



Call for Quotations (“CfQ”)

Anti-Bullying Human Resources Toolkit

Project: Bullying and Ostracism at the Workplace in Malta (the “Project”)

This project is being financed through EU funds
ESF Project Ref: ESF.02.150

This project is being co-financed through local funds
NCF Project Ref: NCF 21.2021

CfQ#: 01/23

Issue Date: **5 May 2023**
Deadline for Submission: **26 May 2023 at 17:00hrs CET/CEST**
Quotations Opening Session: **29 May 2023 at 18:30hrs CET/CEST at
The Meeting Place, Triq Balbi, Marsa**

bBrave (VO 1422)

c/o 3, Honeycomb, Triq Preziosi, Sqaq Nru. 2, HAL LIJA · LJA 1190 · MALTA | +356 79 80 81 82

quotes@bbrave.org.mt



Table of Contents

Section A:	Instructions	3
Section B:	General Information	4
	1) Purpose	4
	2) Beneficiary	4
	3) Scope and Terms & Conditions	4
	3.1 Scope of Services	4
	a. <u>Project Outline</u>	4
	b. <u>Who is bBrave?</u>	5
	c. <u>Scope of CfQ</u>	5
	3.1.1 Technical Specifications	5
	3.1.2 Expected Results	6
	3.2 Procedure	9
	3.3 Method of Submission of Quotations	9
	3.4 Validity of Quotation	10
	3.5 Evaluation of Quotations, Award and Appeals	10
	3.6 Response Requirements	11
	3.7 Financing	11
	3.8 Method of Payment	11
	3.9 Execution of the Contract	11
	3.10 Modification of Contract	11
	3.11 Data Protection	12
	3.12 Equality	12
	Project Collaborators	13

Section A: Instructions

1) Responses to this CfQ are to be submitted through courier or registered mail, to be delivered by 17:00hrs of 26 May 2023, and addressed as follows:

Attn. The Secretary, Evaluation Committee
CfQ#: 01/23 -- bBrave
c/o 10, Corporate House, Level 3,
Triq I-Oratorju, Naxxar, NXR 2505

All submissions will be dealt with in strictest confidence.

Bidders should indicate, on the back of the envelope containing the Bid, the Bidder's: (i) name, (ii) contact name, (iii) phone number and (iv) email address. These details will be used by bBrave to acknowledge receipt of each Bid, since the Bids will remain unopened until the Quotations Opening Session.

bBrave will strive to acknowledge every Quotation received within 24 hours. If you do not receive such acknowledgement, please reach out to us at quotes@bbrave.org.mt to ensure that your submission was received.

2) The Estimated Procurement Value for this CfQ 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 €3,500 (three thousand five hundred euro), excluding VAT.

The purpose of this value shall be the guidance of prospective bidders ("**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 bBrave. Economic Operators are free to submit financial offers above or below the Estimated Procurement Value. However, bBrave reserves the right to accept or reject Financial Offers exceeding the Estimated Procurement Value.

Section B: General Information

1) Purpose

This CfQ is being issued to seek the production of an Anti-Bullying Human Resources Toolkit, which shall be comprised of:

- a. A template anti-bullying policy; and
- b. Template Train-The-Trainer workplace bullying training materials; and
- c. Template Employee workplace bullying training materials.

2) Beneficiary

The beneficiary, being bBrave, is the point of contact for this CfQ. Please refer any enquiries to:

The Evaluation Committee

bBrave Project: Bullying and Ostracism at the Workplace in Malta (Project Ref: ESF.02.150)

CfQ#: 01/23

Contact email: quotes@bbrave.org.mt

CfQ addenda/updates, if any, will be made available on bBrave's website: <https://bbrave.org.mt/news/> and Facebook Page <https://www.facebook.com/bbravemalta/> by not later than the 19 May 2023 in the case of addenda to this CfQ, and promptly upon issue for any updates.

3) Scope and Terms & Conditions

The terms and conditions governing the service will be regulated within the contract that will be signed with the successful Bidder.

