

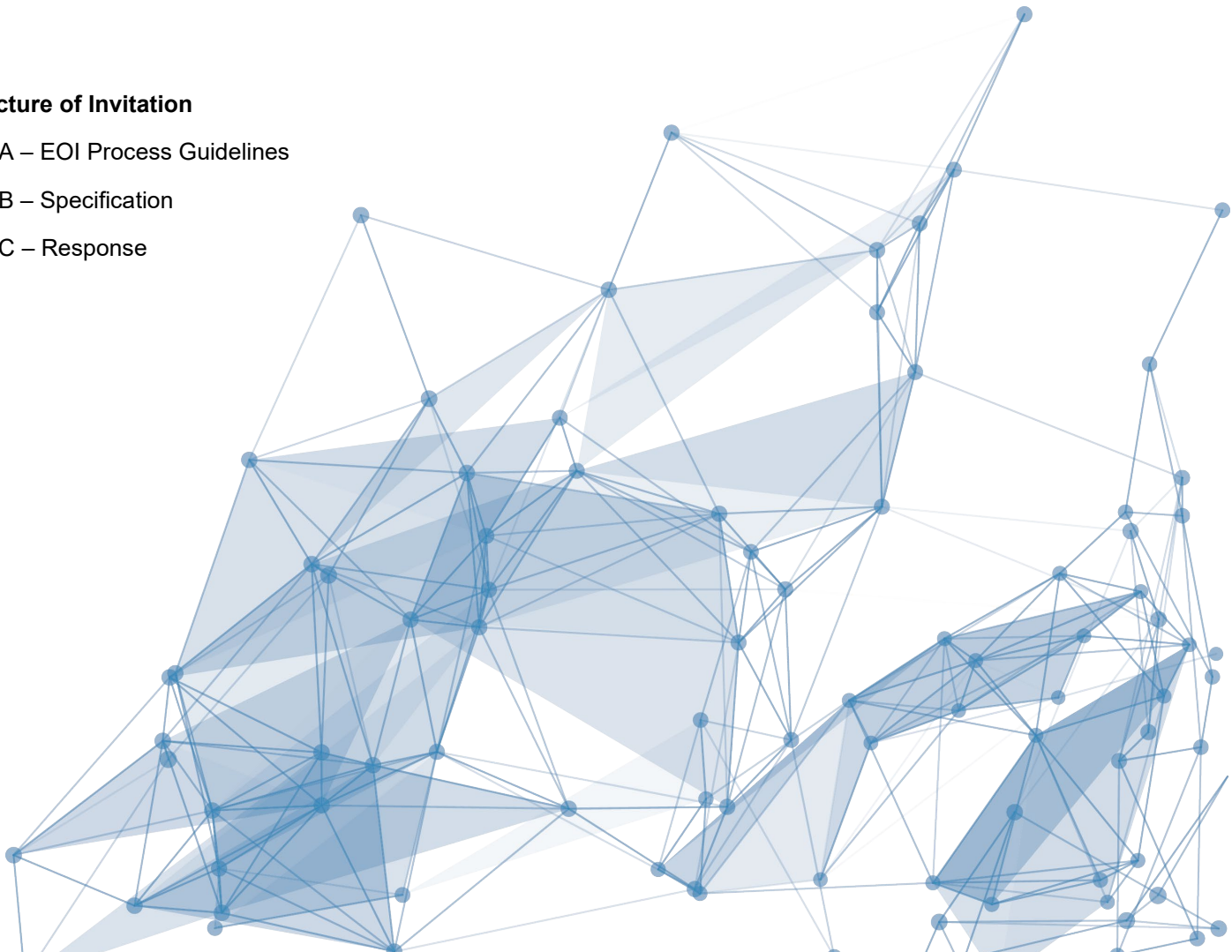
**INVITATION**  
**FOR**  
**AM 10757 - EXPRESSIONS OF INTEREST (EOI)**  
**for**  
**Review of Hospital-Based Counselling and**  
**Social Work Services in Fiji.**

**Structure of Invitation**

Part A – EOI Process Guidelines

Part B – Specification

Part C – Response



# Contents

1.1 Tetra Tech International Development Pty Ltd Requirements .....	3
1.2 Accuracy of Invitation.....	3
1.3 Your Use of Invitation .....	3
1.4 EOI Process does not create a contract.....	3
<b>2 Structure of Invitation .....</b>	<b>3</b>
<b>3 Communication .....</b>	<b>3</b>
3.1 Contact Person .....	3
3.2 Requests for Clarification.....	3
3.3 Briefing and Site Visits.....	4
<b>4 Your Response .....</b>	<b>4</b>
4.1 Format of Response .....	4
4.2 Cost of Preparing Your Response .....	4
<b>5 Lodging a Response .....</b>	<b>4</b>
5.1 Lodgment.....	4
5.2 Late Responses .....	4
5.3 Tetra Tech International Development’s Use of Your Response Materials.....	5
5.4 Sub-contracting.....	5
<b>6 EOI Process Conduct.....</b>	<b>5</b>
6.1 Your Conduct.....	5
6.2 Tetra Tech International Development Conduct.....	5
6.3 Confidentiality .....	5
<b>7 Evaluation Process .....</b>	<b>6</b>
7.1 Evaluation .....	6
7.2 Discontinue Process .....	7
7.3 Shortlisting .....	7
7.4 Negotiation.....	7
7.5 Secondary Procurement Process .....	7
7.6 Further Approach to Market.....	7
<b>8 Procurement Policies.....</b>	<b>7</b>
<b>9 Glossary .....</b>	<b>7</b>
9.1 Definitions .....	7

# Part A – EOI Process Guidelines

## Principal

Tetra Tech International Development Pty Ltd, (ABN 63 007 889 081), a duly registered Australian company located at 33 Richmond Road, Keswick SA 5035, Australia, referred to as “Tetra Tech International Development” or “Tetra Tech International Development” as the managing contractor of the Fiji Health Program on behalf of the Australian Government’s Department of Foreign Affairs and Trade (DFAT).

## Background and Requirements

Tetra Tech International Development is seeking the services of a suitably registered and qualified Service Provider with experience in evaluating public health services to complete the following service:

- 1. Review and evaluate the Fiji Health Program’s support to Ministry of Health and Medical Services for hospital based counselling and social work services.**

Tetra Tech International Development International is governed by the requirements of the Australian Government’s Commonwealth Procurement Rules as a non-corporate Commonwealth entity. The core principle of the Commonwealth Procurement Rules being achieving value for money.

## Important Dates

<b>Invitation Issue Date</b>	<b>Saturday, 6 January 2024</b>
<b>Last Queries Date (Fiji time)</b>	5.00pm Wednesday 31 January 2024
<b>Closing Date and Time (Fiji time)</b>	11.59pm Saturday 03 February 2024

## Responses and Lodgment

<b>Location for lodgment</b>	<b>Email to: <a href="mailto:Submissions@ausfijifacility.org">Submissions@ausfijifacility.org</a></b>
<b>Information to be marked on Response</b>	AM – 10757 Eol: Review of Hospital-Based Counselling and Social Work Services in Fiji.
<b>Number of copies required</b>	One
<b>USB or CD copy of hardcopy documents (word, Excel, PDF) required</b>	Electronic submission only via email above.

## Contact Person

<b>Name</b>	Ruci Tabua
<b>Position</b>	Operations Coordinator - FMU
<b>Email</b>	To: <a href="mailto:Ruci.Tabua@ausfijifacility.org">Ruci.Tabua@ausfijifacility.org</a> Cc: <a href="mailto:procurement@ausfijifacility.org">procurement@ausfijifacility.org</a>

## Briefing Session / Site Visit

No briefing or site visit is required.

## Evaluation Criteria

<b>Mandatory criteria</b>	<p>The mandatory criteria are<sup>1</sup>:</p> <ol style="list-style-type: none"><li>1. Company Profile</li><li>2. The CVs of the individual(s) proposed to undertake the delivery of Services.</li><li>3. Copy of company <b>registration</b> (for businesses/organisations only)</li><li>4. Copy of T.I.N Letter with other Tax Compliance Certificates and certification from relevant professional bodies in Fiji</li><li>5. Copy of <b>valid insurances</b>, including professional indemnity, public liability insurance with certificates of currency</li><li>6. Statement confirming the Service Provider is:<ol style="list-style-type: none"><li>a. Willing to work respectfully with all people regardless of gender, disability, ethnicity or sexual orientation.</li><li>b. Willing to sign a Safeguarding (Child Protection and PSEAH) code of conduct and obtain a police check (if an individual) or develop/update a Safeguarding policy(ies) (if an organisation) to meet DFAT Safeguarding (Child Protection and Prevention of Sexual Exploitation, Abuse and Harassment (PSEAH) compliance standards.</li><li>c. Willing to participate in a Safeguarding (child protection/PSEAH) risk assessments and take action as to reduce the level of risk to children and any vulnerable persons associated with the delivery of the services, consistent with the DFAT's Child Protection policy (2018) and PSEAH policy (2019).</li></ol></li></ol>
<b>Weighted criteria</b>	<p>The evaluation criteria include, but are not limited to, the following (in no particular order of priority):</p> <ol style="list-style-type: none"><li>1. Technical Criteria (60%):<ol style="list-style-type: none"><li>a. No more than one page providing evidence of expertise in delivering or counselling and/or social work services.</li><li>b. No more than one page providing evidence of expertise in evaluation of development programs and activities using mixed methods and participatory approaches to research.</li><li>c. Evidence of expertise and experience assessing whether services are inclusive, as part of the responses to evaluation criteria (a) and (b).</li><li>d. Two references from organisations/businesses that the Service Provider has previously provided similar services to.</li></ol></li><li>2. Quality and value for money of individual Service Provider's Proposal and Budget (including number of proposed input days and daily rate) (40%).</li></ol>

<sup>1</sup> If certain mandatory criteria are not relevant to individuals, please state this in your proposal.

