

**CRDF GLOBAL**  
**REQUEST FOR PROPOSAL**  
PFP-03-UA-2025

**Seeking a *Wellbeing and Mental Healthcare Services* Vendor to support cyberveterans reintegration program «CyberDefender 2025»**  
**Submission deadline: *February 07, 2025; 18:00 Kyiv time***

**Summary:**

CRDF Global is seeking a long-term, agile, and highly efficient partnership with qualified experts, the local vendors specializing in delivering wellbeing and mental healthcare services tailored to a targeted group, with a particular focus on the unique needs of veterans – the participants of the cyberveterans educational reintegration program «CyberDefenders 2025».

CRDF Global, with support from the Department of State’s Office of the Coordinator of U.S. Assistance to Europe and Eurasia, will deliver the cyberveterans reintegration program 2025 designed to provide cybersecurity skills to Ukrainian veterans. This program will equip qualified veterans with the tools they need to reenter the workforce and contribute to countering cyberspace threats. CRDF Global will develop an intensive reintegration training course tailored to the needs of the cybersecurity sector, preparing Ukrainian veterans to become cybersecurity professionals and assisting them with employment in both the Ukrainian government and private sector. The reintegration process will be supported through the development of cybersecurity-focused theoretical and practical classes, the provision of psychosocial support, mentoring and career counseling services, as well as peer-to-peer support to improve their social well-being and professional skills. The intensive training program will also incorporate English language courses to enhance participants' communication skills and ensure they are better equipped to engage in international cybersecurity collaborations and initiatives. All program components will be designed to facilitate participants' smooth entry or advancement into the cybersecurity and cyber defense sectors, accelerating their reintegration into civilian life.

**Scope:**

In consultation with the CRDF Global team, the engaged company or platform of psychologists specializing in trauma-focused therapy for veterans (the Contractor) will ensure seamless integration of the psychological component within the cyberveterans reintegration program "CyberDefender 2025". The Contractor will offer essential psychological services designed to address the unique needs of participants. This support will play a critical role in helping veterans navigate emotional and psychological challenges, fostering their personal growth and professional success as they transition into cybersecurity careers.

The Contractor will lead and facilitate the psychological component of the cyberveterans reintegration program "Cyberdefenders". The Contractor will play an integral role in the participant selection process based on the established methodology. The program is limited to 40 participants, with selection occurring in two stages (technical and psychological). The first stage involves evaluating registered candidates through a

general technical assessment, followed by the second - an individual interview conducted by a highly qualified psychologist for all the participants who have passed the first stage of the testing. Using a ranking system outlined in the methodology, the psychologists will identify and recommend the most motivated, stable, and reliable candidates with a strong desire and skillset for enrollment in the cyberveterans reintegration intensive program.

**Participant selection process:**

1. **Consent and Instructions:** Obtain participants' consent and provide detailed task instructions, ensuring psychological safety (individual notifications).
2. **Testing:** Participants complete the test on the platform ensuring the accurate results before the brief interviews
3. **Data Analysis:** Perform an in-depth analysis of survey results.
4. **Brief Interviews:** Conduct structured 20–25-minute interviews to assess candidates' readiness for the intensive program.
5. **Selection:** Compile a ranked list of candidates for the "CyberDefender" program.

During the program, the Contractor will provide **at least three individual consultations** for each participant upon request. These sessions will create a structured and supportive environment, enabling veterans to address and alleviate stress, mental fatigue, and emotional challenges stemming from their military experiences. These support sessions are designed to promote emotional well-being, understanding, and resilience. Individual consultations are scheduled to begin in the program's **second month**, offering a safe and understanding space to help veterans navigate challenges and ensure a smooth transition to civilian life and their new roles in cybersecurity. This comprehensive approach aims to support veterans' reintegration while enhancing their personal and professional growth. All efforts and activities undertaken will be thoroughly described in the final report, which will be submitted by the Contractor upon completion. The report will place special emphasis on the outcomes achieved and will include all relevant statistical data.

**Tasks and Deliverables:**

**Task 1: Assess the psycho-emotional state of applicants and identify prospective candidates using a pre-established methodology designed for participant selection for the cyberveterans reintegration program «CyberDefenders».**

The Contractor will implement the established methodology to select potential participants for the program, with a primary focus on evaluating the psychological well-being and emotional stability of veterans, which are essential for their successful participation in the intensive training program. As part of this effort, the Contractor will actively participate in the selection process, prioritizing highly motivated and capable applicants who expressed interest in the reintegration program aligns with their readiness in terms of psycho-emotional well-being. Based on their assessments, the Contractor will recommend the most suitable candidates who might be enrolled for the intensive program.

To ensure an effective evaluation of participants' mental stability, the Contractor will conduct approximately 100 brief online interviews (the total number may differ, depends on the number of applied candidates and number of participants who successfully passed the technical initial testing and meet the eligibility criteria) with individuals shortlisted after the initial technical screening. These interviews will provide the Contractor with valuable insights into each candidate's psychological readiness and overall suitability for the program. In addition to the interviews, the Contractor will administer surveys and conduct supplementary short interviews

to gather comprehensive data. This information will be used to create a ranked list of candidates, ensuring a thorough selection process.

Finally, the Contractor will compile assessments for each participant, providing brief conclusions and endorsements. Based on this thorough evaluation, the Contractor will make informed recommendations regarding the candidates best suited for enrolment in the program, ensuring that only those who meet the necessary criteria and demonstrate the potential for success will be selected.

**Task 1 Deliverables:**

- 1) A progress status report summarizing the brief interviews conducted with the 100 (TBC) previously selected participants. This report will include individual comments for each candidate based on the established methodology, utilizing a zone division system (green, yellow, and red zones), along with recommendations for each participant.
- 2) A list of recommended participants for the reintegration program, identifying those who have demonstrated a high level of motivation and psychological stability, and are deemed most suitable for enrolment.

**Task 2: Conduct individual psychological sessions for each program participant.**

The Contractor will conduct at least 3 individual psychological sessions throughout the duration of the reintegration program. Each participant will receive personalized support to address their specific needs, focusing on trauma-related challenges, emotional resilience, and overall well-being. Additionally, further sessions will be offered to participants who request continued support. These sessions will provide ongoing psychological support to help participants manage emotional and psychosocial challenges during the reintegration process. It is anticipated that the individual sessions will commence in the 2<sup>nd</sup> month of the program and will continue until the program's closure.

The total number of individual sessions may vary depending on demand. Participants who wish to continue receiving support can schedule additional sessions as needed. The total number of sessions will be adjusted based on participant feedback and demand throughout the program, ensuring flexibility and responsiveness to the veterans' needs.

Finally, continuous evaluation of each participant's progress is crucial and must be incorporated into the final report submitted by the Contractor. This report will include a comprehensive summary, outlining the total number of individual sessions conducted, relevant statistical data, and participants' feedback regarding their well-being (where applicable). Additionally, the report will provide recommendations based on participants' general requests, along with suggestions for the project team on how to improve and enhance the well-being support component of the program. All assessments and support services must be conducted in a confidential and ethical manner, in compliance with applicable regulations regarding mental health services. The Contractor must ensure that all participants' information is handled with the utmost confidentiality and respect.

**Task 2 Deliverables:**

- 1) A well-structured schedule for the individual psychosocial sessions with program participants, outlining the timeline and frequency of sessions.
- 2) A final report for Task 2, including statistical data, a breakdown of participant engagement in individual sessions, and other pertinent details regarding the implementation and outcomes of the sessions.

***Contractor Requirements:***

CRDF Global will evaluate proposals based on the Contractor's ability to meet these requirements and provide the best value in terms of expertise, experience, and proposed approach. The selected Contractor must meet the following requirements:

**Key Requirements**

The most significant criterion for evaluation is the completeness and accountability of the program, with deliberate steps designed to achieve qualitative results measurable through performance recording, which will be reflected in a final report. This includes the efficient use of funds, a clear breakdown of goals, and a budget aligned with program milestones.

1. The Contractor must have a minimum of 2 years of experience in assessing the psycho-emotional state of individuals using a well-established methodology. Experience in participant selection, particularly with a focus on emotional stability, will be considered advantageous. Additionally, the Contractor must have a demonstrated history of successfully conducting individual psychological sessions tailored specifically for veterans.
2. The Contractor must demonstrate expertise in the application of contemporary psychosocial methodologies and evidence-based best practices in mental health assessment and psychological therapy.
3. The Contractor must have a proven track record in providing individualized psychological support, particularly for veterans transitioning to civilian careers.
4. The Contractor must provide flexibility in scheduling sessions to accommodate the needs of veterans and to adjust the number of individual sessions based on the demand from participants.
5. Preferably, the Contractor should have experience working on donor-funded projects, especially those funded by the U.S. government or multilateral institutions.
6. The Contractor must have the capability to begin supporting the project promptly upon selection.
7. The Contractor must be a legal entity, registered in Ukraine.

**Experience and Expertise:**

- Expertise in using standardized psycho-emotional and neuropsychological assessments to evaluate mental health and emotional stability
- Specific expertise in addressing the unique psychological needs of individuals transitioning from military to civilian life.
- The ability to design and implement individual psychological sessions, that are tailored to the specific needs of veterans, promoting resilience, emotional recovery, and overall well-being.
- A deep understanding of trauma-informed practices and methodologies, particularly as they apply to veterans and service members and of evidence-based techniques for stress management, emotional regulation, and resilience-building, as these skills are critical in supporting veterans' emotional well-being and recovery.
- Experience in monitoring campaign performance and delivering comprehensive final reports.
- Familiarity with Ukraine's cultural, social landscape, particularly the challenges and opportunities related to veterans' reintegration.

**References:**

- Provide references (at least 2) and case studies (at least 1) demonstrating successful completion of similar projects.

**Proposal Requirements:**

Each proposal must include:

- Statement of Interest and Technical Capabilities
  1. A detailed description of the services offered aligns with the RFP Subject Matter Expertise outlined in the Scope and Tasks section.
  2. List of recently developed similar projects.
  3. An overview of the psychological component execution plan, which includes the selection procedures and innovative methodologies the Contractor plans to implement during individual trauma-focused sessions with veterans, elaborated in accordance with the outlined tasks.
- Cost proposal - a description of the pricing and cost factors, including but not limited to hourly rates, fixed-cost pricing on standard services, etc., that the Vendor is open to negotiating under the General Service Contract (GSC).
- CV(s) of the project team members responsible for the project implementation.
- List of recent experience in the RFP Subject Matter area and applicable references/past performance
- Any Small or Disadvantaged Business Designations (Veteran Owned, HUB Zone, Women Owned, Disadvantaged Businesses)

**Timetable:**

**January 24, 2025:** RFP Questions due

**January 31, 2025:** RFP Questions & Answers released

**February 07, 2025:** RFP submissions due

**February 24, 2025 (TBD):** Contract start date

**Contractor Selection Criteria:**

CRDF Global will select the Contractor that provides the best value in terms of overall price as well as qualifications, experience, technical capabilities and approach to provision of the services as outlined in contractor requirements.

**Key Requirements:**

The Contractor will be selected based on proven expertise in psychological and psychosocial support for service members and veterans. Key qualifications include experience in trauma-focused therapy, psycho-emotional assessments, and implementing evidence-based methodologies. The ability to conduct individual sessions, address trauma, and promote resilience is essential. A strong track record of working with veterans and understanding their reintegration needs is required.

CRDF Global prioritizes a safe and collaborative work environment in which diversity, equity, and inclusion is championed and discussed. CRDF Global provides equal employment opportunities to all qualified individuals without regard to age, race, color, religion, sex, sexual orientation, and gender identity, national origin, protected veteran, or disabled status. We are dedicated to creating and maintaining a respectful work environment that is safe, engaging, and comfortable for all.

CRDF Global pledges to prioritize sponsorship of diverse events and panels of experts whenever possible.

**Evaluation Factors and Subfactors:**

Technical Approach:

The technical approach will be evaluated based on the extent to which the Contractor's proposal demonstrates a thorough understanding of the requirements and a feasible method to meet or exceed those requirements.

*Subfactors:*

- Understanding of the project scope, requirements & alignment with project objectives
- Innovative and creative approach to the proposed overview of the psychological component execution plan to implement during the individual psychological sessions to the program participants, as well as a clear strategy for managing the participant selection process to be enrolled in the program.
- Special focus will be addressed on the experience coupled with the understanding of the unique psychological challenges faced by veterans, including post-traumatic stress, reintegration into civilian life, decompression, and strategies for fostering emotional resilience.

Past Performance:

Past performance will be evaluated based on the relevance and quality of work on similar projects. The Offeror must provide references or examples of past contracts of similar scope and complexity.

*Subfactors:*

- Relevance of past projects aimed at providing trauma-focused services to the veterans incorporating the application of contemporary psychosocial methodologies and evidence-based best practices
- Experience in conducting standardized psycho-emotional and neuropsychological assessments with the aim to evaluate mental health and emotional stability
- References from previous clients (if any)

Key Personnel and Qualifications:

Key personnel proposed for the project will be evaluated based on their experience, qualifications, and ability to fulfill the project's requirements.

*Subfactors:*

- Relevant experience of personnel assigned to implement the project (based on the submitted CVs)
- Certifications, education, and qualifications acquired by the Vendor's team members

Management Approach:

The Contractor's management approach will be evaluated based on the quality of the proposed overview of the psychological component execution plan, elaborated in accordance with the outlined tasks.

Price/Cost:

Price will be evaluated for reasonableness, fairness, and alignment with the proposed scope of work.

*Subfactors:*

- Overall cost compared to market rates

- Cost realism (to ensure the proposal is realistic given the scope)

Compliance:

The Vendor's compliance with state regulatory requirements will be evaluated.

*Subfactors:*

- Adherence to data privacy and protection standards in the activities related to the participants' selection and individual consultations services
- Demonstrated understanding of ethical considerations, including responsible messaging and cultural sensitivity.

**Evaluation Methods:**

- **Lowest Price, Technically Acceptable:**

Preference will be given to the Vendor who submits the lowest price proposal, provided that the proposal is technically acceptable. Technical acceptability will be determined based on whether the Offeror meets all the minimum technical requirements as outlined in the PFP. Price will not be considered until technical acceptability is established.

- **Evaluation Scoring Methodology:**

Proposals will be evaluated based on the following scoring system:

- **Excellent (5):** Exceeds all requirements and offers superior benefits.
- **Good (4):** Meets all requirements with some additional value.
- **Acceptable (3):** Meets all minimum requirements.
- **Marginal (2):** Meets some requirements but has deficiencies.
- **Unacceptable (1):** Fails to meet requirements.

The final selection will be made in favor of the Offeror whose proposal represents the best value, with consideration given to both technical and pricing factors.

**Submission:**

Proposals should be submitted to [procurement@crdfglobal.org](mailto:procurement@crdfglobal.org) & [ofomin@crdfglobal.org](mailto:ofomin@crdfglobal.org) , no later than **February 7, 2025, 18:00 Kyiv Time**. Proposals should be submitted as electronic documents in PDF, Word or Excel format.

Please indicate the RFP number in the "subject" line of your request: **# RFP-03-UA-2025**

**Background:**

CRDF Global is an independent nonprofit organization founded in 1995 in response to the collapse of the Soviet Union and the threat of large-scale proliferation of weapons technology from the region. With support authorized by the Nunn-Lugar Act of 1991 and the Freedom Support Act of 1992, as well private foundation

contributions, CRDF Global embarked on bolstering the global scientific community and fostering alternatives to weapons research.

In the past 25 years, our work has expanded to address ever-changing global concerns, but our commitment to ensuring the success of our partners remains the same. We are a leading provider of flexible logistical support, program design and management, and strategic capacity building programs in the areas of higher education, CBRNE security and nonproliferation, border security, cybersecurity, global health, technology entrepreneurship, and international professional exchanges.

With offices in Arlington, VA; Kyiv, Ukraine; and Amman, Jordan, CRDF Global's diverse staff and networks of local community and government stakeholders deliver tailored programs that meet specific regional needs in over 100 countries across the globe.

Vision Statement:

Our world, healthy, safe, and sustainable.

Mission Statement:

Safety, security, and sustainability through science, innovation, and collaboration.

Values:

We do the right thing.

We care about each other and the people we work with.

We work together to deliver excellence

CRDF Global provides equal opportunities to all qualified individuals without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran, or disabled status. We are committed to prioritizing an inclusive and collaborative space in which diversity and equity is discussed, championed, and supported. We acknowledge and honor the fundamental value and dignity of all individuals. We pledge ourselves to creating and maintaining an environment that respects diverse traditions, heritages, and experiences.

More information is available at [www.crdfglobal.org](http://www.crdfglobal.org).

**Solicitation Terms & Conditions:**

Right to Select Suppliers. CRDF Global reserves the right to negotiate with and select all qualified suppliers at its own discretion and is not obligated to inform suppliers of the methods used in the selection process. CRDF Global reserves

the right to dismiss any and/or all suppliers from the bid process and reject any and/or all proposals.

Obligation. This RFP does not bind nor obligate CRDF Global in any way. CRDF Global makes no representation, either expressed or implied, that it will accept or approve in whole or in part any proposal submitted in response to this RFP. CRDF Global may reward, in whole or in part, the proposal at its sole discretion.

Notification. CRDF Global will notify bidders following completion of the evaluation process, as to whether or not bidders have been awarded the contract. The only information regarding the status of the evaluation of



proposals that will be provided to any inquiring bidder shall be whether or not the inquiring bidder has been awarded the contract. CRDF Global may, at its sole discretion, inform any inquiring bidder of the reason(s) as to why it was not awarded the contract.

Binding Period. Following the due date of submission of this Proposal, the pricing included in this RFP shall be binding upon the supplier for the duration of the contract.

Hold Harmless. By submitting a response to the RFP, the bidder agrees that CRDF Global has sole discretion to select any and/or all suppliers. During or following the conclusion of this process, bidders waive their rights to damages whatsoever attributable to the selection process, materials provided, supplier selection, or any communication associated with the RFP process and supplier selection.

Transfer to Final Contract. The terms and conditions of the RFP, including the specifications and the completed proposal, will become at CRDF Global's sole discretion, part of the final contract (the "Agreement") between CRDF Global and the selected bidder. In the event that responses to the terms and conditions will materially impair a bidder's ability to respond to the RFP, bidder should notify CRDF Global in writing of the impairment. If bidder fails to object to any condition(s) incorporated herein, it shall mean that bidder agrees with, and will comply with the conditions set forth herein.

Exceptions. Any exceptions to the terms and conditions or any additions, which bidder may wish to include in the RFP, should be made in writing and included in the form of an addendum to the applicable Section in the RFP.

CRDF Global Proprietary Information. Supplier agrees that all non-public information contained in this document and communicated verbally in reference to this RFP by CRDF Global shall be received for the sole discretion and purpose of enabling the supplier to submit an accurate response to this RFP. The information contained in this RFP and disclosed during the course of negotiations and communications are proprietary in nature and under no circumstances to be disclosed to a third party without prior written consent from CRDF Global.

Supplier Proprietary Information. Information contained in the response to this RFP will be considered proprietary in nature if marked "confidential" or "proprietary". Such marked documents will not be disclosed to third parties outside CRDF Global with the exception of retained consultants under contractual confidentiality agreements.