

## REQUEST FOR PROPOSALS (RFP)

### 1. Overview

Carnegie Mellon University Africa (CMU-Africa), based in Kigali Innovation City, is the only U.S. research university offering graduate engineering and technology programs on the continent. Established in partnership with the Government of Rwanda, CMU-Africa is committed to driving Africa's digital transformation through world-class training in ICT, AI, data science, and smart systems. Our innovations extend beyond the classroom through initiatives like the Industry Innovation Lab, applied research in smart mobility, and partnerships with industry to co-create solutions for Africa's challenges. **CMU-Africa seeks to procure high-quality counseling and mental health services to support the CMU-Africa community. The anticipated start date for this service is January 2026.**

### 2. Scope of Services

The selected provider must field a team of at least three licensed counselors, with diverse gender representation and a mix of Rwandan and international practitioners. The provider must deliver counseling services from the CMU-Africa allocated office and provide additional counseling space at their offices as needed. The provider will provide comprehensive psychosocial and mental health support services to CMU-Africa students, employees and their eligible dependents. The services must be designed to promote wellness, provide responsive counseling, and ensure continuity of care.

#### I. Required Services:

- Counseling Services (individual counseling and psychotherapy sessions) Psychiatric care; Crisis Assessment and Response (crisis intervention and critical-incident response)
- Outreach, Prevention, and Education Support including workshops tailored to student needs during Student Orientation, and early detection training for staff and faculty. Transition support for graduating students
- Open House Day (at least once per year)
- Group Talks (at least 2 per semester)
- Group Sessions and Preventive Programming
- Case Management and Follow-Up

- Clinical Supervision of Counseling Staff: supervision from a senior licensed counselor providing oversight and ensuring quality of care etc.
- 24/7 Helpline Availability for Emergencies: provide continuous access to trained professionals for urgent counseling needs, ensuring support even during nights, weekends, and holidays.

## **II. Modalities & Access**

- On-campus counseling sessions at CMU-Africa or at service provider offices.
- Secure telehealth/virtual counseling sessions.
- Evening and weekend coverage to increase access.
- Service Level Agreements (SLAs) for urgent cases (within 24 hours) and routine appointments (within 5 business days)

## **III. Credentials & Compliance**

- Licensed clinicians with valid certifications.
- Safeguarding and child protection protocols are in place.
- Proof of malpractice/professional liability insurance.
- Mandatory background checks for all clinical staff.
- Compliance with Rwanda's Law on the Protection of Personal Data and Privacy and CMU-Africa's confidentiality policies.

## **IV. Capacity & Inclusivity**

- Multilingual services with English and French as a requirement, other languages also desirable.
- Trauma-informed, non-judgmental, and culturally sensitive counseling approaches
- Projected caseload per counselor and overall staffing plan to ensure availability and coverage
- A diverse team of counselors in terms of gender, nationality, and religious background to reflect and support CMU-Africa's diverse population

## **V. Integration & Collaboration**

- Referral pathways with CMU-Africa's Student Services and Human Resources teams.

- Escalation matrix including coordination with campus security or police.
- Return-to-study and return-to-work support protocols for students and staff recovering from related medical leave

## **VI. Data & Reporting**

- Anonymized dashboards on utilization and clinical outcomes
- Incident reporting timelines (critical, urgent, routine)
- Data minimization practices, encryption, and secure storage of records

## **VII. Performance & SLAs**

- Key Performance Indicators (KPIs): wait times, client satisfaction, continuity of care
- Bi-annual performance reviews with CMU-Africa management
- Corrective-action expectations for underperformance

## **VIII. Financial and Contractual Considerations**

- Pricing model (retainer vs. per-session or hybrid)
- Invoicing terms and payment schedule
- Not-to-exceed total contract value
- Implementation timeline from award to commencement
- Contract term of 1 year with annual renewal option contingent upon performance
- Transition plan for continuity of care

## **3. Proposal Requirements**

- Providers must submit a detailed technical proposal outlining the service delivery approach, staffing structure, and compliance with the scope, along with profiles and certifications of proposed counselors and psychiatrists (not to exceed two pages each). CVs should clearly highlight qualifications, years of experience, language capabilities, and relevant experience supporting multicultural populations.
- Description of facilities available for counseling sessions (at own offices ).
- A financial proposal specifying hours per type of service provider, hourly rates, psychiatry sessions, and crisis response.

- References and past performance information from comparable institutional clients.
- Evidence of organizational registration and tax compliance (RDB certificate, RRA clearance).

## 4. Evaluation Criteria

- Experience with multicultural populations and similar institutional contexts (25 points)
- Strength of clinical model, modalities, and service delivery plan (25 points)
- Qualifications and CVs of proposed team members (20 points)
- Implementation plan and integration with CMU-Africa structures (10 points)
- Financial proposal and value for money (20 points)

## 5. Contract Award & Duration

The selected provider will enter into a service agreement with CMU-Africa for an initial period of one year. The agreement will be renewable annually based on achievement of agreed performance and service-level metrics, demonstrated value for money, and CMU-Africa's satisfaction with service delivery.

## 6. Submission Instructions

Proposals must be submitted electronically in PDF format to [africa-finance@andrew.cmu.edu](mailto:africa-finance@andrew.cmu.edu) **Subject line: RFP: Counseling and Mental Health Services**. Proposals must be received **October 14th, 2025; 5:00pm CAT**. Questions must be submitted by **September 22nd, 2025** to [africa-finance@andrew.cmu.edu](mailto:africa-finance@andrew.cmu.edu) and only written responses from CMU-Africa posted on the CMU Africa LinkedIn Page will be considered official.

### - Timeline

- Issuance of RFP: September 16th, 2025
- Deadline for questions related to RFP: September 22nd 2025. Responses to be shared by Sep 29, 2025 on the official CMU Africa LinkedIn page.
- Submission Deadline: October 14th, 2025

- **Selection & Notification:** *November 11th, 2025*

## Annex 1: Financial Proposal Template

Offerors are required to complete the table below, specifying the number of hours, hourly rate, and projected total cost for each category of service provider. This will ensure comparability across proposals.

Service Type	Proposed Hours (per Week/Month)	Hourly Rate (Rwf)	Total Cost (Rwf)
Counseling Services – High Season			
Counseling Services – Low Season			
Psychiatry Services			
Crisis Assessment & Response (Regular Hours)			
Crisis Assessment & Response (After- Hours)			

Providers should also include any assumptions made in calculating costs (e.g., anticipated utilization, staffing patterns).