3.1 Scope of Services

a. Project Outline

The Project is split into four main pillars:

- i. to carry out a study on bullying and ostracism at the workplace in Malta (the "**Study**");
- ii. to develop tools for management and human resources practitioners to assist them in handling such incidences within their organisations (the "**Toolkit**");
- iii. to hold a number of workshops intended to implement the Toolkit (the "**Workshops**"); and
- iv. to carry out an awareness campaign (the "**Campaign**").

b. Who is bBrave?

bBrave is a voluntary, independent and non-governmental organisation. It is the first and only anti-bullying NGO in Malta. It's mission is *“to raise awareness on different forms of bullying, to facilitate assistance for individuals suffering from bullying and for the reform of individuals displaying bullying behaviour in Malta.”*

It is registered with the Commissioner for Voluntary Organisations (VO 1422), Aġenzija Żgħażaġħ (AZ 252/2017) and the Malta Business Registry (LPA-118). It is also a Core Member of the Anti-Bullying Alliance (ABA), an international coalition of organisations and individuals that are united against bullying.

c. Scope of CfQ

This CfQ is being issued to seek the production of an Anti-Bullying Human Resources Toolkit, which shall be comprised of:

- a. An anti-bullying policy template (the **“Policy”**); and
- b. Template for Train-The-Trainer workplace bullying training materials (the **“Train-The-Trainer Materials”**); and
- c. Template for Employee workplace bullying training materials (the **“Employee Materials”**).

Each of the above deliverables shall be based on the report issued based on the Study, which shall be made available to the successful Bidder by bBrave.

3.1.1 Technical Specifications

Minimum Technical Specifications:

- a. At least one (1) person working directly on the Toolkit must be in possession of a degree at MQF Level 7 from a recognized educational institution as certified by the National Commission for Further and Higher Education. Qualification/s should be relevant to the fields of Psychology, Sociology, Social Work, Law, Economics, Industrial Relations, Business or Management (or related disciplines);
- b. Be able to communicate verbally and in writing in the Maltese and English language;
- c. To provide a quote, excluding VAT in Euro (€); and
- d. Duration of Services: Two (2) months, to take place over the following period: July-August 2023.

3.1.2 Expected Results

Reporting to the Project Leader, the Contractor shall produce, at a minimum, the following deliverables:

- A. Policy
 - i. Policy to be spread over a minimum of six (6) pages;
 - ii. This Policy will need to contain the following minimum sections:
 - a. Introduction and Background;
 - b. Definition of bullying and related terminology, including examples of workplace bullying;
 - c. Impact on clients;
 - d. Effects and consequences of bullying (including both health and economic ones);
 - e. Identification of bullying as a disciplinary event;
 - f. Internal reporting procedures;
 - g. External reporting procedures (not necessarily tied to having first reported internally);
 - h. Suggestions for bystanders;
 - i. Internal sources of help;
 - j. External sources of help;
 - k. Coping Mechanisms;
 - l. Helpful facts and contact numbers (bBrave can assist if required);
 - m. Reference to bBrave; and
 - n. Reference to funding sources as per applicable rules and guidelines and as requested by bBrave;
 - iii. The Policy must be professionally designed by the Contractor, in an 'easy-read' version, to be approved by bBrave and CRPD before finalisation;
 - iv. The Policy must be submitted in editable word and pdf e-copy; and
 - v. The Policy must be made available in both the Maltese and English languages.

The Policy aims to encourage local organisations to use this template and introduce an anti-bullying policy at the workplace. The purpose and significance of this Policy is to communicate to all employees, including supervisors, managers and executives, that the organisation will not in any instance tolerate bullying behaviour, whilst also providing procedures for those who need to report abuse or simply seek help.

B. Train-The-Trainer Materials

- i. Train-The-Trainer Materials to cover a minimum of 25 slides, intended to cover a 90-minute workshop;
- ii. The Train-The-Trainer Materials will need to contain the following minimum sections:
 - a. Introduction and Background;

- b. Ice-breaking activity;
 - c. Definition of bullying and related terminology, including examples of workplace bullying;
 - d. Impact on clients;
 - e. Effects and consequences of bullying (including both health and economic ones);
 - f. Identification of bullying as a disciplinary event;
 - g. Internal reporting procedures;
 - h. External reporting procedures;
 - i. Suggestions for bystanders;
 - j. Internal sources of help;
 - k. External sources of help;
 - l. Coping Mechanisms;
 - m. Helpful facts and contact numbers;
 - n. Reference to organisation anti-bullying policy;
 - o. Challenging the bullying culture;
 - p. Question time;
 - q. Reference to bBrave; and
 - r. Reference to funding sources as per applicable rules and guidelines and as requested by bBrave;
- iii. The Train-The-Trainer Materials must be professionally designed by the Contractor, in an 'easy-read' version, to be approved by bBrave and CRPD before finalisation;
 - iv. The Train-The-Trainer Materials must be submitted in editable slide show and pdf e-copy; and
 - v. The Train-The-Trainer Materials must be made available in both the Maltese and English languages.

