REQUEST FOR PROPOSAL (RFP)

Psychological support services
2026-10 P0076

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I. SUMMARY OF DEADLINES

The timeline for the RFP process is set out below. While Geneva Call does not anticipate changes to this timeline, it reserves the right to adjust it as needed; any changes will be communicated to all applicants.

Milestone	Date
RFP Launch Date	30 October 2026
Deadline for Receipt of Proposals	27 November 2026
Anticipated Award of Contract	11 December 2026
Anticipated Start of Service	January 2027

As part of the selection process, Geneva Call reserves the option to request clarifications regarding proposals that substantially qualify. Any such questions are at Geneva Call's discretion and will only be directed to applicants who have submitted substantially responsive proposals.

Final award is subject to the terms and conditions included in this RFP.

II. ORGANISATION BACKGROUND

A. Background

Geneva Call is issuing this Request for Proposal (RFP) and will be the administrative lead organisation for this process.

Geneva Call is an international non-governmental humanitarian organisation committed to protecting civilians in armed conflict by strengthening respect for humanitarian norms and principles among armed groups and de facto authorities (AGDAs). Founded in 2000, Geneva Call is registered as a Foundation under Swiss law.

More information about the organisation is available at www.genevacall.org.

III. SCOPE OF SERVICES

Purpose of the project

The purpose of this project is to engage a qualified third-party service provider to deliver comprehensive, confidential, accessible, and culturally sensitive psychosocial support services to employees, with the aim of promoting psychological well-being, preventing psychosocial risks, and supporting a healthy, resilient, and productive working environment.

The selected provider will offer professional psychological assistance to employees experiencing personal, context-related or work-related difficulties, including stress, anxiety, emotional distress, burnout, conflict management, interpersonal challenges, traumatic experiences, and other mental health concerns.

The services should be accessible to employees across different geographical locations, languages, and cultural backgrounds, primarily through secure remote consultation channels, with additional support modalities where appropriate.

The project forms part of the organisation's broader commitment to employee well-being, duty of care, psychosocial risk prevention, and the promotion of a psychologically safe workplace.

The selected provider will be expected to deliver both reactive psychological support and proactive mental health prevention services, while ensuring strict confidentiality, professional clinical standards, and compliance with applicable data protection requirements.

Objectives

The key objectives of the project are to:

1. Ensure timely access to professional psychosocial support: Provide employees with confidential, timely, and easy access to qualified psychologists, psychotherapists, or other appropriately licensed mental health professionals.

2. Promote psychological well-being and resilience: Support employees in managing stress, anxiety, emotional challenges, professional pressures, and personal difficulties affecting their well-being.

3. Prevent and mitigate psychosocial risks: Contribute to the early identification, prevention, and management of work-related stress, burnout, psychological distress, and other psychosocial risk factors.

4. Provide multilingual and culturally sensitive services: Ensure employees from diverse linguistic, cultural, and geographical backgrounds can access appropriate psychological support.

5. Facilitate crisis and critical incident response: Provide appropriate psychological assistance following traumatic events, critical incidents, or situations involving acute psychological distress.

6. Strengthen awareness and prevention: Deliver mental health awareness activities, psychoeducational resources, webinars, and targeted preventive interventions.

7. Support managers and HR professionals: Provide expert guidance on recognising signs of psychological distress, responding appropriately to sensitive situations, and managing psychosocial risks within teams.

8. Guarantee confidentiality and data protection: Ensure employees can access services independently and confidentially, with personal and clinical information protected in accordance with applicable Swiss legislation and professional ethical standards.

9. Monitor service effectiveness: Establish measurable service-level indicators and provide anonymised, aggregated reporting to evaluate service utilisation, accessibility, quality, and overall effectiveness.

10. Ensure continuity and quality of service: Establish a sustainable psychosocial support framework with consistent service standards, qualified professionals, appropriate referral pathways, and effective governance arrangements.

11. Demonstrated compliance with the Swiss Federal Act on Data Protection (FADP) and GDPR (where applicable) is a mandatory requirement.

Scope of work, deliverables and milestones

The selected provider shall deliver an integrated psychosocial support programme covering the following service components.

3.1. Confidential psychological counselling and individual support

- Provide confidential, individual psychological counselling to employees experiencing personal or work-related difficulties.

- Offer consultations with qualified psychologists, psychotherapists, and other appropriately accredited mental health professionals.

- Provide support for stress, anxiety, burnout, depression, grief, trauma, workplace conflicts, adjustment difficulties, and other psychosocial concerns.

- Ensure access to short-term psychological interventions and appropriate referral pathways for cases requiring specialised or longer-term care.

- Offer consultations through secure video, telephone, and other appropriate communication channels.

- Allow employees to access services voluntarily and independently, without requiring prior approval from HR or line management.

- Ensure continuity of care and appropriate follow-up, where indicated.

3.2. 24/7 psychological assistance and support

- Provide a confidential psychological support helpline accessible 24 hours a day, seven days a week, including weekends and public holidays.

- Offer immediate psychological listening, initial assessment, emotional support, and appropriate guidance.

- Conduct pre- and post-assignment psychosocial assessments with expatriate employees to evaluate their psychological well-being, readiness for deployment, and adjustment following assignment completion, including any factors that may affect their fitness for work.

- Provide access through telephone and secure online communication channels, including live chat where available.

- Establish clear procedures for urgent psychological situations, risk assessment, escalation, and referral to local emergency or specialised services.

- Ensure consistent service accessibility across geographical locations and time zones.

3.3. Multilingual and multicultural support

- Provide psychological support in multiple languages, at minimum, English, French, Arabic and Spanish, with additional languages based on the organisation's countries of operations.

- Ensure access to professionals experienced in supporting culturally diverse and internationally mobile populations.

- Where possible, match employees with professionals who understand their linguistic, cultural, and geographical contexts.

- Provide equitable access to services regardless of employee location.

3.4. Digital psychosocial support platform

- Provide a secure, user-friendly digital platform accessible to eligible employees.

- Enable confidential access to psychological assistance, appointment scheduling, self-assessment tools, and mental health resources.

- Offer evidence-informed psychoeducational materials addressing stress management, emotional well-being, resilience, burnout prevention, and work-life balance.

- Include self-guided learning modules, e-learning programmes, and well-being assessment tools.

- Ensure accessibility through commonly used devices and browsers, including mobile devices.

- Provide an anonymised administrative reporting dashboard, where available.

3.5. Crisis intervention and critical incident management

- Provide specialised psychosocial support following critical incidents, including serious accidents, employee deaths, traumatic events, violence, natural disasters, and other situations affecting employee psychological well-being.

- Ensure access to qualified crisis intervention professionals and appropriate emergency coordination mechanisms.

- Offer individual and group psychological interventions, remotely or on-site, depending on the nature and location of the incident. Provide a list of countries where on-site support services can be delivered.

- Provide psychological first aid, post-incident follow-up, and appropriate referral arrangements.

- Support HR and management in responding to psychologically sensitive situations, while respecting employee confidentiality.

- Establish documented crisis activation and escalation procedures.

3.6. Mental health prevention, awareness and capacity building

- Organise webinars, workshops, and awareness sessions on mental health and psychosocial well-being.

- Provide training on stress management, resilience, burnout prevention, emotional regulation, and maintaining psychological well-being.

- Deliver targeted awareness and training sessions for managers and HR professionals on identifying psychosocial risks and supporting employees in distress.

- Provide communication materials and resources to promote awareness and utilisation of the available services.

- Offer tailored interventions addressing emerging organisational psychosocial risks and employee well-being priorities.

3.7. Organisational advisory and psychosocial risk prevention

- Provide expert advice to HR and management on psychosocial risk prevention and workplace mental health.

- Support the identification of organisational stressors through appropriate assessments, surveys, or diagnostic tools, where requested.

- Recommend preventive measures and targeted interventions based on identified organisational needs.

- Offer advisory support during periods of organisational change such as new country missions or downsizing, or other potentially stressful transitions.

- Ensure that organisational advice is based on anonymised and aggregated information, without disclosure of individual information.

3.8. Monitoring, reporting and service management

- Appoint a dedicated account manager as the primary point of contact.

- Conduct regular service review meetings with the organisation.

