

INVITATION FOR PROPOSALS: PROVISION OF AN EMPLOYEE ASSISTANCE PROGRAM (EAP)

TERMS OF REFERENCE

PART 1. BACKGROUND

The Infectious Diseases Institute Limited (IDI) is a Ugandan not-for-profit organisation whose mission is to strengthen health systems in Africa, with a strong emphasis on infectious diseases, through research and capacity development. IDI has six operational areas through which it works to achieve its mission: Prevention, Care and Treatment, Training, Research, Global Health Security, Health Systems Strengthening and Laboratory services.

Purpose of the procurement

IDI seeks to engage a qualified firm to provide a comprehensive Employee Assistance Program (EAP) offering psychological and trauma counselling services to all IDI employees and their eligible dependants. The program aims to improve staff wellbeing, mental health, and quality of life both at work and at home, thereby supporting productivity, resilience, and work-life balance across the Institute. The Institute house approximately 1,758 staff spread across West Nile, greater Masaka and Central Regions

Note: Eligible dependants /immediate family members mean an employee's spouse and biological, adopted, or legally dependent children.

Specific Objectives

- i. To provide confidential psychological and trauma counselling services to employees and their eligible dependants.
- ii. To provide quarterly training sessions to the Institute on common themes identified from counselling sessions (delivered anonymously and in aggregate), either face-to-face or virtually, as agreed with the HR Department.
- iii. To provide a mandatory, confidential transition support session for staff changing duty station or department, with any further counselling undertaken voluntarily.
- iv. To provide mental health services aimed at improving staff productivity at work and at home, promoting healthy living and a sense of purpose.
- v. To provide psychosocial support to staff deployed at locations outside their home areas.
- vi. To provide critical incident and trauma debriefing support following workplace emergencies, bereavement, or other traumatic events.

Scope of Work

- 1) **Counselling channels:** face-to-face (at the firm's offsite premises), telephone, and virtual/online sessions.
- 2) **Hotline availability:** a dedicated telephone hotline available 24 hours a day, 7 days a week, through which staff can speak to a counsellor or book a session.
- 3) **Response standards:** routine booking requests acknowledged within one (1) working day; urgent/ crisis cases responded to within [2] hours.

- 4) **Session entitlement:** bidders should propose a recommended number of counselling sessions per employee/dependant per year, and the protocol for referral where longer-term or specialized care (e.g., psychiatric services) is required.
- 5) **Languages:** services should be available in English and, where practicable, in major local languages (i.e. Luganda, Lusoga, Runyakitara languages, Lugbara, etc..).

Duties and Responsibilities of the Firm

- 1) Liaise with the Employee Relations and Welfare Manager throughout the contract period, who will serve as the primary point of contact.
- 2) Ensure strict confidentiality of all information shared in sessions with IDI employees and their dependants, in line with professional counselling ethics and the Uganda Data Protection and Privacy Act, 2019. No individually identifiable information shall be disclosed to IDI without the client's written consent, except where disclosure is required by law or where there is imminent risk of harm.
- 3) Sign and comply with IDI's safeguarding policy and code of conduct before commencement of services (applicable to all services, training).
- 4) Conduct trainings at the Institute during official working hours as scheduled with the HR Department.
- 5) Provide psychosocial support to staff and their eligible dependents.
- 6) Deploy only professionally qualified and licensed counsellors/psychologists and maintain valid practicing licenses throughout the contract period.
- 7) Maintain adequate professional indemnity insurance covering the services provided.
- 8) Conduct ad hoc precautionary awareness sessions and targeted training for staff as and when required, based on the outcomes of structured risk assessments, exposure assessments and identified competency needs.

Expected Deliverables

- 1) A dedicated hotline through which staff can reach a counsellor or make a booking, available 24/7.
- 2) Suitable, private, off-site premises where face-to-face counselling can take place.
- 3) A launch/sensitization session to introduce the EAP to all staff within the first month of the contract.
- 4) Quarterly face-to-face (or virtual, as agreed) training sessions on key areas affecting mental health.
- 5) Monthly utilization reports presenting anonymized, aggregated data only: number of staff who accessed the service, categories of issues addressed, trends, and management recommendations. Reports must not permit the identification of individual employees.
- 6) Monthly mental health awareness materials (e.g., articles, tip sheets) shared via email for circulation to all staff.
- 7) An annual program review report summarising utilization, impact, emerging risks, and recommendations.

Duties and Responsibilities of IDI.

- 1) Provide a training room and materials (books, pens, projector, flip chart) for training sessions conducted at the Institute.
- 2) Oversee the overall development of training materials and provide feedback on drafts submitted by the firm.
- 3) Sensitize staff about the program and encourage uptake, in collaboration with the firm.
- 4) Effect payments upon satisfactory delivery of services, as per agreed timelines within the contractual period.

Timeframe and Contract Period

The firm is expected to commence work in October 2026. The initial contract period will run from October 2026 to 30 June 2027, aligning the contract with IDI's financial year (July–June). Thereafter, the contract may be renewed annually (July–June), subject to satisfactory performance and availability of funds.

Eligibility Criteria

- 1) At least 8 years' demonstrated experience providing Employee Assistance Programs or corporate counselling services, preferably to organizations of comparable size.
- 2) A team of professionally qualified counsellors, psychologists, and/or clinical social workers holding valid practicing licenses from the relevant Ugandan regulatory bodies.
- 3) Demonstrated capacity to deliver services across all IDI duty stations, including upcountry locations.
- 4) Legally registered/incorporated in Uganda with valid trading licenses, certificate of incorporation and tax compliance (TIN and Tax clearance certificate).