The Train-the-Trainer Materials are to primarily target management to educate and inform on the importance of management's role in maintaining a positive and anti-bullying organisational culture. The emphasis on the train-the-trainer aspect is to ensure sustainability of the issue, regardless of changes in management.

C. Employee Materials

- i. Employee Materials to cover a minimum of 25 slides, intended to cover a 90-minute workshop;
- ii. The Employee Materials will need to contain the following minimum sections:
 - a. Introduction and Background;
 - b. Ice-breaking activity;
 - c. Definition of bullying and related terminology, including examples of workplace bullying;
 - d. Impact on clients;

- e. Effects and consequences of bullying (including both health and economic ones);
 - f. Identification of bullying as a disciplinary event;
 - g. Internal reporting procedures;
 - h. External reporting procedures;
 - i. Suggestions for bystanders;
 - j. Internal sources of help;
 - k. External sources of help;
 - l. Coping Mechanisms;
 - m. Helpful facts and contact numbers;
 - n. Reference to organisation anti-bullying policy;
 - o. Challenging the bullying culture;
 - p. Question time;
 - q. Reference to bBrave; and
 - r. Reference to funding sources as per applicable rules and guidelines and as requested by bBrave;
- iii. The Employee Materials must be professionally designed by the Contractor, in an 'easy-read' version, to be approved by bBrave and CRPD before finalisation;
 - iv. The Employee Materials must be submitted in editable slide show and pdf e-copy; and
 - v. The Employee Materials must be made available in both the Maltese and English languages.

The Employee Materials are to be directed towards employees to educate and inform on an individual's role in creating and maintaining a positive and anti-bullying organisational culture.

D. Focus Groups

The effectiveness of the tools above is to be field-tested in focus groups, prior to finalisation and eventual publication:

- i. 1 focus group testing the Policy;
- ii. 1 focus group testing the Train-The-Trainer Materials; and
- iii. 1 focus group testing the Employee Materials.

The focus groups, representing various age groups, gender and ethnicity (representative of the local workforce) are to critically assess each proposed tool to ensure its effectiveness and ability to ensure non-discrimination to all at the workplace. bBrave shall be asked to approve the focus group participants.

Each focus group must have a minimum of twelve (12) participants per group and last between 60-90 minutes each. Individuals leading the focus groups need to be conversant

in both Maltese and English. The Focus Groups should reasonably accommodate to cater for the impairment-related requirements of disabled participants, where necessary.

A brief summary of discussions held during each focus group should be prepared, and modifications are to be made to the tools accordingly, as may be applicable.

3.2 Procedure

This is a fee-based for services contract.

The award of the CfQ shall be determined based on the cheapest technically compliant offer with the Quotation specifications.

3.3 Method of Submission of Quotations

Responses to this CfQ are to be submitted through courier or registered mail, to be delivered by 17:00hrs of 26 May 2023 as follows:

Attn. The Secretary, Evaluation Committee
CfQ#: 01/23 -- bBrave
c/o 10, Corporate House, Level 3,
Triq I-Oratorju, Naxxar, NXR 2505.

All submissions will be dealt with in the strictest confidence.

Bidders should indicate, on the back of the envelope containing the Bid, the Bidder's name, contact name, phone number and email address. These details will be used by bBrave to acknowledge receipt of each Bid, since the Bids will remain unopened until the Quotations Opening Session.

bBrave will strive to acknowledge every Quotation received within 24 hours. If you do not receive such acknowledgement, please reach out to us at quotes@bbrave.org.mt to ensure that your submission was successfully received.

Late submissions will be rejected and will not be evaluated. No liability will be accepted for rejection of late Quotations.

Quotations submitted by any other means will not be considered.

Quotations must comply with the requirements as stated in this CfQ.

In submitting a Quotation, the Bidder will be submitting its best and final offer.

Bidders are to submit clarifications concerning this CfQ by 17:00hrs of 15 May 2023 at quotes@bbrave.org.mt. Replies to clarifications will be posted on the website: <https://bbrave.org.mt/news/> and the official Facebook page of bBrave: <https://www.facebook.com/bbravemalta/>.