- Provide periodic anonymised and aggregated reports covering service utilisation, types of support requested, languages used, accessibility, and employee satisfaction, subject to confidentiality safeguards.

- Monitor agreed service-level indicators and identify opportunities for continuous improvement.

- Provide an annual service review, including recommendations for enhancing psychosocial support and preventive initiatives.

Technical requirements

Bidders are asked to specify their geographical coverage, available languages, professional network, consultation modalities, number and duration of sessions included, eligibility arrangements, crisis response capacity, service-level commitments, data hosting locations, and pricing structure.

They should also distinguish between services included in the standard contractual fee and services subject to additional charges, such as on-site crisis interventions, specialised consultations, tailored workshops, or extended psychological care.

Proposed project timeline

The proposed implementation period is max 8weeks following contract signature, subject to organisational requirements and the provider's operational readiness.

Phase 1 – Initiation and planning

Kick-off meeting, confirmation of scope, governance arrangements, implementation plan.

Phase 2 – Service design and configuration

Configuration of service access, language coverage, referral pathways, crisis protocols, digital platform and reporting arrangements.

Phase 3 – Testing and validation

Testing of employee access, appointment booking, helpline availability, escalation procedures, data protection arrangements and reporting functionality.

Phase 4 – Communication and launch preparation

Preparation of employee communications, FAQs, awareness materials, HR briefing and manager orientation.

Phase 5 – Go-live

Official launch of psychosocial support services, activation of access channels and commencement of service delivery.

Phase 6 – Stabilisation post go-live

Review of initial service performance, resolution of implementation issues, confirmation of governance and handover to ongoing service management.

Phase 7 – Ongoing service delivery and evaluation (Throughout contract)

Continuous psychosocial support, preventive activities, performance monitoring, quarterly service reviews and annual evaluation.

The provider should submit a detailed implementation schedule as part of its technical proposal, highlighting dependencies, responsibilities, key milestones and any risks that may affect the proposed go-live date.

III. INSTRUCTIONS FOR RESPONDING

This section addresses the process for responding to this solicitation. Applicants are encouraged to review it carefully before completing their responses.

A. Point of contact

Email: rfp@genevacall.org

B. Financial and technical proposal

Applicants are required to submit to Geneva Call both a technical proposal that meets the defined scope of work, and a detailed financial proposal including a comprehensive budget.

Financial proposal requirements:

- Cost breakdown per type of service
- Payment schedule
- Additional expenses
- Budget justification
- Currency
- A proof of registration
- Management CVs
- Indicators of the company's financial stability (e.g. liquidity ratio, debt-to-equity ratio, profitability)

C. Submission

Please divide the offer into two separate proposals — the financial proposal and the technical proposal — and submit them no later than 26-11-2026 to the address below:

Geneva Call

47 chemin de la Chevillarde, CH-1224 Chêne-Bougeries, Geneva, Switzerland

And/or to the following email addresses:

- Financial proposal: **rfpfinance@genevacall.org**
- Technical proposal: **rfp@genevacall.org**

D. Unacceptable pproposals

The following proposals will automatically not be considered or accepted:

- Proposals received after the RFP deadline (no later than 23:59, Geneva time)
- Incomplete proposals

E. Acceptance

Geneva Call will not necessarily accept the lowest-cost proposal or any of the proposals submitted. Eligibility requirements, evaluation criteria, and mandatory requirements (see Chapter IV) shall govern the selection.

F. Completion

- It is the applicant's responsibility to understand the requirements and instructions specified by Geneva Call. If clarification is necessary, applicants should contact the point of contact above prior to submission.
- By responding to this RFP, the applicant confirms its understanding that failure to comply with any RFP condition may result in disqualification.

G. Right of rejection

Geneva Call reserves the right to reject any or all submissions, or to cancel or withdraw this RFP at any time and at its sole discretion, without incurring any cost or liability for costs or damages incurred by any applicant, including expenses incurred in preparing the submission.

H. References

Geneva Call reserves the right, before awarding the contract, to require applicants to submit evidence of their financial, technical and other qualifications, and to contact the individuals or organisations provided as references to verify the information submitted.