You are requested to submit your proposal/ bid in line with the procedures listed in Part 2 below of this solicitation document.

Top performing firms shall be called for a meeting with IDI's management prior to contract award to provide more information.

Any resulting contract shall be subject to the terms and conditions detailed in this Request for Proposal. The Institute reserves the right to add any terms and conditions in the resultant contract.

All inquiries should be addressed to the undersigned, not later than **Friday 7th August 2026 at 4pm.**

PART 2: PROPOSAL PREPARATION PROCEDURE

Preparation of Proposals:

You are requested to prepare your proposal by completing and returning:

- The Proposal submission sheet;

- Document evidence indicating your eligibility as a firm.
- A copy of the certificate of Incorporation, a valid tax clearance certificate and a signed statement indicating that the provider does not have conflict of interest in the subject of the procurement.

Sealing and marking of Proposals:

Proposals should be submitted in a sealed envelope, clearly marked with the subject of procurement. Envelopes should be sealed in such a manner that opening and resealing cannot be achieved.

Evaluation Criteria:

The evaluation of Proposals shall follow the criteria listed below and firm's characteristic;

- 1) Preliminary evaluation to determine eligibility (as described above) and administrative compliance of this Invitation to Bid. **(10 Marks)**
- 2) Understanding of the assignment and proposed methodology/service delivery model, including the counselling model, hotline arrangements, session entitlements, referral pathways, and confidentiality/data protection measures. **(20 Marks)**
- 3) List of proposed staff with designations, CVs, and copies of valid practicing licenses. **(15 Marks)**
- 4) Evidence of relevant experience, including at least three (3) client references. **(15 marks)**
- 5) Draft workplan for the first contract period. **(10 Marks)**
- 6) Financial Proposal; A detailed fee structure, e.g., monthly retainer and/or per-session rates, training session rates, and any other applicable charges, quoted in Uganda Shillings and inclusive of all applicable taxes. **(30 Marks)**

Proposals that do not meet the eligibility criteria (1) above shall be eliminated and shall not be considered for subsequent stages of the evaluation.

Best evaluated bid:

Upon completion of evaluation of Proposals, the top qualifying firm(s) will be requested to make a presentation to the committee.

There is no express or implied obligation for IDI to reimburse responding firms for any expenses incurred in preparing proposals or presentations in response to this request for proposal or through the entire bidding process.

The best evaluated firm shall be one which is eligible and substantially responsive to the evaluation criteria stated above and shall be recommended for award of contract.

Award of contract:

Award of contract shall be communicated in writing from the Institute to the winning firm. A formal contract shall thereafter be signed between the institute and the successful firm.

Right to Reject:

The Institute reserves the right to accept or reject any Proposal or to cancel the bidding process and reject all Proposals at any time prior to contract award.

PART 3: BID SUBMISSION

Please prepare and submit your proposal in accordance with the bid preparation and submission criteria provided in part 2 of this RFP. Acknowledge receipt of this email and confirm your firm's willingness and interest to respond to this Request for Proposal.

Deadline and Place of Submission of bids;

Sealed bids shall be submitted to IDI Knowledge Centre Building Makerere University at the reception, please sign a bid submission sheet provided at the reception.

The deadline for submission of responses to this RFP shall be **Friday 14th August 2026, 4:00Pm.**

Late bids shall not be accepted.

Your bid(s) should be addressed to the undersigned at the address below;

Shadia Namaganda

Procurement Manager

Infectious Diseases Institute — Knowledge Centre Building, Makerere University Main Campus P.O. Box 22418 | Kampala | Uganda

Email: snamaganda@idi.co.ug

Canvassing or lobbying in relation to this RFP shall lead to automatic disqualification

Main locations:

IDI McKinnell Knowledge Centre
(ED, Training, Outreach, Grants Management, Finance & Admin)
Makerere University Main Campus
Tel: +256 (0)312 211 422

IDI Mulago
(Clinic, Research, Lab Services, Information Services)
Mulago Hospital Complex
Tel: +256 (0)312 307 000; +256 (0) 414 307 000

PART 4: BID SUBMISSION SHEET

(Complete this form with all the requested details and submit it as the first page for your Proposal, with the documents requested above as attachments. Ensure that your Proposal is authorized in the signature block. A signature and authorization on this form will confirm that the terms and conditions of this RFP prevail over any attachment. If your Proposal is not authorized, it may be rejected).

Proposal addressed to:	
Date of Proposal:	
Subject of procurement:	

1. We offer to provide the said service in accordance with the terms and conditions stated in your Request for Proposal referenced above.
2. We confirm that we are eligible and meet the eligibility criteria specified in part 3:
3. We undertake to abide by the code of ethical conduct for bidders and providers during the procurement process execution of any resulting contract;
4. The validity period of our Proposal is _____ months from the time and date of the submission deadline.
5. We confirm that the fees quoted in the activity schedule are fixed and shall not be varied during the period of execution of services.
6. We confirm that our firm is not under any form of conflict of interest in responding to this Request for Proposal. We pledge to disclose any form of Conflict of Interest, real or perceived should a situation arise presenting this state.

Authorized for and on behalf of:

Company:

Name and position

Address:

Date: _____

Main locations: