delivery of a holistic, client-centred service.

## 1.4 - Current State of Affairs in the Relevant Sector

An increase of people at risk of suicide corresponds with the increase in the number of persons at risk of poverty, social exclusion and persons facing severe material deprivation; depicting the need to address such issues collectively. The National Strategic Policy for Poverty Reduction & Social Inclusion, Malta 2014-2024, Ministry for the Family, Children's Rights and Social Solidarity document maps out a ten-year plan to address poverty and social exclusion up to the year 2024.

Income and social benefits, employment, education, health and environment, social services and culture are key contributors for promoting the prospects of people who are already experiencing poverty or social exclusion or are at risk thereof. In order to enhance the social protection system, this strategic policy proposes to: decentralise and integrate services at the community level through preventative and early interventionist multidisciplinary services; and to sensitise the public to eradicate the stigma against those experiencing poverty and social exclusion.

This project seeks to contribute to this national strategy directly, by specifically addressing the above mentioned priorities. Primarily, the SPOT service was developed having deduced that no such support service was available to persons affected by suicide locally. Such vulnerable individuals were previously left to seek hospitalisation or social welfare in order to combat their issues. However, with the introduction of this support service, these at-risk individuals are able to get free access to decentralised support.

The Mental Health Strategy for Malta 2020-2030, Ministry for Health represents the overarching framework guiding investment and reform in mental health services as well as the wider promotion of mental health and wellbeing, for Malta. It is noted that the government recognises the importance and expertise of civil society and NGOs as partners in the implementation of transformative change in the sector. This project seeks to implement the vision outlined in the Mental Health Strategy, by strengthening the SPOT service, undertaking an internal and external evaluation, highlighting possible hindrances.

Also, the 2013 European Mental Health Action Plan, (WHO) promotes mental health and the prevention and treatment of mental disorders to safeguard and enhance the quality of life, well-being and productivity of all European citizens. This project holistically seeks to contribute to this objective, providing a professional service tailored to the specific needs of the individual, ultimately contributing to the prevention of future suicides.

## 2. Contract Objectives and Expected Results

### 2.1 - Overall Objectives

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. Moreover, this project aims to strengthen and improve the invaluable SPOT service in a professional manner. In this regard, the above aim is to be achieved through the following objectives:

- To conduct a Research Campaign, seeking to determine the level of awareness in respect of the subject of suicide amongst the general public.
- To identify gaps leading to under-reporting.
- To conduct an internal and external evaluation of the SPOT service, identifying potential hindrances.
- To undertake an Awareness Raising Campaign, seeking to inform the general public of the issue and their potential role in identifying and preventing further suicides, to encourage those vulnerable to seek assistance, and to contribute to reducing the stigma and marginalisation by changing the narrative on suicide.
- To introduce the Dialectical Behavioural Therapy (DBT) into the SPOT service, by training 2 VSM therapists in DBT and undertaking a 12-week pilot with a minimum of 5 vulnerable individuals affected by suicide.

The research element for this project proposes to primarily conduct a quantitative research exercise amongst a minimum 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.

It is expected that interviews will take place by means of a qualitative approach, which means that the survey will be carried out 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.

Following the quantitative research, this project proposes to proceed with a qualitative study by means of 10 In-Depth Interviews with professionals who deal with Mental Health issues (particularly those relating to suicide), seeking to determine any current gaps and hinderances in national reporting. Furthermore, 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 hinderances in the current service.

In addition, an internal and external evaluation of the current SPOT service will be undertaken. This will involve a more qualitative approach to determine any current gaps and hinderances in

the service. This evaluation will help strengthen the current service provided, allowing VSM to continue to provide an invaluable support service in a professional and highly effective manner.

A report will be developed which will be utilised internally to make the necessary updates in the operating procedures of the SPOT service. Whilst the report itself will be extensively disseminated directly with other relevant stakeholders, it will also be used to better target various relevant audiences in the proposed final Awareness Raising Campaign.

The aim is to develop a policy document detailing possible recommendations, based on the in-depth interviews with mental health professionals (identifying possible gaps and hindrances) and the desk research exercise (exploring best practices abroad). The policy document will be presented to relevant authorities and be further disseminated with appropriate stakeholders in the field. In this regard, such recommendations aim to increase reporting and thus, increase the number of individuals seeking support

## 2.2 - Specific Objectives

The objectives of this contract [which are not necessarily those of the project] are as follows:

Objective 1 - To conduct a Quantitative Research with a minimum sample of 750 participants of the general public using 41 questions with analysis and reporting of results.

Objective 2 - To conduct a Qualitative Research of 10 professionals in the field, selected by VSM, using around 40 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 report with a minimum of 5 pages. The report should take the form of a research paper which would ideally include the following sections:

- Preamble
- Context
- Research methodology
- Literature review
- Presentation of raw data
- Analysis of raw data
- Recommendations
- Conclusion

Objective 4 - To undertake an Internal Evaluation of Victim Support Malta's SPOT Service in order to evaluate the SPOT services from an internal perspective by carrying out five (5) qualitative interviews; one with the singular Head of Service of SPOT, one with the Suicide Liason Officer (SLO), one with a supervisor and two interviews with two 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 30 VSM SPOT clients given that they give their consent. The data collected will be kept anonymously. The list of clients would be provided by VSM. The questionnaire could be distributed to these clients via email.