IV. TERMS AND CONDITIONS OF THE SOLICITATION

A. Notice of non-binding solicitation

This RFP is not, and shall not be considered, an offer by Geneva Call. Geneva Call reserves the right to reject any or all proposals received in response to this solicitation and is in no way bound to accept any proposal. Geneva Call additionally reserves the right to negotiate the substance of successful applicants' proposals, and to accept partial components of a proposal if deemed appropriate.

Geneva Call maintains a zero-tolerance approach to fraud, corruption, collusion, bribery, and other prohibited practices. Any such conduct may result in the rejection of a proposal, disqualification from the procurement process, termination of negotiations, or contract termination.

B. Bid validity

Proposals are expected to be binding for a period of ninety (90) days from the published response date, and shall remain valid until a contract is signed, subject to Geneva Call's terms and conditions.

C. Confidentiality

All information provided as part of this solicitation is considered confidential. Should any information be inappropriately released, Geneva Call will seek appropriate remedies as allowed. Proposals, discussions and all information received in response to this solicitation will be held as strictly confidential. Geneva Call also reserves the right to require any bidder to enter into a non-disclosure agreement.

D. Bid preparation costs

Geneva Call reserves the right to amend this RFP and will communicate any updates to all applicants.Applicants are solely responsible for any costs incurred in preparing and submitting their response.

E. Right to final negotiations

Geneva Call reserves the right to negotiate the final costs and final scope of work of the proposal, and to limit or include third parties, at its sole and full discretion, in such negotiations.

F. Eligibility and mandatory criteria

- Vendor must be legally registered
- Vendor must demonstrate financial capacity to perform the contract.
- Vendor must have adequate management and organizational capacity to deliver the services.
- Applicants must disclose any actual, potential, or perceived conflicts of interest that could affect their participation in this solicitation
- Applicants may be required to confirm compliance with applicable sanctions regulations and screening requirements
- Relevant references demonstrating experience delivering comparable services

G. Evaluation criteria

Proposals will be reviewed by a Review Committee against criteria that include, but are not limited to: [Review qualifications if they apply to in case of service or good]

- Understanding of the scope of work and of the technical requirements of this RFP
- Quality of the proposed technical and methodological approach, and evidence of relevant experience
- Comprehensiveness and feasibility of the proposed work plan and timeline
- Detailed budget and cost-effectiveness of the proposed approach
- Qualifications and experience of the proposed management and personnel
- Anticipated challenges and opportunities in undertaking the work

H. Performance and financial review

Performance review. In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of the Contractor's performance, including through third-party audits of contract service levels. The Contractor will cooperate fully with any such audit and agrees that information shared with Geneva Call may be shared with the third-party auditor.

Financial audit. Geneva Call requires the Contractor to retain all financial documents related to the contract's costs and revenues for the standard financial data retention period applicable in its country of incorporation.

I. Communications and conduct

Geneva Call does not represent, warrant, or act as agent for any third party as a result of this solicitation. This solicitation does not authorise any third party to bind or commit Geneva Call in any way without Geneva Call's express written consent.

All communication regarding this solicitation shall be directed to the appropriate point of contact at Geneva Call. Contacting third parties involved in the RFP, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

J. Contract term and termination

Term of agreement. The Agreement resulting from this solicitation shall be for an initial period of 1 year, with the option to extend at Geneva Call's sole discretion for 1 more year

Termination. Geneva Call may terminate the Agreement, or any services under it, without prejudice to any other rights or remedies, by giving ninety (90) days' written notice to the Contractor.

K. Intellectual property

Subject to the terms of the contract to be concluded, ownership of the intellectual property related to the scope of work — including technical information, know-how, processes, copyrights, models, drawings, source code and specifications developed by the applicant in performance of the contract shall vest entirely with Geneva Call.

L. Data protection

Where the services involve the collection, access to, storage, transfer, or processing of personal data, the successful applicant shall comply with all applicable data protection legislation and Geneva Call's data protection requirements.

The successful bidder may be required to comply with relevant Geneva Call policies, including anti-fraud, safeguarding, data protection and code of conduct requirements.

M. Scope of change

Once the contract is signed, no increase in Geneva Call's liability or in the fees payable for the services resulting from any change, modification or interpretation of the documents will be authorised or paid unless it has received Geneva Call's express prior written approval.