

## **TERMS OF REFERENCE (TOR)**

**Project Title: Training Provider to Conduct Mental Health Support to Staff**

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### **I. Rationale**

The human resources of the organization have been severely affected by the COVID-19 pandemic in many areas of life, work and career. With the surge of digital/virtual technology, organizations have innovated to apply more efficient models and methods of ensuring service continuity and a more convenient experience for customers and stakeholders.

With the demand to ensure faster, more efficient, and more convenient service in the government sector, this pandemic resulted in many developments that practically reset the nature, design, and configuration of work today. From skeletal force to work from home (WFH) to virtual hybrid, employees have struggled to cope with many demands that affected their mental health and wellbeing. Many already experience the so-called Pandemic fatigue.

The role of leaders in the organization is to ensure that their staff can adapt to change, maintain staff fruitfulness, and support the ongoing transformation to the Post-Pandemic period. Recognizing mental health issues is a legitimate workplace concern. Concern for people should be felt by staff and practiced evidently in the workplace.

In this program, the participants review their responsibility for people and staff under their care and perform their development role to support their psycho-emotional struggle and overall mental health.

### **II. Objectives**

At the end of the training program, participants should be able to:

1. Review the leadership role and concern for people in the threatened workplace;
2. Discuss the pandemic pains and complaints of staff in changing work demands;
3. Monitor the mental health condition and the severe stress of staff;
4. Apply basic counseling strategy and authentic conversation with staff;
5. Plan to practice more empathy and 'pastoring' of staff.

### **III. Outputs**

1. Pre- and post-assessments reports
2. 45 Participant Manuals
3. Accomplished Learning Action Plans (LAPs)

#### **IV. Scope**

##### Preparatory Activity

The Learning Service Provider must conduct an online pre-assessment to assess the supervisors on their capabilities to support their staff's mental health. This must be used as input in finalising the module.

##### Actual Program

- Develop and deliver participant manuals containing learning materials to assist participants in day-to-day activities
- Conduct 2 days seminar for 2 batches
- Make recommendations for future HRDD interventions
- Incorporate a Learning Action Plan (LAP) to specifically determine how participants will be able to apply learnings from the program

##### Post Activities

- Prepare and submit final report and outputs, including process documentation, analysis of the conduct of the pre- and post-assessments, recommendations for future programs, and documentation of the activities conducted.

#### **V. Methodology**

The seminar should be a combined 50% lecture and 50% exercises. The use of online applications for the conduct of the virtual training shall be adopted.

#### **VI. Learning Service Provider's Minimum Qualifications and Eligibility**

- Training provider engaged in organization and business development; human resource training on various capacity building including conducting mental health seminars
- Has undertaken at least a minimum of 2 similar projects
- The facilitator must have a Bachelor's degree and experience in conducting mental health seminars and orientation
- With existing reputable clients' base, with at least 1 government agency in the pool

#### **VII. Approved Budget**

The approved budget for a two-day seminar is Php150,000 for 2 batches, inclusive of VAT.

This will cover payment for program design, diagnostics, program execution for facilitators, participants' manuals and certificates, training materials, and evaluation reports.

### **VIII. Schedule of Payment**

Payment of service shall be made on the basis of the engagement rendered and submission of reports and other deliverables.

### **IX. Training Duration**

The session must be conducted in October 2021.

### **X. Submission of Documents**

The winning bidder should be able to present the required eligibility documents, including the following:

1. Applicable Business Registration Certificates (SEC, DTI, CDA) with Articles of Incorporation or Partnership (in case of corporation or partnership)
2. Mayor's Permit for the Current Year
3. Taxpayer's Identification Number (TIN)
4. Company Profile
5. Philippine Government Electronic Procurement System (PhilGEPS) Certification

Interested bidders are also requested to submit the following:

1. List of completed projects, with description and contract rate
2. List of past and existing clients
3. Resume indicating qualifications of individual consultants / resource persons to be deployed, including educational background, years of experience, projects undertaken, client base and certifications/accreditations, if any and client testimonials.
4. Program design

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