3.4 Validity of Quotation

Bidders are committed to retain the validity of the Quotation for a period of ninety (90) days from the closing date for the submission of CfQ as shown in **Section B, Article 3.3**.

3.5 Evaluation of Quotations, Award and Appeals

The evaluation of the Quotations will be based on compliance with the Technical Specifications laid out in **Section B, Article 3.1.1**. The fee provided by the Bidders in their Quotations will be deemed to be the final price and may not be altered by the Bidders after the submission deadline.

If arithmetical errors or other queries are identified, a clarification will be sent to the Bidder. If the clarification is not addressed by the indicated time/date, the bid will automatically be disqualified.

Quotations that do not meet the requirements set out in this CfQ will not be considered further.

This CfQ shall be awarded on the basis of the cheapest technically compliant offer, compliant with the Quotation specifications.

Following determination by the Project's Evaluation Committee, the Notice of Award will be posted on the website: <https://bbrave.org.mt/news/> and the official Facebook page: <https://www.facebook.com/bbravemalta/> of bBrave.

Unsuccessful Bidders shall be given the right to appeal the decision within ten (10) calendar days from publication of the Notice of Award. Such appeal must be addressed to the Project Appeals Board at quotes@bbrave.org.mt, outlining the basis of the appellant's objection and attaching any evidence (as may be applicable). If an appeal is lodged, the Contract award process shall be suspended until the Project Appeals Board publishes its decision, which shall be final and binding on the appellant and all interested parties in the tendering process.

bBrave reserves the right to cancel the whole Quotation procedure and reject all Quotations and reserves the right to initiate a new Call for Quotations without giving reasons. In the event of a Quotation procedure's cancellation, Bidders who have already submitted their Quotation will be notified via email.

In no circumstances will bBrave be liable for damages, whatever their nature (in particular damages for loss of profits) or relationship to the cancellation of a Quotation, even if bBrave has been advised of the possibility of damages. The publication of a contract notice does not commit bBrave to implement the activity announced.

3.6 Response Requirements

Interested Bidders, when submitting their offer, are expected to provide a complete and comprehensive response to this Request for Quotation. Responses should include the following:

- Financial Bid Form;
- Copy of relevant Qualification/s;
- Detailed CVs of persons proposed to work on the Project;
- For entity Bidders only: evidence that equality is mainstreamed within their own working procedures (see **Section B, Article 3.12.**); and
- Declaration Form re Exclusion Grounds.

3.7 Financing

This Project is co-financed by the European Social Fund: Cohesion Policy 2014 – 2020 Operational Programme II (ESF Project Ref: ESF.02.150).

This Project is co-financed through local funds through the NGO Co-Financing Fund managed by the Malta Council for the Voluntary Sector (NCF Project Ref: NCF 21.2021).

3.8 Method of Payment

Payments shall be authorized by bBrave and paid by bBrave and/or the Managing Authority after receipt of invoice and due processing by bBrave and the Managing Authority and/or other relevant funding authorities. One payment shall be made after all the deliverables are completed to bBrave's satisfaction.

3.9 Execution of the Contract

The successful Bidder will be expected to sign a contract for services with bBrave outlining, *inter alia*, the deliverables, duration and payment schedule.

Whilst much of the work on the Project may be carried out from the Bidder's own premises and a number of meetings may be held online, the successful Bidder may be required to attend physical meetings and other events. In-person contact shall be carried out having due regard to any COVID-19 (and any other health) requirements in place at the time.

3.10 Modification of Contract

Amendments to the Contract may only be made by mutual agreement in writing.

3.11 Data Protection

bBrave operates in line with the Data Protection Act (Chapter 586) and the General Data Protection Regulation (EU GDPR 2016/679).

3.12 Equality

bBrave strongly supports equal opportunities. It shall ensure that its selection of the successful Bidder shall be free of discrimination and based on objective factors.

In the case of Bidders who are not individuals, preference shall be given to Bidders who provide evidence that equality is mainstreamed within their own working procedures, such as by:

- a. including an equality policy;
- b. providing a brief write-up on how they achieve equality within their organisation; or
- c. providing the NCPE Equality Mark certification.

This Project is being carried out with the support of:



VOICE OF THE WORKERS



Foundation for Social Welfare Services
Here for you



In collaboration with:

