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Tender No.: MWSC-L/3/ADV/2026/46

Invitation for the Expression of Interest for the Employee Assistant Program (EAP) – Time Extension

Introduction

Male' Water and Sewerage Company Private Limited (MWSC) is committed to promoting and maintaining the mental health and wellbeing of its employees. In recognition of the impact that personal, psychosocial, and work-related challenges may have on employee wellbeing and performance, the Company intends to establish an Employee Assistance Program (EAP). This TOR outlines the requirements for engaging a qualified and accredited service provider to deliver professional EAP services on a retainer basis, for a duration of one (01) year.

1. Scope of Work

1.1 Employee Assistance Program (EAP)

The Company seeks to engage a qualified and accredited service provider on a retainer basis to establish, manage, and deliver an Employee Assistance Program (EAP) throughout the 1-year contract period.

1.2 Program Description

The EAP shall:

- Provide continuous access to confidential counselling, psychotherapy, and consultation services for employees
- Operate under a retainer arrangement, ensuring ongoing availability of services
- Be voluntary, allowing employees to self-refer without company approval

1.3 Scope of Services

The EAP shall include, but not be limited to, support for:

- Psychiatric consultations and mental health assessments



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- Personal worries, doubts, and emotional concerns
- Grief and loss (death, mourning, separation)
- Work-related stress and workplace relationship issues
- Addiction and dependency issues (e.g. substance abuse, smoking)
- Domestic violence and related psychosocial concerns
- Health-related issues impacting mental wellbeing
- Financial stress and related challenges
- Retirement planning and adjustment support
- Other personal or work-related matters affecting employee wellbeing

1.4 Awareness Sessions

The service provider shall be responsible for developing and conducting mental health awareness and wellbeing sessions for employees, as part of the preventive and educational elements of the Employee Assistance Program (EAP).

These sessions shall:

- Be conducted once every two (2) months throughout the contract period
- Focus on promoting mental health awareness, early intervention, stress management, resilience, and overall wellbeing
- Address common workplace and personal mental health concerns relevant to the Company's workforce
- Clearly explain the services offered under the retainer, including counselling types, access channels, confidentiality assurances, and response timelines
- Encourage utilization of the EAP by addressing common concerns, misconceptions, and stigma related to mental health support
- Deliver on-site sessions, to encourage staff participation
- Include supporting materials where applicable (e.g. presentations, handouts, or awareness resources)



2. Evaluation Criteria

Sl no	Descriptions	Points (Max)
1	Price	50%
2	Proposed Approach and Work Plan	20%
3	Reference and Past Performance	30%
	Weighted score	100%

3. Qualification Requirement

Interested and competent contractors wishing to carry out the above project must submit the following documents.

- Bid Security
- Business Registration Certificate at Economic Ministry (applicable for companies or firms)
- GST Registration (applicable for companies or firms)
- Company Business Information Sheet (Economic Ministry), generated within 1 month prior to the Bid submission deadline (applicable for companies or firms)
- Qualification & Experience certificates / letters
 - Curriculum vitae/ Profile of proposed
 - Copy of National identity card
 - Copy of the academic certificates and summary of work experience (Job reference letters should be attached as supporting documents)
- Detailed work plan
- Methodology

Interested parties must register for the tender via the link **Bidder Registration** between 20th April 2026 and 24th April 2026. Further information and a soft copy of the bid documents will be shared with the registered parties on 26th April 2026.

Each bidder shall furnish a bid security in the amount of **MVR 5,000/-**.

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Tender Schedule

Step	Process	Date & Time	Venue
1.	Information Session	27 th April 2026, 01:00 PM	Via Microsoft Teams
2.	Submission of Proposal & Proposal Opening	30 th April 2026, 11:00 AM	MWSC CS Building, 6 th Floor Ameenee Magu, Male', Maldives

The proposal must be placed in a sealed envelope marked 'Private and Confidential' and titled **“Invitation for the Expression of Interest for the Employee Assistant Program (EAP)”**

And addressed to:

Male' Water and Sewerage Company Pvt Ltd
Customer Service Building 6th Floor
Ameenee Magu, Machchangolhi
Male' 20 – 03

For more information, please contact Contracting Department (+960) 332-3209, 763-1293, 779-1938.

Tender & Contracts

Male Water & Sewerage Company Pvt. Ltd.

20th April 2026