## 2.3 - Results to be Achieved by the Consultant

1. Quantitative Research exercise via a questionnaire with 41 questions, which will be prepared by VSM. This exercise shall be conducted amongst a minimum sample of 750 participants of the general public, via telephone.
2. Qualitative Study by means of interviewing 10 professionals, selected by VSM, who deal with mental health issues (particularly those related to suicide). These interviews will be held online and the professionals will be asked around 40 questions, which will be prepared by VSM.
3. Desk Research exercise- to determine best practices abroad and to identify possible tried and tested solutions to any identified gaps in the current SPOT service. At least 20 hours of Desk Research with a report with a minimum of 5 pages. The report should take the form of a research paper which would ideally include the following sections:
  - Preamble
  - Context
  - Research methodology
  - Literature review
  - Presentation of raw data
  - Analysis of raw data
  - Recommendations
  - Conclusion
4. An internal and external evaluation of the SPOT service, including the following:
  - An Internal Evaluation of Victim Support Malta's SPOT Service using qualitative interviews. Five (5) interviews should be conducted; one with the singular Head of Service of SPOT, one with the Suicide Liaison Officer (SLO), one with a supervisor and two interviews with two of the therapists working under SPOT.
  - An External Evaluation of Victim Support Malta's SPOT Service using a quantitative survey with 30 VSM SPOT clients about the availability and services provided by Victim Support Malta under SPOT. The list of clients would be provided by VSM and the questionnaire could be distributed to them via email.

## 3. Assumptions and Risks

### 3.1 - Assumptions Underlying the Project Intervention

- The reports shall be prepared and presented to the Contracting Authority in English.
- The reports and other results from this contract shall remain the intellectual property of the Contracting Authority and can continue to be shared, stored, referenced and promoted by the Contracting Authority for an indefinite period of time.
- The raw and aggregate data will need to be presented in Excel format, cleaned and coded. The final reports will be deemed concluded once it is formally accepted by the Contracting Authority.
- Flexibility: It should be clear that the Contracting Authority is expecting the Contractor to be flexible (and available) during the implementation of the contract.

- Other Costs: Any other costs including those related to research, staff and marketing of the study are to be covered by the cost of the contract.
- Language: The working languages will be English and Maltese

### 3.2 – Risks

1. That the sample of the general public (750 members) will not be met and will not be representative of the Maltese population, resulting in a bias.
2. Unconscious bias during the interviews with mental health professionals.
3. That the proposed timings will not be adhered to.
3. Due to the sensitive nature of the topic, the general public may not be willing to be open and truthful when answering the survey. In order to mitigate such risk, all data provided will be treated with full confidentiality and anonymity. This will allow individuals to report their personal experiences without fear of shame and stigma.
4. 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.

## 4. Scope of the Work

### 4.1 – General

#### 4.1.1 Project Description

The START project seeks to raise awareness on suicide with the aim to increase identification and prevention, combat stigma, and encourage those vulnerable to seek assistance. Moreover, this project aims to strengthen and improve the invaluable SPOT service in a professional manner.

In this regard, the above aims are to be achieved through the following activities:

1. To conduct a Research Study, seeking to determine the level of awareness of the issue of suicide amongst the general public, to gather data from mental health professionals and to identify gaps leading to under-reporting and to conduct an internal and external evaluation of VSM's SPOT service, identifying potential hinderances.
2. Creating an extensive awareness raising campaign, seeking to inform the general public of the issue of suicide and their potential role in identifying and preventing further suicides, and to encourage those vulnerable to seek assistance and contribute to reducing the stigma and marginalization by changing the narrative on suicide.
3. To introduce the Dialectical Behavioural Therapy (DBT) into the SPOT service, by training 2 VSM therapists in DBT and undertaking a 12-week pilot group with a minimum of 5 vulnerable individuals affected by suicide.



Any intervention seeking to address the issue of suicide in Malta will effectively contribute to decreasing the number of persons at risk of poverty, social exclusion and persons facing severe material deprivation.

This tender focuses on the research study component of the project. No such research has ever been conducted on the topic of suicide, on this scale, in Malta.

#### 4.1.2 *Geographical Area to be covered*

The researcher will ensure that the sample includes a spread of geographical regions from Malta and Gozo

#### 4.1.3 *Target Groups*

1. 750 participants of either gender from the general public - must be aged 18 years and over and from different geographical regions within Malta & Gozo.
2. 10 In-Depth Interviews with professionals who deal with Mental Health issues (particularly those relating to suicide). The professionals who deal with issues related to suicide such as a warranted Psychiatrist, Psychologist, Counsellor, Psychotherapist, Family Therapist, Supervisor, or Psychiatric Nurse who have been practicing in the field for more than 5 years.

## 4.2 - Specific Activities

1. A Quantitative Research, carried out with a minimum of 750 members of the general public from different geographical regions within Malta and Gozo. Participants need to be 18 and over, and the survey will be conducted via telephone. The questions will be developed by Victim Support Malta.

2. A Qualitative Study by means of interviewing 10 professionals of mixed genders who deal with mental health issues (particularly those related to suicide). These professionals would be chosen from different specialisations including psychotherapy, counselling and psychiatry.

3. Desk Research exercise- to determine best practices abroad and to identify possible tried and tested solutions to any identified gaps in the current SPOT service. At least 20 hours of Desk Research with a comprehensive report with a minimum of 5 pages. The report should take the form of a research paper which would ideally include the following sections:

- Preamble
- Context
- Research methodology
- Literature review
- Presentation of raw data
- Analysis of raw data
- Recommendations
- Conclusion

4. An internal and external evaluation of the SPOT service, including the following:

- a) The internal evaluation will be conducted through online interviews with the Head of service of SPOT, the Suicide Liaison Officer (SLO) , two SPOT therapists and one supervisor. Clients won't be interviewed for such evaluation due to sensitivity of the topic.

The external evaluation will be conducted quantitatively via a questionnaire and it will be distributed to 30 VSM SPOT clients, given that they give us their consent. The list of clients

would be provided by VSM and the questionnaire could be distributed to them via email. The data collected will be kept anonymously.

## 4.3 - Project Management

### 4.3.1 *Responsible Body*

The Contracting Authority is Victim Support Malta.

### 4.3.2 *Management Structure*

The management of the final beneficiary, together with all decisions related to the tender, will be carried out by the Project Manager, Charlotte Portelli with the assistance of the Administrator, Michaela Cassar.. Any potential issues with the tender will be discussed by the Project Manager with the Director, Karl Grech and Executive Chairperson, Julianne Attard.

#### Project structure:

DBT Training - Jeanella Ebejer and Karl Grech

Admin - Michaela Cassar

Project Management - Charlotte Portelli

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

Questions for the interviews and questionnaires will be provided by the NGO to the selected researcher. Interviews with mental health professionals and staff therapists will be carried out online due to busy schedules.

## 5. Logistics and Timing

### 5.1 - Location

The project will be based in Malta and Gozo. The interviews with mental health professionals and with the therapists will be carried out online due to busy schedules.

### 5.2 - Commencement Date & Period of Execution

The intended commencement date shall be the date of the last signature on the Contract with the selected bidder and the period of execution of the contract will be three (3) 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 Other Experts

The Consultant shall select and hire other experts as required according to the profiles identified in the Organisation & Methodology and these Terms of Reference.

All experts must be independent and free from conflicts of interest in the responsibilities accorded to them.

The selection procedures used by the Consultant to select these other experts shall be transparent, and shall be based on pre-defined 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.

#### 6.1.2 Support Staff and Backstopping

As appropriate.

### 6.2 – Accommodation

If applicable and to be amended as necessary - Office accommodation of a reasonable standard and of approximately 10 square metres for each expert working on the contract is to be provided by the Consultant.

### 6.3 - Facilities to be provided by the Consultant

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. Research will be carried out at their premises in which they would have adequate space and suitable equipment for this research.

### 6.4 – Equipment

No equipment is to be purchased on behalf of the NGO as part of this service contract.

## **7. Reports**

### **7.1 - Reporting Requirements**

*(Please refer/peg to Article 26 of the Special/General Conditions)*

An interim progress report is to be submitted half-way through the execution of contract.

There must be a final progress report and final invoice at the end of the period of execution. The final progress report must be submitted before the end of the period of execution of the contract.

### **7.2 - Submission & approval of progress reports**

One copy 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**

A Quantitative Research, carried out with a minimum of 750 members of the general public aged 18 and over, partially online and partially via telephone. The questions will be developed by Victim Support Malta.

A Qualitative Study by means of interviewing 10 professionals who deal with mental health issues (particularly those related to suicide). This seeks to determine any current gaps and hinderances in national reporting.

Furthermore, 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 hinderances.

### **8.2 - Special Requirements**

N/A.

## SECTION 5 - SUPPLEMENTARY DOCUMENTATION

### ***5.1 - Draft Contract Form***

### ***5.2 - Glossary***

### ***5.3 - Specimen Performance Guarantee***

### ***5.4 - Specimen Tender Guarantee***

### ***5.4 - General Conditions of Contract***

The full set of General Conditions for Works Contracts, for Supplies Contracts and for Services Contracts (latest version as applicable on the date of the publication of this tender) can be viewed/downloaded from the 'Resources Section' at:

[www.etenders.gov.mt](http://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.

### ***4.8 - General Rules Governing Tendering for NGOs***

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](http://www.etenders.gov.mt)).