## Invitation

### 1.1 Tetra Tech International Development Pty Ltd Requirements

Tetra Tech International Development Pty Ltd “Tetra Tech International Development” invites You to submit an Expression of Interest (“EOI”) for the provision of the Tetra Tech International Development’s Requirements.

Tetra Tech International Development is seeking a more detailed understanding of the supplier market and range of solutions that may be available. This EOI process may be the first stage of a multi-stage procurement process (see clause 7.5 of this Invitation).

### 1.2 Accuracy of Invitation

Tetra Tech International Development makes no promise or representation that any factual information supplied in or in connection with this EOI Process or Invitation is accurate.

Information is provided in good faith and Tetra Tech International Development will not be liable for any omission from this Invitation.

### 1.3 Your Use of Invitation

Without the express prior written consent of Tetra Tech International Development, You must not re-produce, re-advertise and/or in any way use the contents of this Invitation either in whole or in part, other than for the purpose of preparing and lodging a Response.

### 1.4 EOI Process does not create a contract

Your participation in this EOI Process, (including the preparation and lodgment of Your Response), is at Your sole risk.

Nothing in this Invitation, the EOI Process, or Your Response must be construed as creating any binding contract or other legal relationship (express or implied) between You Tetra Tech International Development.

## 2 Structure of Invitation

This Invitation consists of three parts:

### **Part A EOI Process Guidelines**

*Part A contains general information about the EOI Process and how You can make a Response.*

### **Part B Specification**

*Part B sets out Tetra Tech International Development’s Requirements in detail.*

### **Part C Response**

*Part C sets out the format and information that You are required to provide in Your Response.*

*You must complete the Part C Response Schedule.*

## 3 Communication

### 3.1 Contact Person

You may only communicate with the Contact Person about this Invitation.

### 3.2 Requests for Clarification

Up to and including the Last Queries Date, You may submit a query or request for further information in writing to the Contact Person.

Tetra Tech International Development does not guarantee that it will respond to any query, particularly queries received after the Last Queries Date.

Tetra Tech International Development reserves the right in its' discretion to inform all other Suppliers of any question or matter You raise and the response given (but may choose not to do so).

Tetra Tech International Development is not obliged to consider any clarification from You that it considers to be unsolicited or otherwise impermissible.

### **3.3 Briefing and Site Visits**

If specified in the Reference Schedule Tetra Tech International Development will hold a briefing session/site visit related to Tetra Tech International Development's Requirements.

Your attendance is required where the briefing session/site visit is specified as mandatory in the Reference Schedule.

If You fail to attend a mandatory briefing session/site visit, Tetra Tech International Development may exclude You from further consideration.

## **4 Your Response**

### **4.1 Format of Response**

Your Response must be completed using the Part C Response Schedule, (unless You are otherwise directed).

Your Response must:

- a) be in English
- b) be concise and only provide what is sufficient to present a complete and effective response.

Tetra Tech International Development may disregard any content in a Response that is illegible.

### **4.2 Cost of Preparing Your Response**

You are responsible for the cost of preparing and submitting Your Response and all other costs arising from Your participation in this EOI Process.

## **5 Lodging a Response**

The Closing Time for lodging Your Response is nominated in the Reference Schedule. Tetra Tech International Development may extend the Closing Date and Time in its absolute discretion.

### **5.1 Lodgment**

If You lodge a Response in hardcopy You must satisfy the requirements for hardcopy lodgement identified in the Reference Schedule.

Any Response must be:

- a) prominently endorsed with its Name and the Closing Date and Time
- b) enclosed in a sealed envelope
- c) delivered to the Location by the Closing Date and Time.

You must include the requested number of copies as specified in the Reference Schedule. The copies must be numbered and the original must be clearly marked.

You may lodge a Response by postal mail but any loss or delay is at Your own risk.

### **5.2 Late Responses**

If a Response is lodged after the Closing Date and Time, it may be ineligible for consideration unless:

- a) Tetra Tech International Development determines in its sole discretion that Tetra Tech International Development has caused or contributed to the failure to lodge by the Closing Date and Time or

- b) Tetra Tech International Development decides that exceptional circumstances exist which warrant consideration of the late Response and that acceptance of the late Response does not compromise the integrity of the EOI Process.

### **5.3 Tetra Tech International Development's Use of Your Response Materials**

Upon lodgment, all of Your Response Materials will become the property of Tetra Tech International Development Pty Ltd.

Intellectual Property owned by You or any third parties forming part of the Response Materials will not pass to Tetra Tech International Development with the physical property comprising the Response Materials. However, You acknowledge and agree that You have the authority to grant to Tetra Tech International Development an irrevocable, royalty free licence to use, reproduce and circulate any copyright material contained in the Response to the extent necessary to conduct the Evaluation and where applicable, in the preparation of any resultant contract.

### **5.4 Sub-contracting**

If Your Response relies on a sub-contracting arrangement, then You must stipulate in Your Response the tasks that the proposed sub-contractor(s) would undertake. You remain legally responsible for meeting Tetra Tech International Development's Requirements.

## **6 EOI Process Conduct**

### **6.1 Your Conduct**

You must:

- a) ensure all communications are undertaken via the Contact Person
- b) declare any actual or potential conflict of interest
- c) not offer any incentive to, or otherwise attempt to influence, any employee of Tetra Tech International Development or any member of an evaluation team at any time
- d) not engage in any collusive or anti-competitive conduct with any Supplier
- e) comply with all laws in force in South Australia and In Country applicable to this EOI Process
- f) disclose whether You are acting as agent, nominee or jointly with another person(s) and disclose the identity of the other person(s)
- g) not issue any news releases or responses to media enquiries and questions regarding this EOI Process or this Invitation without Tetra Tech International Development's written approval.

If You act contrary to the expectations outlined above, Tetra Tech International Development reserves the right (regardless of any subsequent dealings) to exclude Your Response from further consideration.

### **6.2 Tetra Tech International Development Conduct**

Tetra Tech International Development will:

- a) preserve the confidentiality of any information marked as confidential (subject to conditions concerning confidentiality)
- b) give Suppliers the opportunity to compete fairly.

### **6.3 Confidentiality**

You must identify any aspect of Your Response that You consider should be kept confidential including reasons. Tetra Tech International Development is not obliged to treat information as confidential and in the absence of any agreement to do so, You acknowledge that Tetra Tech International Development has the right to publicly disclose the information.

Any condition in Your Response that seeks to prohibit or restrict Tetra Tech International Development's right to disclose will not be accepted.

Notwithstanding any undertaking regarding confidentiality, by submitting a Response, You agree that Tetra Tech International Development may forward information relating to You or Your Offer to the Australian Competition and Consumer Commission (ACCC) if Tetra Tech International Development reasonably suspects, or is notified by the ACCC that it reasonably suspects, that there is cartel conduct or unlawful collusion in relation to this EOI Process (whether or not the suspicion relates to Your Response).

Tetra Tech International Development's selection process for services is conducted in accordance with Australia's Commonwealth Procurement Rules. For the purpose of assessing Tenders, Tetra Tech International Development is required to pass procurement offers to Commonwealth Government Departments and Agencies as Tetra Tech International Development sees fit and to relevant Ministers and Parliamentary Secretaries.

It is Tetra Tech International Development policy not to divulge to a Tenderer information that has been provided in-confidence by another.

Tenderers should note that the Freedom of Information Act 1982 (The Act) gives members of the public rights of access to official documents of the Commonwealth Government and its Agencies. The Act extends, as far as possible, rights to access information in the possession of the Commonwealth Government and its Agencies, limited only by considerations for the protection of essential public interest and of the private and business affairs of persons in respect of whom information is collected and held by departments and public authorities.

Information supplied by or on behalf of Tetra Tech International Development is confidential to Tetra Tech International Development and You are obliged to maintain its confidentiality. You may disclose confidential information to any person that has a need to know the information for the purposes of submitting Your Response.

## 7 Evaluation Process

### 7.1 Evaluation

In evaluating Responses Tetra Tech International Development will consider:

- a) the Evaluation Criteria
- b) References from referees
- c) any presentations, interviews or site visits
- d) any other information that Tetra Tech International Development considers relevant.

Where mandatory criteria are specified in the Reference Schedule and Your Response does not comply with these criteria Tetra Tech International Development may choose not to further evaluate Your Response.

Tetra Tech International Development may seek the advice of external consultants to assist Tetra Tech International Development in evaluating the Responses.

Tetra Tech International Development may in its absolute discretion:

- a) take into account any relevant consideration when evaluating Responses
- b) invite any person or entity to lodge a Response
- c) allow a Supplier to change its Response
- d) consider, decline to consider, or accept (at Tetra Tech International Development's sole discretion) a Response lodged other than in accordance with this Invitation
- e) seek further information from You regarding Your Response including but not limited to requests for additional information or presentations by, or interviews with You or Your key personnel
- f) seek and evaluate relevant financial viability data concerning any Suppliers' business and related entities including seeking any assistance from third party providers
- g) make enquiries of any person or entity to obtain information about any Supplier and its Response (including but not limited to any referees)



- h) visit facilities operated by any Supplier, proposed subcontractors of any Supplier and/or by their customers in order to assess their capabilities and performance (at a mutually convenient time).

## **7.2 Discontinue Process**

Tetra Tech International Development may decide not to proceed any further with the EOI Process or any other procurement process for Tetra Tech International Development's Requirement.

## **7.3 Shortlisting**

Tetra Tech International Development may choose to short-list some Suppliers and continue evaluating Responses from those short-listed Suppliers or conduct a secondary procurement process by invitation to shortlisted Suppliers. Tetra Tech International Development is not at any time required to notify You, any Supplier or any other person or organisation interested in making a Response of its intentions or decision to short-list.

## **7.4 Negotiation**

Tetra Tech International Development may choose to:

- a) enter into negotiations with You or any Supplier (including parallel negotiations with more than one Supplier) in order to vary its Response on grounds of capability / capacity, technical issues, effectiveness, to finalise agreement on the terms of the contract, or any other matters
- b) re-evaluate Responses generally after any negotiation
- c) suspend, discontinue or terminate at any time negotiations with You or any Supplier or any other person or organisation
- d) negotiate with You or any Supplier for the provision of any part of Tetra Tech International Development's Requirement and negotiate with any other Supplier with respect to the same or other parts of Tetra Tech International Development's Requirement and to enter into one or more contracts for part or parts of Tetra Tech International Development's Requirement
- e) negotiate at any time with any organisation that is not a Supplier and enter into a contract in relation to Tetra Tech International Development's Requirement or any part of Tetra Tech International Development's Requirement with that organisation on such terms as Tetra Tech International Development, at its absolute discretion, considers appropriate.

## **7.5 Secondary Procurement Process**

After evaluating all Suppliers' Responses Tetra Tech International Development may choose to conduct a subsequent procurement process.

## **7.6 Further Approach to Market**

Tetra Tech International Development may choose to make a further approach to market on a similar or different basis than that specified in this Invitation.

# **8 Procurement Policies**

Tetra Tech International Development Pty Ltd is governed by the requirements of the Australian Government's Commonwealth Procurement Rules (CPR) as a non-corporate Commonwealth entity. The core principle of the Commonwealth Procurement Rules being achieving value for money.

# **9 Glossary**

## **9.1 Definitions**

In this Invitation, unless the contrary intention is apparent:

- a) "Closing Date and Time" means the date and time nominated in the Reference Schedule by which Responses are required to be lodged
- b) "Tetra Tech International Development" means Tetra Tech International Development Pty Ltd

- c) "Tetra Tech International Development's Requirement" means the requirements specified in the Invitation, the Statement of Requirements and the Contract
- d) "Contact Person" means the person nominated in the Reference Schedule authorised by Tetra Tech International Development to communicate with Suppliers about the EOI Process
- e) "CPR" means Australian Government's Commonwealth Procurement Rules
- f) "EOI Process" means the process commenced by the issuing of this Invitation and concluding upon the award of a contract (or other outcome as determined by Tetra Tech International Development) or upon the earlier termination of the process
- g) "Evaluation" means the process for considering and evaluating Responses in accordance with clause 7.1
- h) "Intellectual Property" means any patent, copyright, trademark, trade name, design, trade secret, knowhow, semi-conductor, circuit layout, or other form of intellectual property and the right to registration and renewal of the intellectual property
- i) "Invitation" means this document inviting persons to lodge a Response
- j) "Last Queries Date" means the date nominated in the Reference Schedule as the last date for Suppliers to seek clarification of any matters relating to this Invitation Document
- k) "Mandatory Criteria" means the criteria considered by Tetra Tech International Development to be critical and identified in the Reference Schedule
- l) "Response" means the documents constituting a Response lodged by a Supplier to meet Tetra Tech International Development's Requirement in accordance with this Invitation
- m) "Response Material" means all documents, data, computer programs, computer discs and other materials and things provided by You or a Supplier in relation to a Response arising out of this Invitation
- n) "Part" means a part of this Invitation
- o) "Reference Schedule" means the reference schedule in Part A of this Invitation
- p) "South Australian Time" means the time applicable to South Australia, as defined at <http://www.australia.gov/about-australia/our-country/time>
- q) "Specification" means the information about Tetra Tech International Development's Requirement described in Part B
- r) "Supplier" or "You" or "Your" means a person or organisation responding to this Invitation.

# Part B – Scope of Services

For

## Review of Hospital-Based Counselling and Social Work Services in Fiji

### 1. Introduction

The Fiji Program Support Facility (the Facility) was established in 2017 to support and implement Australia's aid programs such as health, education, Australia Awards and governance in Fiji. The Facility also supports the Australia Awards and education programs in Tuvalu. The Facility integrates cross-cutting themes, including gender equality, disability inclusion, climate change, emergency preparedness and response and civil society engagement, across sectoral programs. In particular, the Facility seeks to strengthen program outcomes by better addressing the needs of targeted beneficiaries including those who are often marginalized.

The Facility has a 'zero tolerance' approach towards child abuse and child exploitation, including child exploitation material and complies with all requirements of the DFAT Child Protection Policy. Senior management at Tetra Tech International Development strongly support and are committed to enforcing the procedures designed to prevent and stop instances of child abuse and exploitation.

The Facility is committed to respectful workplaces and does not tolerate sexual exploitation, abuse or harassment of any kind, in line with the DFAT Prevention of Sexual Exploitation Abuse and Harassment (PSEAH) Policy.

Australia's support to Fiji's Health Sector (referred to as the "Fiji Health Program" or FHP) works in partnership with the Ministry of Health and Medical Services (MHMS) to:

1. Reform public health services to provide a population-based approach for disease and the climate crisis;
2. Increase access to quality, safe and patient focused clinical services; and
3. Drive efficient & effective management of the health system.

FHP invests about AUD 5-6 million per year in strengthening health services through a range of projects. These cover supply chain reform, digital and health information, patient safety and quality care, as well as targeted services including maternal and newborn care, NCD and rehabilitation services and school-based screening for hearing and vision impairments. FHP also timely response to public health emergencies including COVID outbreaks and emerging priorities. The assistance is delivered through a range of modalities including technical advice, procurement of services and goods, capacity building and training support, and grants to civil society organisations. Across all projects and areas of support, FHP seeks to identify ways to support MHMS to improve gender equality and disability and social inclusion in health services, making them more accessible and higher quality to those who need these services the most.

### 2. Background

Counselling and social work services are a critical area that is under resourced within the hospital sector in Fiji. MHMS has historically provided funding to local civil society organisation (CSO), Empower Pacific, to provide counselling and social work services in some sub-divisional hospitals. Development partners, such as the New Zealand and Australian Government have funded Empower Pacific to provide these services in the main Divisional Hospitals.

FHP has supported MHMS to improve its grant management processes and systems, so that the Ministry is able to make better use of services provided by CSOs. FHP also helped MHMS, through additional grants to Empower Pacific, to extend the Ministry's services to hospital staff, patients and their families in Colonial War Memorial (CWM) Hospital, Labasa Hospital and Tamavua Twomey Hospital since 2020<sup>2</sup>. From 2022-2023,

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<sup>2</sup> Tamavua Twomey Hospital since July 2022. From 2020 – 2022 services were provided to Lautoka Hospital.

Empower Pacific’s services resulted in 1000 hospital staff, patients and their families accessing counselling and/or social work services.

### 3. Opportunity

Tetra Tech International Developments seeks to engage a suitably qualified and highly experienced Service Provider to deliver the services (the Services) as detailed in this Scope of Services.

### 4. Services

The services detailed below will aid FHP to explore options with MHMS for future hospital-based counselling and social work services.

The Service Provider is required to provide the following Services:

Review and evaluate FHP’s funding for hospital based counselling and social work, focusing on the follow areas:

Focus area	Evaluation question
<p><b>Effectiveness</b></p> <p><i>Is the intervention achieving its objectives?</i></p>	<p>1. To what <b>extent</b> have the services funded by FHP achieved the following:</p> <ul style="list-style-type: none"> <li>a. Addressed mental health needs of individuals (including different groups of individuals: men, women, people with disabilities, socially disadvantaged, etc.)?</li> <li>b. Improved access to counselling and social work for hospital patients, their families and hospital staff (looking at the different types of counselling, including gender-based violence, suicide prevention, etc.)?</li> <li>c. Integrated counselling and social work services into existing hospital structures and systems?</li> <li>d. Established new and utilized existing referral pathways to other support services (Ministry of Women, Children and Poverty Alleviation, other Civil Society Organisations, etc.)?</li> <li>e. Satisfactorily supported MHMS to provide expanded counselling and social work services (looking at different groups of service users, including socially disadvantages groups)?</li> <li>f. Satisfactorily supported MHMS to address counselling and social work priorities?</li> </ul>
<p><b>Efficiency</b></p> <p><i>How well are resources being used?</i></p>	<p>2. What alternative modalities of hospital-based counselling and social work currently exist (in Fiji and other comparable population contexts)?</p> <p>3. Does the current modality provide comparatively better results (including the number and groups, such as socially disadvantages groups, of clients reached and client outcomes) than other modalities?</p> <p>4. Is the current approach the most cost-efficient way to provide counselling and social work services in hospitals compared to alternative modalities?</p>
<p><b>Sustainability</b></p> <p><i>Are the results likely to continue?</i></p>	<p>5. What recommended modality(ies) would provide a sustainable approach to the provision of counselling and social work services in hospitals once FHP concludes funding?</p>

Annex A provides further indicative questions for the service provider to consider.

The review will be informed through the below approaches (other methods can be recommended by the service provider in their proposal):

- Desk review of existing project reports and other evidence related to counselling and social work programs in Fiji and other comparable countries.
  - Site visits to CWM and Labasa with FHP's project lead.
  - Key informant interviews with MHMS's Head of Wellness and National Mental Health Advisor, Empower Pacific's Director, Counsellors and Social Workers, Divisional Medical Officers, CWM and Labasa Hospital Medical Superintendents (MS), doctors and stress ward nurses, relevant research institutions (FNU/USP) and Facility staff directly involved in the project.
- Focus Group Discussion with key CSO stakeholders.

The Evaluation should address the following areas in one report.

Areas to be addressed:

- Executive summary
- Key findings in under each focus area (efficiency, effectiveness and sustainability)
- Immediate actions (0-4 months) by FHP, MHMS and other partners
- Medium- to longer-term actions (4 months +) by FHP, MHMS and other partners

## **5. Timing and Schedule of Delivery of Services**

It is anticipated that the review will be conducted from March 2024 to June 2024. Exact input days are to be provided by the service provider in their proposal in line with the budget provided. The service provider will also propose the composition of the review team, ensuring that the team has an appropriate range of skills and experience.

## **6. Budget**

The budget for the Evaluation is proposed at AUD 30,000. However, the budget may be increased or decreased depending on the proposals received and value for money assessments.

## 7. Deliverables

The Service Provider will deliver the following deliverables for the Services:

Milestone Number	Milestone Deliverable by Contractor	Indicative Due Date for Deliverable	Means of Verification/Acceptance
1	Evaluation Plan	April 2024	Written acceptance by Tetra Tech International Development and the Head of Family Health at the Ministry of Health and Medical Services based on review against DFAT's <a href="#">design, monitoring and evaluation standards</a> (standard 9)
2	Presentation of the key findings and recommendations to stakeholders	May 2024	Written acceptance by Tetra Tech International Development
3	A publishable Final Report, including: <ul style="list-style-type: none"> <li>- Executive Summary</li> <li>- Background</li> <li>- Methodology</li> <li>- Key Findings</li> <li>- Recommendations</li> <li>- Annexes (list of interviewees, list of questions and other supporting documents)</li> </ul>	June 2024	Written acceptance by Tetra Tech International Development and the Head of Family Health at the Ministry of Health and Medical Services based on review against DFAT's <a href="#">design, monitoring and evaluation standards</a> (standard 10)

The Scope of Services may be subject to review and amendment by mutual agreement between the FHP and the selected Service Provider.

## 8. Annex A – Indicative Questions

The below questions are examples of what the service provider could potentially include in their evaluation plan.

1. Effectiveness:
  - i. Is the current approach to providing counselling and social work services providing positive results (for specific presenting issues, self-harm, depression, stress, etc.) for hospital patients, their families and hospital staff? For men? Women? People with disabilities? LGBTQI community members? Other socially disadvantaged groups?
  - ii. Is the current approach accessible, affordable and acceptable (culturally and contextually) to hospital patients, their families and hospital staff? For men? Women? People with disabilities? LGBTQI community members? Other socially disadvantaged groups?
  - iii. Is the current reporting process providing MHMS with the evidence it needs to make informed decisions about service provision?
  - iv. Are counselling and social work staff trained and supervised according to Fiji's standards? Are staff provided with sufficient professional development opportunities to meet the needs of hospital clients?
2. Efficiency:
  - i. Is the current approach using resources in a cost-effective way to deliver counselling and social work services to hospital patients, their families and hospital staff? or men? Women? People with disabilities? LGBTQ members of society? Other socially disadvantaged groups?
  - ii. Are the services being delivered in locations with the highest need/demand for mental health services?
  - iii. Is there a different model in Fiji/ internationally that could deliver similar results at a lower cost (for instance, through a private, for-profit healthcare provider)?
  - iv. Is the counsellor-to-client ratio appropriate?
  - v. Are Empower Pacific's staff sufficiently qualified and experienced?
  - vi. Are there opportunities to cut costs?
3. Sustainability
  - i. Does the current approach address MHMS's priorities?
  - ii. Is the current approach financially sustainable for MHMS?
  - iii. What changes could be made to strengthen sustainability (including financial sustainability)?

# Part C – Response

Contractor Details	
Trading Name	<insert name>
Registered Name	<insert name>
ABN (Company registration number if Fiji registered)	<insert number>
ACN (Company T.I.N number if Fiji registered)	<insert number>
Address of registered office	<insert address>
Type of entity (e.g. company, trust, partnership, sole trader, other)	<insert entity>
Key Personnel (e.g. director, chief executive officer, principal of business etc.)	<insert names and positions>
Telephone	<insert phone number>
Website	<insert URL>
Inclusive Procurement	<p>Do you and your company/organisation belong to any of the below category:</p> <p>MSMEs, social enterprises, women led businesses, disability enterprises, local businesses, CSOs, youth and community groups and local indigenous entrepreneurship, partnerships.</p> <p><b>Answer:</b> <input type="checkbox"/> YES / <input type="checkbox"/> NO</p> <p>If YES, which category do you belong to:</p> <p><b>Answer:</b> _____</p>

Contact Person	<insert name>
Position	<insert position>
Address	<insert address>
Postal address (if different to above)	<insert address>
Email	<insert email address>
Telephone	<insert phone number>



Procurement Details	
Response Against Evaluation Criteria	
Mandatory Criteria (this is a must provide in order to be evaluated for the technical criteria)	
1. <b>Company Profile</b>	Attachment provided – <input type="checkbox"/> YES / <input type="checkbox"/> NO If NO, why?
2. <b>ABN (or Company Registration)</b>	Attachment provided – <input type="checkbox"/> YES / <input type="checkbox"/> NO If NO, why?
3. <b>ACN (or Company T.I.N Letter)</b>	Attachment provided – <input type="checkbox"/> YES / <input type="checkbox"/> NO If NO, why?
4. <b>Insurances Certificate of Currencies</b>	Public Liability – Attachment provided <input type="checkbox"/> YES / <input type="checkbox"/> NO Products Liability – Attachment provided <input type="checkbox"/> YES / <input type="checkbox"/> NO Professional Indemnity Liability – Attachment provided <input type="checkbox"/> YES / <input type="checkbox"/> NO Contractors All Risk – Attachment provided <input type="checkbox"/> YES / <input type="checkbox"/> NO If No, why?
5. <b>Your organisation must be willing to participate in a Safeguarding risk assessment (Child Protection &amp; PSEAH) and take action to reduce the level of risks to women, children and other vulnerable groups associated with the delivery of the services consistent with the DFAT’s Child Protection policy (2018) and PSEAH policy (2019).</b>	Check box below if you are willing or not:  <input type="checkbox"/> YES / <input type="checkbox"/> NO  If yes, provide your statement confirming this as an annex to your proposal.
6. <b>Your organisation is committed to promoting gender equality, disability, and social inclusion (GEDSI) policy commitments of DFAT and the government of Fiji, and will support the implementation of the Cyclone Recovery Program’s GEDSI action plan associated with the delivery of the services</b>	Check box below if you are willing or not:  <input type="checkbox"/> YES / <input type="checkbox"/> NO  If yes, provide your statement confirming this as an annex to your proposal.
Weighted Criteria (Service Providers are encouraged to provide detailed responses with relevant attachments provided)	
1. <b>Technical Criteria (60%)</b>	

a. No more than one page providing evidence of expertise in delivering or counselling and/or social work services	
b. No more than one page providing evidence of expertise in evaluation of development programs and activities using mixed methods and participatory approaches to research	
c. Evidence of expertise and experience assessing whether services are inclusive, as part of the responses to evaluation criteria a. and b. above.	
d. Two (2) references from organisations/businesses that the Service Provider has previously provided similar services.	
e. The CVs of the consultants/staff proposed to undertake the delivery of the Services (no more than two-pages)	
<b>5. Quality and value for money of individual Service Provider's Proposal and Budget (including number of proposed input days and daily rate) (40%)</b>	
Provide details to demonstrate sufficient working capital and lines of credit to cover the running costs of the contract	

<b>References</b>	
<b>Please provide up to three references that may be contacted in relation to Your Proposal</b>	
<b>Name</b>	<b>Contact Details</b>

I/We declare that

- a) the Conditions of the EOI Process are agreed; and
- b) the information and particulars provided as part of this EOI are accurate and correct.

*Dated:* .....

Supplier	
Signature	
*Print name and office held	

Witness	
Signature	
*Print name and office held	

\*Use BLOCK LETTERS